



Report of the Head of ICT and the Chief Democratic Services Officer

Member Management Committee

Date: 31st October 2006

Subject: Members ICT Upgrade Programme

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

In order to facilitate the development of ICT systems which are both modern and economic to support it is necessary to clarify the uses which may be made of the equipment and systems which the Council provides to Members.

Following previous discussions at this Committee, and subsequent consultations with Members via Group Whips, this report sets out proposed new guidelines. The Committee's advice and comments are sought, prior to seeking a formal decision as to their introduction

1.0 Purpose Of This Report

1.1 This report advises Members of the development of guidelines for the use of Members' ICT equipment and software in preparation for the Members' ICT upgrade programme

2.0 Background Information

2.1 Members will recall that, at the last meeting of this Committee on 12th September 2006, they received a report outlining options for the development of guidelines for the use of Member's ICT equipment and software.

2.2 At that meeting, Members made a number of suggestions regarding the development of the guidelines contained in one of the options presented and resolved that officers should consult with Group Whips on their further development prior to bringing them back for further consideration at this meeting.

2.3 The revised guidelines have now been submitted to all Group Whips to facilitate consultation within their Groups and the resultant document is now attached as the Appendix to this report.

3.0 Main Issues

- 3.1 As Members will recall that it is important to agree clear guidelines for the operation of Member's ICT equipment and software so as to enable the upgrade programme for Members' ICT to be scoped and delivered.
- 3.2 Moreover, it is important that this programme be undertaken as quickly as possible so as to enable enhancements in functionality for Members and the cost of service provision to be reduced.
- 3.3 Feedback from Whips included the following proposals
- That we remove references to "incidental" personal use. (These have been removed from the redrafted guidelines)
 - That when new software is made available for use by Members that we announce in advance any restrictions in the use of that software which may be as a result of licence restrictions and so forth. (This proposal is again reflected in the redrafted guidelines)
 - Members who wish to make unlimited use of Microsoft software should have the option of purchasing their own personal licence. (This proposal has not been included as the existing licensing arrangements allow Members to make personal and political use of their ICT equipment which would seem to accommodate most of their needs; any alternative arrangement would be complex to administer).
- 3.4 The main features of the proposal for the provision and use of ICT equipment and software by Members, as detailed in the attached, are as follows:
- The Member will be restricted to using their council-provided hardware and software primarily to conduct their Council business (and subject to the provisions around personal, political and business use contained in the attached Appendix).
 - If a Member wishes to make use of the Council-provided ICT equipment and software for personal, political or business use (subject to the constraints outlined within the Appendix of this report), an annual payment must be paid.
 - Use of the ICT equipment and software will be restricted to the Member (or another elected Member living in the same household). In all cases each Member will be provided with individual passwords to access the equipment and the Council's ICT systems and applications.
 - The Member can use hardware and software provided in his / her home and those PCs supplied in Civic Hall and at other locations around the city – Morley Town Hall, Pudsey Town Hall, Dewsbury Road One Stop Centre etc.
 - The desktops will be "protected" to ensure that no additional software or drivers for hardware which may compromise the system can be installed.
 - The Member can choose between a standard Council PC and a standard Council laptop for installation within his or her own home.
 - The BT Managed Service for ADSL connection constitutes part of the council-provided ICT equipment i.e. the Authority provides broadband access from Members' own homes.

- The Member can be provided with a VASCO token which allows authenticated access from any PC or laptop with an internet connection to use certain applications – e.g. corporate email system, corporate intranet, file storage areas (H:\ drive and L:\ drive) etc.
- Corporate ICT Services provide full support for hardware and software.
- Wherever possible technical problems will be resolved remotely by ICT support officers. Where the problem requires a physical examination of the hardware, laptop users will be encouraged to deliver the hardware to Civic Hall to expedite the resolution process.
- The standard Managed Service Charge for ICT service provision applies and will be charged to Legal and Democratic Services.
- The ICT equipment, software and support are provided at no cost to the Member.
- Consumables will be provided by Legal and Democratic Services to allow the Member to conduct Council business. A reasonable (unspecified) supply of consumables will be provided at the discretion of the Group Support Manager and subject to budgetary provision.
- All equipment and software to be refreshed and upgraded periodically in accordance with the corporate arrangements.
- Data storage facilities (for directories, files etc) will be available on the corporate ICT infrastructure and will be protected by the standard corporate back-up and anti-virus provisions.
- ALL non-council software will be removed from the desktop.
- A service catalogue of hardware and software will be drawn up through consultation with Group Support Managers and Members. Items within the catalogue may be requested and will be provided in accordance with budget availability within Legal and Democratic Services and / or a Members ICT Development strategy to be determined through consultation with Member Management Committee.

3.5 The guidelines are now being submitted to Member Management Committee for any further comment and advice from Members, prior to their being progressed as follows:

- Submission for approval by Standards Committee in relation to the implications for Member conduct issues.
- Submission, as appropriate, for approval by the Executive Board or by the Director of Corporate Services acting under delegated powers.

