BOULIA SHIRE COUNCIL

Information Technology (IT) Policy

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Summary:	The purpose of this policy is to ensure that Council information technology is kept up to date and secure.
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Date Revoked:	n/a
Related documents:	Queensland Government Information Standards and Frameworks, International, Australian and Industry Standards (various information, technology and security standards) Corporate Plan Policy 146 – Code of Conduct - Staff Policy 121 – Confidentiality (use of information procedure policy) Policy 123 – Risk Management Policy Policy 129 – Councillor Code of Conduct Policy 112 – Email and Internet Policy
Responsible Section:	CEO
Responsible Officer:	Director of Corporate Services
Legislation:	Local Government Act 2009 Crime and Corruption Act 2001 Copyright Act 1968 Criminal Code Act 1995 Electronic Transactions (Qld) Act 2001 Evidence Act 1977 Information Privacy Act 2009 Right to Information Act 2009 Public Records Act 2002 Public Sector Ethics Act 1994

PURPOSE

This policy is about governing all of Council's Information Technology and related assets, services and activities and to describe a set of principles under which they will be managed and delivered.

This policy forms a structured, principle based, IT Policy Framework for the organisation, which allows for subsequent flexibility and future development as business needs change.

Other Council documents such as plans, procedures, instructions, guidelines, forms, and templates will link to this policy as required to ensure alignment to other Council Policies, and historical documents.

SCOPE

To provide to all Councillors', employees (full time, part time, temporary, casual or contract), any other persons including but not limited to all service providers, sub-contractors, consultants, volunteers, and work experience persons, working with or on behalf of Council and using Council computer system and assets locally or accessed remotely.

EXEMPTIONS

Public computers in Council's Library accessed by community members and tourists is beyond the scope of this policy.

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OBJECTIVES

To ensure Boulia Shire Council IT resources are used:

- Appropriately and efficiently;
- To assist Council to effectively deliver quality, value for money services;
- To not create or increase risk to Council, Council employees, Councillors, contractors and third parties;
- In accordance with other policies, legislation, standards, and business best practice;
- And Managed with sound consistent governance across Council.

POLICY STATEMENT

Council ensures the provision of timely, dependable, flexible and secure information, communications & technology (IT) solutions and services to its employees and the community it serves.

The strategic IT asset base is secured and managed under agreed and rigorous custodianship.

Alignment between stakeholders, business needs, and IT solutions is continually pursued in order to reduce complexity, increase productivity, ensure maximum business benefit from investments. Identify opportunities that would benefit the operational IT environment which is and can be tailored to Council's needs.

Council IT resources are to be used in an ethical and efficient manner within a sound governance framework, thereby enabling Council's assets to be appropriately managed

within acceptable risk tolerances. A key underpinning goal of this approach is to ensure users of IT resources behave in ways that support the business activities of Council.

The provision of Council owned IT resources including internet, email facilities, telephony and devices are to be used for approved purposes. Limited personal use of IT resources is available only in accordance with the uses outlined in this policy.

Council employees, consultants, contracted external service providers and Councillors are all required to use Council IT resources in accordance with this policy and the applicable Code of Conduct.

All access to IT resources is granted on the basis of business need and may be revoked at Management discretion.

Failure to comply with this Policy may result in the referral of the matter *to the office of the CEO* for disciplinary action or for more serious offences or breaches, referral to law enforcement for investigation or prosecution.

IT Resources
Includes but is not limited to:

- ➢ Computers (including surface pros, laptops, notebooks, tablet PCs, desktop computers and handheld devices);
- ➢ Electronic storage devices;
- ➢ Telecommunications (including provisioned phone lines/connections, telephones, mobile phones, facsimiles, message banks, voice mail, modems, data communication devices and data cabling);
- ➢ Radios (or any other frequency devices);
- ➢ Television sets (including LCD and plasma screens);
- ➢ Video and imaging equipment;
- ➢ Digital or analogue recording devices (including tape, DVD, video recorders);
- ➢ Cameras (including mobile phones with cameras);
- ➢ Printers, copiers and digital scanners;
- ➢ Internet services (including http, ftp and telnet, peer to peer, video-streaming);
- ➢ Email services;
- ➢ Web based portals.

Conditions of Use
Resources are:

- ❖ Provided to Councillors, staff and contractors to conduct official business and professional development more effectively and efficiently;
- ❖ To be utilised only for defined use outlined in this policy;
- ❖ To be authorised by the relevant Director/Manager and used in accordance with Council policies and procedures, applicable laws and regulations;
- ❖ Provided to employees and Councillors and able to survive public scrutiny and/or disclosure;
- ❖ Not to be used to bypass established and/or official channels of communication as defined by Council reporting relationships;
- ❖ Subject to the Council's recordkeeping, archiving, right to information, information privacy and auditing requirements;
- ❖ Able to be restricted or revoked at any time.

