IT Policy

Introduction

1. The purpose of the IT Policy is to ensure the effective protection and proper usage of the computer systems within Age Concern Okehampton and Torridge. The IT investment of the organisation is considerable, and the dependency on computer technology in the delivery of Age Concern Okehampton and Torridge services is high. The IT Policy will assist in maintaining systems at operational level. Contraventions of the IT Policy could seriously disrupt the operation of Age Concern Okehampton and Torridge and any breaches will be treated seriously.

2. Project managers are responsible for ensuring adherence to the IT Policy within their Departments, overseen by the Chief Officer.

Section One – Computer Systems

Network

1. Network management, administration and maintenance within Age Concern Okehampton and Torridge are the responsibility of the ICT Department Administrator/Manager). Access to and usage of the Servers is restricted to authorised staff/volunteers/IT trainees.

Hardware (PCs, Laptops, Notebooks, Printers, Modems, etc.)

2. The requirement for IT equipment will normally be identified within the context of an IT strategy for Age Concern Okehampton and Torridge and more specifically within a planned programme of PC replacement.
3. The purchase, installation, configuration and maintenance of computer equipment are the responsibility of the ICT Department.
4. Computer equipment registers will be maintained by the ICT Department to ensure full tracking of equipment.
5. The ICT Manager (or other named post) will liaise with Office Services Manager (or other named post) to ensure adequate insurance cover for computer equipment. The ICT Department (or named post) will ensure staff/volunteers/IT trainees are made aware of any restrictions and limitations.
6. Requirements for new hardware should be discussed in advance with the ICT Manager to assess the detailed specification.
7. The deployment of new equipment or re-deployment of existing equipment is undertaken by the ICT Department after consultation with Department Managers/Heads.

8. The relocation of hardware within or outside Age Concern Okehampton and Torridge premises should be discussed with the ICT Manager in advance to ensure good reason for relocation, determine the most appropriate means of relocation and to ensure computer equipment registers and insurance policies are updated.
9. The security and safekeeping of portable and other equipment used outside Age Concern Okehampton and Torridge offices is the responsibility of the member of staff/volunteers/IT trainees using it.
10. All members of staff/volunteers/IT trainees are responsible for the proper usage, care and cleanliness of the computer equipment they use. Managers should ensure that staff/volunteers/IT trainees always maintain the cleanliness of their machines.
11. Problems with hardware should be reported to the ICT Department in accordance with established IT Help Desk procedures.

Software & Software Applications

12. The requirement for IT equipment will normally be identified within the context of an IT strategy for Age Concern Okehampton and Torridge and more specifically within a planned software upgrade programme.
13. The purchase, installation, configuration and support of **all** software and software applications used within Age Concern Okehampton and Torridge are the responsibility of the ICT Department.
14. Software, including screensavers, must not be installed by users without prior authorisation from the ICT Department. This includes programs downloaded from the Internet.
15. Age Concern Okehampton and Torridge will treat the installation of unlicensed software by users as a serious breach of the IT Policy.
16. Software licence registers will be maintained by the ICT Department to ensure compliance with legislation.
17. Software disks will be kept securely by the ICT Department.
18. Requirements for new software/software applications should be discussed in advance with the ICT Manager to assess the detailed specification and implications.
19. Problems with software should be reported to the ICT Department.
20. Requests for modifications, enhancements and upgrades of existing software applications should be discussed with the ICT Manager.

Data/Electronic Information

21. Data Management should be in accordance with the data management policies and procedures of Age Concern Okehampton and Torridge.
22. Department Managers/Heads are responsible for maintaining the quality of the computer-held data processed by their staff/volunteers/IT trainees.
23. The individual user is responsible to their line manager for the quality of the computer data they have personally processed.
24. Department Managers/Heads are responsible for ensuring compliance with Data Protection legislation with regards to data processed within their Departments.
25. In conjunction with the nominated Data Protection Officer of the organisation, the ICT Manager will keep abreast of data protection legislation, advise accordingly and ensure applications and databases are

registered in accordance with the legislation and internal organisational data management policies.

26. All information/data held on the organisation's systems is deemed the property of Age Concern Okehampton and Torridge.
27. As a condition of employment, staff/volunteers/IT trainees consent to the examination of the use and content of all data/information processed and/or stored by the staff/volunteers/IT trainees member on the organisation's systems as required. This also applies to all users, both volunteers and IT Training clients.

Back Up

28. The ICT Department is responsible for ensuring the implementation of an effective back-up strategy for server-held software and data.
29. Users of networked desktop PCs should avoid storing data on their local hard drives. Data so stored may be lost if a problem develops with the PC, and the ICT Department may not be able to assist in its recovery. Data should be stored within the file directory (folder) structure used by the office.
30. Remote and laptop/notebook PC users must ensure they back up their data regularly. The ICT Department will provide advice and assistance.

Anti-Virus Protection

31. The ICT Department is responsible for the implementation of an effective virus security strategy. All machines, networked and standalone, will have up-to-date anti-virus protection.
32. The installation of anti-virus software on all machines is the responsibility of the ICT Department.
33. The ICT Department will ensure the upgrade of the anti-virus software on networked desk-top PCs.
34. Remote users and users of portable machines will assist in the upgrade of anti-virus software in accordance with specified mechanisms agreed with the ICT Department/ ICT Services Provider, eg. internet updates
35. Staff/volunteers/IT trainees should virus-scan all media (including floppy disks, zip disks and CDs) before first use. The ICT Department/ ICT Services Provider will provide assistance and training where required
36. On detection of a virus staff/volunteers/IT trainees should notify the ICT Department/ ICT Services Provider who will provide assistance.
37. Under no circumstances should staff/volunteers/IT trainees attempt to disable or interfere with the virus scanning software. This will be viewed as a serious breach of the policy.