3.6 In addition, as indicated above, the proposals envisage continuing the current arrangement whereby Members who opt to make personal use of their Council supplied facilities are required to make a payment of £50 pa. This figure is embodied within the Members' Allowances Scheme and has remained unchanged for some years. It may be considered appropriate to seek the views of the Independent Remuneration Panel as to whether this sum should be revised, prior to asking full Council to consider revising the charge.

3.7 Once agreement has been reached as to the implementation of guidelines with regard to use of Members' ICT equipment, work will commence with a view to implementing the upgrade programme as quickly as possible. As part of implementing this programme, it will be

important to gain the input of Members with regard to for example acceptance testing. To this end, Member Management Committee may wish to consider establishing a small group of, say, 3 to 5 Members to assist in the implementation of the programme.

4.0 Implications For Council Policy And Governance

4.1 The establishment of guidelines for Members' personal use of IT equipment has implications in relation to governance in that they impact on what may be considered as appropriate conduct by Members.

5.0 Legal And Resource Implications

5.1 Increased assurance of compliance with Data Protection Act.

5.2 Additional costs to the Council if the upgrade programme does not begin soon.

5.3 Adopting the proposed options will reduce the operational support costs for Members.

6.0 Conclusions

6.1 The proposed ICT provision and associated guidelines for Members' ICT use meet the needs of most stakeholders.

6.2 The proposals around Members personal, political and business use of ICT will be presented at Standards Committee for consideration of the implications pertaining to Members' conduct.

7.0 Recommendations

7.1 Member Management is asked to:

- Note the contents of this report
- Offer such advice and comments the Committee considers appropriate prior to this report being submitted for approval as detailed in Section 3.0 above.
- Establish a small Working Group of Members to provide a user input to the proposed ICT development programme.

GUIDELINES FOR MEMBERS USING COUNCIL ICT EQUIPMENT
SECURITY
The Member should make reasonable arrangements for the safekeeping of the ICT equipment allocated.
Insurance: Provided that the Member has made reasonable arrangements for the safekeeping of the ICT equipment allocated within his/her own home and in transit, Legal and Democratic Services will make such arrangements as are necessary for the replacement of the equipment at no cost to the Member. Where due care has not been taken with respect to the safekeeping of the equipment (for example, if a laptop is left in full view in an unattended vehicle) the Member will be responsible for replacement costs of the equipment.
The Member should not attempt to physically modify, repair or open computer hardware for any purpose.
The Member should not attempt to add, modify, repair or change any software for any purpose.
The Member may not link the computer to any network other than the Council's network.
Passwords are personal property and must not be shared with anybody else. N.B. Access to a Member's email inbox or calendar can be achieved either through the delegation facilities within the software or by providing authorisation in writing for technical staff to action on his / her behalf.
Data Protection: Members will at all times protect personal and confidential data.
Data storage: Wherever possible the Member should store their documents on the corporate data storage facilities (for directories, files etc) rather than on the hard disk (C:\ drive) of their allocated PC or laptop. This means that they will be protected by the standard corporate back-up and anti-virus provisions and be covered in terms of security of data in the event of theft or failure of the equipment itself.
ACCESS
Member to whom ICT equipment has been allocated and any other elected Members in the same household. NB: In cases where two or more Members share Council equipment, they will be provided with individual logins and passwords.
CATEGORIES OF USE
Use in connection with role as and discharge of functions as a Member, including use in connection with role on outside bodies appointed to by the Council
Private, business and political usage is permissible subject to the following conditions <ul style="list-style-type: none"> • A Member wishing to make such use of Council equipment will be subject to a £50 annual charge • There should be no significant usage of Council-funded consumables • Certain specified software is not licensed for, and may not be used for, private business use (currently this applies to Microsoft products applications e.g. Word, Publisher, Excel and Powerpoint). Members are authorised to use IBM Lotus Notes software for business use at this time. Clarification around business and private use for other software on the Council's catalogue will be advised on a case by case basis.
E-MAIL LIMITATIONS
Must comply with Corporate Code of email practice for Members (see below)
INTERNET
Internet facilities are provided to Members primarily for Council business, to assist in carrying out duties as an elected representative.
Inappropriate use of the Internet may result in allegations of misconduct to the Standards Board. Where criminal conduct may have occurred, breaches may also be reported to the police.
Members must not use Council-provided equipment to visit inappropriate sites. For guidance, such sites include the following: Adults only – sites that the author or publisher labels as being strictly for adults. Such labels include "Adults Only", "You must be over 18 to visit this site", "Registration is allowed only for people 18 or older" and "You must be of legal drinking age to visit this site".

Chat – sites that offer access to offer access to online chat rooms, or allow users to download chat software that enables the online posting and receiving of real-time messages.

Drugs – sites that promote or advocate recreational drug use.

Hate / Discrimination – sites that specifically target a group of people based on race, gender, sexual orientation, religion or ethnicity in a hateful, derogatory manner. The language of these sites often includes racial slurs and is insulting, abusive, and sometimes violent.