Authorised Official Use
Usage undertaken for a business need to assist in carrying out the work of Council. Official use includes in general:

- o Conduct of work-related business;

- o Access to work related information;
- o Communication with colleagues on work related matters;
- o Communication outside the work environment on work related matters.

Official use is permitted under the following conditions and limitations:

- o Usage takes place while you are either employed, contracted or are an elected official in the service of Council;
- o Established and/or official channels of communication as defined by Council reporting relationships are observed at all times;
- o Usage that could interfere with day-to-day operations must receive the appropriate authorisation from the relevant Director or Manager.

Authorised Professional Use

Professional use of Council owned or provided IT resources means permitted activities that support professional development with authority from the relevant Director or Manager.

Professional use includes in general:

- o Professional development relating to approved study or research;
- o Approved forum, conference or seminar participation;
- o To engage with a professional or industrial organisation for membership, registration, training/education, performance, conduct or safety;
- o Council approved or supported personal study.

Professional use is permitted under the following conditions and limitations:

- o Usage has been authorised by the relevant Director or Manager;
- o Established and/or official channels of communication as defined by Council reporting relationships are observed at all times;
- o Use does not threaten or interfere with day-to-day operations of the Council in accordance with ethical standards explained in Council's Code of Conduct for employees or Councillors;
- o Unnecessary or excessive burden is not placed on Council resources, e.g., large-scale emailing or mass storage or transmission of electronic files;
- o Access does not require modifications to existing infrastructure.

Unauthorised or Inappropriate Use

Unauthorised or inappropriate use of Council owned or provided IT resources:

- Usage which infringes copyright;
- Involves creating, downloading, storing, viewing or distributing obscene, indecent, offensive or sexually explicit material or material unbecoming to propriety;
- Contains untrue information that is likely to damage the reputation of a person in their profession or trade or by which other persons are likely to be induced to shun or avoid or ridicule or despise the person;
- Downloading non-business related digital music (e.g. MP3), video (e.g. MPEG) files, applications or images using Council provided bandwidth;
- Contains material or images that may offend the recipient or others who may view it;
- Bullies or harasses another person or is of a violent nature;
- Expresses a view or commits Council to a course of action that is outside your delegated power;
- Discriminates against a person on the basis of the person's age, race, gender, religion, marital status, sexual preferences or other unlawfully discriminatory attributes;
- Contains Internet addresses or links to material or sites that contain any of the unacceptable content cited above;

- Any use that bypasses established and/or official channels of communication as defined by Council reporting relationships including the settlement of personal disputes;
- Includes campaigning for personal gain;
- Failing to undertake Council security procedures such as virus checking when downloading files and/or software and sharing and/or distributing network or application access passwords;
- Any use that would interfere with the day-to-day operations of the Council and places an unnecessary or excessive burden on Council resources, e.g. large-scale emailing or mass storage or transmission of electronic files;
- Any unauthorised use that is not lawful, criminal or unethical, including usage outside permitted conditions and limitations for official, professional or limited personal purposes.

Council employees, Councillors and Contractors alleged to have inappropriately used Council IT resources, may result in the taking of disciplinary action.

Software and Data Set Usage

Copying of any software program or data sets that are subject to a licence agreement is prohibited, except for the purposes of backup or installation by Council authorised officers. No user of licensed software or data sets may move beyond the provisions of the licensing arrangement when using these software or data sets.

No software program or data set that could be subject to a licence agreement and which exists on a device that is not owned or leased by Council may be copied to any programmable device that is owned or leased by Council, except where this is done by persons who have been authorised to carry out these tasks.

Software or data sets that relate to the configuration of any programmable device that is owned or leased by Council may only be modified or in any way changed by Council officers who have been authorised to perform these tasks. Exceptions include:

- Where the changes are authorised changes to the personalisation of the programmable device; or
- Software application within the functionality of the application and accessible to the user.

Where software and data set configurations represent part of Council's Corporate Memory, those authorised to install and maintain these files must ensure that a system is in place to preserve this Corporate Information.

The software and data set provisions of this policy are concerned with managing copyright and corruption and security risks to Council's software and data, where this software and data is operated on any Council owned or leased programmable device.

User Responsibilities

All users must comply with this policy, other relevant policies and supporting policy instruments.

