

MEMBERS USE OF ICT | 6TH ANNUAL REPORT

STANDARDS COMMITTEE
15 FEBRUARY 2017

CLASSIFICATION:
Open

WARD(S) AFFECTED
All Wards

CORPORATE DIRECTOR
Ian Williams, Corporate Director of Finance and Resources

1. SUMMARY

- 1.1. Guidance for Members on the use of Council provided ICT facilities was agreed by Standards Committee on 28th March 2011 following a recommendation from the Internal Audit on Ethical Governance of January 2010 and subsequent questions from new Members during the May 2010 induction process.
- 1.2. It was also agreed that the Assistant Director – ICT should submit an Annual Report to this Committee on compliance with the Guidance. This is the sixth such report.

2. RECOMMENDATIONS

- 2.1. Standards Committee is invited to:
 - **Note the contents of this report**
 - **Comment on the proposed new policy guidance for use of ICT (see section 7)**

3. RELATED DECISIONS

- 3.1. Revised Draft Guidance for Members on the Use of ICT: March 2011.
- 3.2. Report of the Internal Auditor on Ethical Standards: January 2010.

4. FINANCIAL CONSIDERATIONS

- 4.1. There are no direct financial implications arising from this report.

5. COMMENTS OF THE DIRECTOR OF LEGAL

- 5.1. This guidance is based on the Members' Code of Conduct which provides that Council resources must be used for carrying out Council functions and restrictions are imposed on any significant personal use of such resources. The guidance specifically addresses how Members should use Council provided ICT resources. The Council's policy on using Council systems and data has been refreshed and now clearly applies to Members and their use of Council ICT resources.

6. ANNUAL REPORT 2016

- 6.1. Previous reports to Standards Committee have referred to municipal years. This has been changed for this report so that it is in aligned with the calendar year, as the report is presented to Standards Committee at the beginning of each calendar year.

6.2. Hackney Council's Member Code of Conduct provides that a Member must act in accordance with the Council's requirements and ensure that Council resources are not used for any unauthorised or political purpose (unless that use reasonably facilitates discharging the Council's functions). This includes Information & Communications Technology (ICT) resources.

6.3. The Guidance for Members on the Use of ICT covers:

- monitoring and compliance
- use of ICT for Council business
- provision of equipment
- using and caring for ICT equipment
- access security and
- general use of ICT, including email, the internet and social media

6.4. The Corporate Director of Finance and Resources first issued the Guidance (via email) to all Members on 1st June 2011. Copies the Guidance were additionally issued to newly elected Members in May 2014.

6.5. Four new Members were elected to office in this reporting period.

6.6. There have been no known or reported breaches of the Guidance during the Municipal year 2015/16 (to date of report publication)

Category	Number of incidents	Description	Action taken
Telephony	0	n/a	
Web / internet	1	Inappropriate content on hard disk.	The Monitoring Officer has taken action in accordance with the Member Code of Conduct.
Email	0	n/a	
Information security	0	n/a	
Total Incidents / Breaches	1		

6.7. There have only been three known or reported breaches since the commencement of annual reporting to this Standards Committee in 2013, as summarised in the following table:

Year	Breach category				Description	Data breach	Total
	Telephony	Web / internet	Email	Info security			
2016	0	1	0	0	Inappropriate content	N	1
2015	0	0	0	0	n/a	n/a	0
2014	0	0	0	1	Lost / stolen laptop	N	1
2013	0	0	0	0	n/a	n/a	0
2012	0	0	0	1	Lost / stolen laptop	N	1
Total	0	1	0	2			3

Note: figures for 2012 - 2015 are taken from the report presented to Standards Committee in January 2016 (<http://mginternet.hackney.gov.uk/documents/s47128/Guidance%20for%20Members%20on%20the%20use%20of%20ICT%20-%205th%20Annual%20Report.pdf>)

6.8. Monitoring of compliance with the guidance for Members' use of ICT is carried out by Corporate ICT staff reviewing technical logs. Potential breaches may also be notified by Members themselves or by Council staff (for example, Member Services may report a lost phone on behalf of a Member).

6.9. Very exceptionally, a breach might be reported by an external source, such as a member of the public, the Information Commissioner or the police.

6.10. All reported breaches are recorded on the ICT Service Desk system (LANDesk) and passed to the ICT Security Manager for investigation.