Section Two – Computer Users

Health & Safety

1. Health and safety with regards to computer equipment and computer work stations should be managed within the context of the general and any specific Health & Safety policies and procedures within Age Concern Okehampton and Torridge. The Office Services Manager (or other named post) will provide advice.

2. Managers are responsible for ensuring health & safety legislation and procedures with regards to computer equipment are implemented within their Departments.
3. The ICT Manager/ ICT Services Provider will keep abreast of IT-related legislation and advise accordingly.

Training

4. It is the responsibility of Department Managers to ensure appropriate computer training for their staff/volunteers/IT trainees is identified. The ICT Department/ ICT Services Providr can advise on computer-related training issues.

User Accounts

5. Department Managers should notify the ICT Department/ ICT Services Provider of new members of staff/volunteers/IT trainees in advance to allow the creation of network and e-mail accounts and system permissions.
6. Department Managers should notify the ICT Department/ ICT Services Provider of the departure of staff/volunteers/IT trainees to allow the deletion of network and e-mail accounts.

Passwords

7. The ICT Department/ ICT Services Provider will ensure passwording is part of the security strategy of the Age Concern Okehampton and Torridge IT system.
8. Users should change their passwords when prompted by the system in the case of networked machines or on a regular basis for standalone machines.
9. Staff/volunteers/IT trainees are responsible for the security of their password which they should not divulge, even to colleagues.
10. Problems with passwords should be reported to the ICT Department/ ICT Services Provider.

System Usage

11. Users should ensure their computers are fully shut down and turned off at the end of theday unless instructed otherwise by the IT department administrator.
12. Computers should be locked [Windows key + L] or shut down when left unattended for any significant period of time.
13. With regards to file management, Department Managers will determine the top-level folders/directories and associated permissions for their department and inform the ICT Department/ ICT Services Provider. The ICT Department/ ICT Services Provider will create or modify the folders accordingly.
14. Within their respective top-level folders, staff/volunteers/IT trainees should create sub-folders in accordance with their own departmental guidelines but cannot create new top-level folders.

Section Three - E-mail/Internet

E-Mail

1. The Age Concern Okehampton and Torridge e-mail system is a core business application. It should not be used for political, business or commercial purposes not related to Age Concern Okehampton and Torridge.
2. The Age Concern Okehampton and Torridge e-mail system must not be used to send illegal or inappropriate material.
3. Limited personal use of email is permitted. Managers should ensure there is no abuse of this privilege.
4. It is a condition of employment that all staff/volunteers/IT trainees consent to the examination of the use and content of their email accounts as required.
5. Global distribution lists should be used appropriately. Email to all staff/volunteers/IT trainees (spamming) should be used only when appropriate.
6. Staff/volunteers/IT trainees should minimise the number of messages in their email in-box to ensure maximum efficiency of the delivery system. Folders should be set up and messages filed accordingly.
7. Staff/volunteers/IT trainees should utilise the archiving facility within the Email system in accordance with current guidelines.
8. Confidential material sent by e-mail should be so marked but sent only with caution.
9. Age Concern Okehampton and Torridge retains the right to access and view all Emails sent and received by the Email system. This right is exercised solely through the ICT Department on the instructions of a member of Directorate.

Internet

10. Access to the Internet is provided for business purposes. Limited personal use is permitted and is to be restricted to lunch breaks and periods outside working time. [Volunteers and IT trainees are expected to follow this ruling unless permission is granted by the IT department administrator.
11. Staff/volunteers/IT trainees should not make inappropriate use of their access to the Internet. They must not use Age Concern Okehampton and Torridge systems to access pornographic, illegal or other improper material.
12. Staff/volunteers/IT trainees should not subscribe to chat rooms, dating agencies, messaging services or other on-line subscription Internet sites unless they pertain to work duties.
13. Programs, including screensavers, must not be downloaded from the Internet without authorisation from the ICT Department.
14. Age Concern Okehampton and Torridge retains the right to monitor Internet usage by staff/volunteers/IT trainees. This right is exercised solely through the ICT Department, and, where relating to a specific member of staff/volunteers/IT trainees, only on instructions from a member of Directorate.

15. It is a condition of employment that all staff/volunteers/IT trainees consent to the examination of the use and content of their Internet activity as required.

16. Abuse of Internet access will be dealt with severely relative to seriousness. Minor abuse will lead to removal of the privilege of access from an individual's workstation.

Section Four - Contravention of the IT Policy

1. Staff/volunteers/IT trainees should be aware of their responsibilities under the Data Protection Act, Computer Misuse Act[1] and the Copyright Design and Patents Act. The ICT Department will provide guidance where required.

2. Contravention of the Age Concern Okehampton and Torridge IT Policy or any act of deliberate sabotage to Age Concern Okehampton and Torridge computer systems may be considered a disciplinary offence.

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[1] Computer Users shall not, by any wilful or deliberate act, jeopardize the integrity of the computing equipment, its systems programs or any other stored information to which they have access. Under the Terms of the Computer Misuse Act (1990), unauthorized access to a computer (sometimes called "hacking") or other unauthorized modification to the contents of a computer (such as the deliberate introduction of viruses) are criminal offences punishable by unlimited fines and up to 5 years imprisonment