- ❖ No Council employee, Councillor or contractor shall knowingly breach a software licensing agreement for any software or data that is owned or leased by Council. It is the responsibility of the user concerned to ensure that no breach of licensing or copyright arrangement occurs.
- ❖ Only authorised officers can install software that is to run on any of Council's leased or owned programmable devices. For Council owned or leased programmable devices that run the Standard Operating Environment for desktop or mobile

communications devices, software and data files will be installed from a central location by an authorised person from Business Innovation and Technology Services.

- o Staff may be granted special authorisation as Power Users of specific applications to install executable files for their specific applications. Under no circumstances are Power Users permitted to download software from external sites unless authorised.

❖ May authorise the installation and modification of software on a programmable device that does not run the Standard Operating Environment.

❖ Council owned or licensed software or licensed data must only be stored on a programmable device or electronic storage device that is authorised by Council.

❖ Software and data can be made available on a licensed basis, for example, operating system software or on a non-licensed basis, for example, Internet cookies.

❖ All data leased, licensed or owned by Council must be backed up on Council's server

❖ Some data files on a programmable device represent personalised customisations, such as Desktop Icons, Internet Favourites or other preferences and usability settings that are available to various applications. There are also transient files that applications create at different stages. Users may create, change or delete icons within their favourites, usability settings and transient files.

❖ Only an authorised person may make changes to the Operating Software or Application Software configuration. No downloads of screensavers or other programs from the Internet are permitted. No unauthorised deletions, additions or customisations may be made to the software on programmable devices that are owned or leased by Council.

❖ The Director of Corporate Services and the contracted Computer Support Services will ensure that an authorised person is available to make any necessary changes to the configuration of any of Council's programmable devices that run the Standard Operating Environment. This service can be accessed by logging a call with the Administration Supervisor.

Remote Access to Council Network

Remote Access Service (RAS) is the ability to access the Council network from another location (i.e. home or non-networked site). It is used by a number of Council staff (across all directorates) to access their network files, applications and email.

The remote access provisions of this policy set the parameters within which access to Council's data network via remote connection can be achieved. The purpose is to keep operational costs to a minimum and reduce risk to Council.

Remote access will be made available:

➢ On a business needs basis;
➢ Using Council's corporately provided remote access solutions.

User Responsibilities
- o All users must comply with this policy, other relevant policies and supporting policy instruments.
- o All remote users are required to notify their manager/director, immediately if they no longer require access privileges.
- o Under no circumstances will an unauthorised user be permitted to use an authorised user's end-user device.
- o Council surface pros/laptops/notebooks/tablets should be switched off when not in use, to prevent unauthorised access to the Council network and to support sustainable business practices.
- o When outside Council premises surface pros/laptops/notebooks/tablets must be out of public view while a vehicle is unattended.

- o Users may be held personally responsible for the cost of any loss or damage of laptop/notebooks and accessories when such loss or damage exceeds normal wear and tear and can be attributed to negligence. All loss or damage is first to be reported to the Director of Corporate Services.

User Name and Password Settings

Each User when given access to Council's computer system they require a User Name and Password to be set.

User Name will be set on position title (eg. Technical Officer – Technical), as employees leave a copy of the users inbox and P drive will be backed up and reset for the new employee.

Passwords are to be set as per below:

- o Maximum password age – 120 days
- o Maximum password length – minimum 10 characters
- o Passwords must meet complexity requirements – combination of upper and lower case alphabetical, number (at least one) and a symbol eg. ?Today1238
- o Password history – can not reuse a password until 24 passwords have past
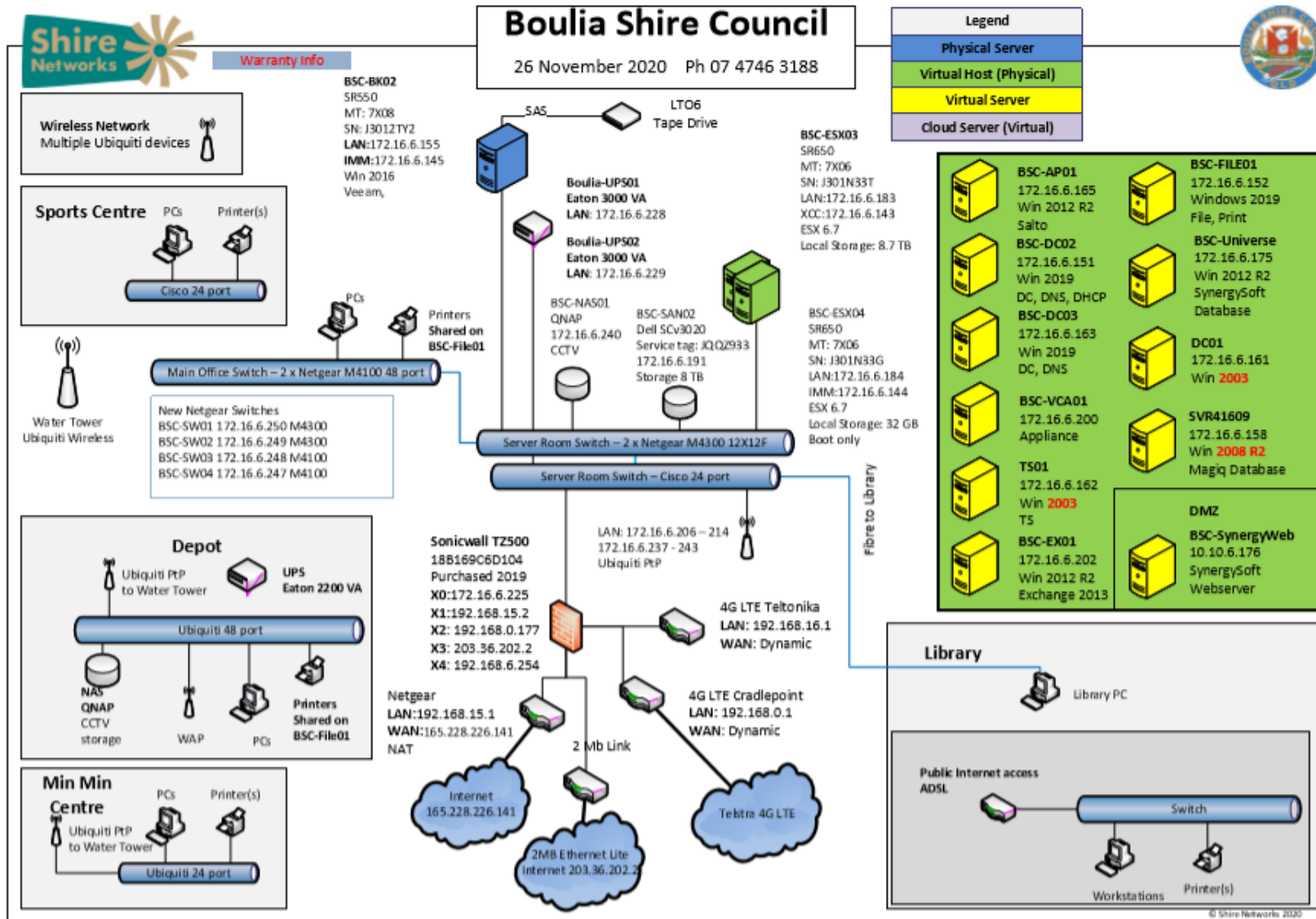- o Minimum password age – 1 day

User Responsibilities

All users must comply with this policy, other relevant policies and supporting policy instruments.

DEFINITIONS

Term	Meaning
Corporate Information	Corporate information refers to all records and their associated contextual information that serves to completely depict all details of a particular and its relationship to other business activities.
Corporate Memory	A full and accurate record of all the business activities and transactions undertaken by Council in the exercise of its statutory, administrative or other public responsibilities or related purposes.
Council	Boulia Shire Council.
Councillors	Councillors refer to all elected officials in Boulia Shire including Councillors, Mayor and Deputy Mayor.
Download	A mechanism by which a software device or program is copied from a server site to another programmable device.
Electronic Storage Devices	Electronic storage devices include Personal Digital Assistants and handheld devices, USB Drive/Flash Keys, SD Cards, Portable hard drives/CD Burners, Zip Drives, Mobile Phones).
End-user Devices	End-user devices are defined as Standard desktop computer, Standard notebook (portable) computer, various computer (PC) models, other mobile computing devices, printers, smart phones, etc.
External Entity	An independent organisation with which Council has a contractual arrangement and which is provided with equipment that is serviced by IT Operations.
Internet	The worldwide loose affiliation of interconnected computer systems, through which users can navigate to obtain services and share information at various levels of detail with globally dispersed organisations and individuals.
Malicious Software (Malware)	Software is considered malware based on the perceived intent of the creator rather than any particular features. Malware includes computer viruses, worms, most rootkits, spyware, dishonest adware, and other malicious and unwanted software.
Peripheral Device	A device that is optional in nature, and is attachable to an end-user device e.g. USB Drives, external hard drives, scanners and cameras.