6.11. The following paragraphs briefly summarise the control and compliance measures in place for each of the categories in the above tables:

6.11.1. Telephony:

- Mobile phones are only issued to Cabinet Members.
- Members' telephone extensions are included in the Council's monthly telephone performance report. This report provides a summary of the number of calls received and time taken to respond to them.
- Detailed information on individual calls is also available: number dialled/received from and duration.

6.11.2. Web/Internet

- The Council deploys internet monitoring tools which are configured to deny access for staff to certain types of website from the Council's internet connection, including pornographic; homophobic; racist; online gaming; terrorist and computer-hacking sites. (Nb. these filters do not apply when Members use their own personal internet connection or connections provided by other third parties.)
- Standard monthly reports are produced which list the most accessed websites and the most active users. These reports are checked by the ICT Security Manager for any "unusual" activity.
- Individual reports detailing all internet activity can be produced by "user" or "location" on request. Any such requests are logged on the ICT Service Desk system.
- Use of corporate mobile data allowances (eg for tablet devices / laptops) is monitored to identify any excessive use. In the event that data consumption exceeds reasonable levels the Member concerned will be contacted by Member Services and given advice on reducing their data consumption. Any continued excessive use will result in the Member's mobile data service being ceased.

6.11.3. Email

- All email to and from @hackney.gov.uk email accounts is automatically archived and is currently retained for approximately 5 years (this is limited by the size of the archive, rather than by a specific time period). Email that has been deleted from an individual mailbox may still be retrieved from the archive.
- Incoming emails are automatically scanned for viruses and "inappropriate" content. Those which are deemed by the software to contain inappropriate content are held in quarantine and may be released by the receiver if they are satisfied that the content would not breach of Hackney policies or guidance.

6.11.4. Information security

- Lost or stolen devices (phones, laptops, tablets and USB sticks) are reported via the ICT Service Desk. Wherever possible, information is wiped remotely from any such devices to minimise the possibility of any information security breach using device management software.

6.12. Members are listed on the London Borough of Hackney Data Protection Act registration as both Data Subjects and under Sources, Disclosures and Recipients. The Council's current Registration is available on the Information Commissioner's Office website at: www.ico.org.uk. The Registration number is Z8010445 and it runs to 26th June 2017.

7. REFRESH OF THE COUNCIL'S GUIDANCE FOR MEMBERS' USE OF ICT

- 7.1. The Council is currently refreshing its guidance on secure use of ICT systems and information.
- 7.2. The new *Using Systems and Data Policy* will ensure that the Council's guidance is up to date with current systems and the latest guidance from UK Government, and is also being reviewed to consolidate the number of policy documents and ensure that it is easy to understand for a non-technical audience.
- 7.3. In addition to ICT security guidance the refreshed policy will include guidance on use of social media and reasonable use of services such as mobile data. Including these areas in the policy will provide Members with a single point of reference.
- 7.4. The new policy is due to be approved by the Council's Information Governance Group on 23 February 2017, following which it will be launched to Members, staff and other people who use the Council's systems and information. It will be supported by updated guidance on the Council intranet and online training.
- 7.5. It is proposed to provide briefings to each political group to support Members in applying the new guidance to their Council work. This will also have the added benefit of providing Members with an opportunity to refresh their understanding of the measures they need to take to protect information that they handle in their work and their responsibilities for Data Protection.
- 7.6. The latest draft of the new *Using Systems and Data Policy* is attached in appendix 1.

8. REVIEW OF MEMBERS' ICT REQUIREMENTS

- 8.1. In early 2016 work to pilot improved ICT provision for Members took place. This concluded with recommendations to offer Members a choice of upgrades, based on either a laptop or tablet device. (With Members who prefer to use their own equipment continuing to be able to do so.)
- 8.2. Most Members have now been issued with their new equipment, with six Members remaining outstanding. These Members have been contacted and dates offered to set them up.
- 8.3. The ICT team have also reviewed the support and advice provided for all users, including Members. To enhance access to the service, the team are now offering regular 'drop in' support sessions which are open to all. These provide an opportunity to raise issues and get advice, and complement the other support channels (which include telephone and online support)

8.4. Further work to review other aspects of the ICT support for Members has been discussed with Cllr Munn and Cllr Bramble (who holds the lead role for the Mayor's review of support for Members). It has been agreed that once the Town Hall renovation works and set up of Member facilities has completed further discussions will take place with each group to identify other opportunities to review the ICT support provided to Members.

Rob Miller, Director of ICT

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S.100D Local Government Act 1972 (as amended)

List of Appendices

- Appendix 1: Using Systems and Data Policy

Background documents

No documents which require listing have been relied upon in the preparation of this report.