Programmable Devices	Any device whose operation is controlled by a stored program that can be changed or replaced. Information may comprise automated software, data files and temporary work files. Such devices would include desktop computers, mobile communications devices, SCADA devices or even a modern refrigerator.
Standard Operating Environment (SOE)	Standard Operating Environment (SOE) for end-user devices is a group of configurable hardware, software and services designed to provide Councillors, employees, contractors with a secure and functional platform to perform their duties.
Tethering/Tethered	Connecting a data-enabled mobile telephone or tablet device to a computer or other device via a cable or wireless connection for the purpose of connecting to the Internet via the phone/tablets' data connection.
User	Any authorised Council staff member, Councillor, contractor or third party.
Virus	A software agent that uses any programmable device that is available to reproduce itself and spread itself to other programmable devices.

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Legend

Physical Server	
Virtual Host (Physical)	
Virtual Server	
Cloud Server (Virtual)	

Shire Networks

Warranty Info

Wireless Network
Multiple Ubiquiti devices

Sports Centre   PCs   Printer(s)
Cisco 24 port

Water Tower
Ubiquiti Wireless

BSC-BK02
SR550
MT: 7X08
SN: J3012TY2
LAN:172.16.6.155
IMM:172.16.6.145
Win 2016
Veeam,

SAS   LTO6 Tape Drive

Boulia-UPS01
Eaton 3000 VA
LAN: 172.16.6.228

Boulia-UPS02
Eaton 3000 VA
LAN: 172.16.6.229

BSC-NAS01
QNAP
172.16.6.240
CCTV

BSC-SAN02
Dell SCv3020
Service tag: JQQZ933
172.16.6.191
Storage 8 TB

BSC-ESX03
SR650
MT: 7X06
SN: J301N33T
LAN:172.16.6.183
XCC:172.16.6.143
ESX 6.7
Local Storage: 8.7 TB

BSC-ESX04
SR650
MT: 7X06
SN: J301N33G
LAN:172.16.6.184
IMM:172.16.6.144
ESX 6.7
Local Storage: 32 GB
Boot only

PCs   Printers
Shared on
BSC-File01

Main Office Switch – 2 x Netgear M4100 48 port

New Netgear Switches
BSC-SW01 172.16.6.250 M4300
BSC-SW02 172.16.6.249 M4300
BSC-SW03 172.16.6.248 M4100
BSC-SW04 172.16.6.247 M4100

Server Room Switch – 2 x Netgear M4300 12X12F

Server Room Switch – Cisco 24 port

BSC-AP01
172.16.6.165
Win 2012 R2
Salto

BSC-DC02
172.16.6.151
Win 2019
DC, DNS, DHCP

BSC-DC03
172.16.6.163
Win 2019
DC, DNS

BSC-VCA01
172.16.6.200
Appliance

TS01
172.16.6.162
Win 2003
TS

BSC-EX01
172.16.6.202
Win 2012 R2
Exchange 2013

BSC-FILE01
172.16.6.152
Windows 2019
File, Print

BSC-Universe
172.16.6.175
Win 2012 R2
SynergySoft
Database

DC01
172.16.6.161
Win 2003

SVR41609
172.16.6.158
Win 2008 R2
Magiq Database

DMZ
BSC-SynergyWeb
10.10.6.176
SynergySoft
Webserver

Fibre to Library

Depot

Ubiquiti PtP to Water Tower   UPS Eaton 2200 VA

Ubiquiti 48 port

NAS QNAP CCTV storage   WAP   PCs   Printers Shared on BSC-File01

Min Min Centre   PCs   Printer(s)
Ubiquiti PtP to Water Tower
Ubiquiti 24 port

Sonicwall TZ500
18B169C6D104
Purchased 2019
X0:172.16.6.225
X1:192.168.15.2
X2: 192.168.0.177
X3: 203.36.202.2
X4: 192.168.6.254

LAN: 172.16.6.206 – 214
172.16.6.237 - 243
Ubiquiti PtP

4G LTE Teltonika
LAN: 192.168.16.1
WAN: Dynamic

Netgear
LAN:192.168.15.1
WAN:165.228.226.141
NAT

2 Mb Link

4G LTE Cradlepoint
LAN: 192.168.0.1
WAN: Dynamic

Internet 165.228.226.141

2MB Ethernet Lite Internet 203.36.202.2

Telstra 4G LTE

Library
Library PC

Public Internet access
ADSL   Switch

Workstations   Printer(s)

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Depot

26/11/2020

Water Tower

Stores
PC

Workshop
Stand alone PC

New Depot

Fibre

Printers
Shared on
BSC-File01

QNAP NAS
CCTV

Ubiquiti 48 port

UPS
Eaton 2200 VA

PCs

Ethernet

RLPO
PC

Old Depot
PCs

Ethernet

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Office Connectivity

26/11/2020