Illegal – sites that promote illegal activities, or offer instructions or advice that can be used to commit illegal activities. Such activities include making or distributing child pornography, making bombs, hacking (breaking computer security), phreaking (breaching phone security or phone service theft), lock picking, selling pirated material (such as music, videos, software or fake IDs) and counterfeiting.

Murder / Suicide – sites offer information about committing murder or suicide, or that contain photos of crime scenes or autopsies. Sites containing galleries of “death pics” are included in this category.

Personal Information – sites that gather personal information (such as name, address, credit card number, school or personal schedules) that may be used for malicious intent.

Pornography – sites that contain material that are intended to be sexually arousing or erotic. This includes photos, animation, cartoons and stories.

Profanity – sites that contain crude, vulgar or obscene language or gestures. Sites that include excessive use of letter substitution are included.

School cheating information – sites that promote plagiarism or cheating by providing term papers, written essays, or exam answers.

Sex – sexual merchandising and fetish sites are included.

Tasteless / Gross – sites that include content such as tasteless humour, excretory functions (vomiting, urinating or defecating), graphic medical or accident scene photos (containing blood or wounds), and some forms of body modification (cutting, branding or genital piercing).

Violence – sites that contain graphic images or written descriptions of reckless violence or grave injury (e.g. maiming, mutilation or dismemberment). Includes graphically violent games.

Weapons – sites that containing information about buying, making, modifying, or using weapons such as guns, knives, swords or ammunitions.

Members must not download, copy or record inappropriate content (obscene, violent, sexual etc). Indications of categories are outlined above.

Members must not knowingly use the internet in a way which may interfere with or damage the Council’s network

Members must not download programmes from the internet, except where authorised to do so by the Chief IT Officer.

The Member must not sign up to any other ISP (Internet Service Provider) for Internet use on the LCC computer.

HARDWARE

Hardware from the Council’s catalogue will be provided, installed and supported at the Council’s expense. This catalogue will be periodically updated in consultation with Group Support Managers. Members may request additional items to be added for Council business purposes. Where there is a business case (i.e. the potential for wide use / benefits across all Members) hardware will be evaluated for inclusion on the list.

Hardware must not be modified in any way.

No other hardware may be installed or connected to Council-provided ICT equipment by a Member.

SOFTWARE

Software from the Council’s catalogue will be provided, installed and supported at the Council’s expense. This catalogue will be periodically updated in consultation with Group Support Managers. Members may request additional items to be added for Council business purposes. Where there is a business case (i.e. the potential for wide use / benefits across all Members) software will be evaluated for inclusion on the list. Any additional software will be tested prior to inclusion to ensure no detrimental impact on the corporate desktop (N.B. there will be a lead time

for this).
Software must not be modified in any way.
No other software may be installed by a Member on Council-provided ICT Equipment.
CONSUMABLES
Only paper and cartridges which comply with the Council's published guidelines may be used.
The Council will provide a reasonable (unspecified) supply of consumables at the discretion of the Group Support Manager and subject to budgetary provision.
A Member may, at his/her own expense, purchase and use additional paper and cartridges.
RECHARGES
Members will be entitled to use their Council-provided computer equipment and software for Council business purposes at no cost to them.
A £50 annual charge will be levied on Members who wish to use their Council provided ICT equipment and software for private, political and business purposes. Such use is subject to the contents of this guidance document.
EXCLUSIONS
It may be justifiable and appropriate that Members use the equipment and software provided for purposes outside the above guidelines. Such use, however, needs to be approved by the appropriate Group Support Manager on a case-by-case basis.

LEEDS CITY COUNCIL

MEMBERS E-MAIL CODE OF PRACTICE

1 INTRODUCTION

- 1.1 The purpose of this Code of Practice is to make sure the Council's e-mail facilities are used properly by all users.
- 1.2 E-mail facilities are provided to Members to enable them, or assist them in carrying out their duties as elected representatives. However, some incidental personal use by Members is allowed (see below). E-mail facilities are provided to Members primarily for Council business, to help them carry out their duties as elected representatives. However, by agreement the facilities can also be used by Members for other secondary personal uses. All users are personally responsible for complying with the rules for email use in this Code of Practice, and for making sure they use e-mail in a way which is compatible with the Council's Core Values.
- 1.3 E-mail correspondence is subject to the same internal Council rules, policies and procedures as other Council communications. It also has the same legal status as other communications, so it could create a contract, or someone could claim they were being harassed by email.
- 1.4 E-mail correspondence is subject to legal restrictions, just like other communications. Information must not be sent by e-mail, where this would break data protection or human rights rules about not disclosing personal data or private information.
- 1.5 All users must be vigilant about making sure their own e-mail account and the Council's systems generally are kept secure, and must comply with the rules about the security of the Council's systems.
- 1.6 Breaches of the rules for e-mail use in this Code of Practice by Members may result in allegations of misconduct to the Monitoring Officer. Where criminal conduct may have occurred, breaches may also be reported to the Police. E-mail users who breach the data protection rules could face prosecution.

2. RULES FOR E-MAIL USE

- 2.1 Members use e-mail to help them carry out their duties as elected representatives, subject to incidental personal use (see below). Where an Elected Member has entered into an agreement to make other secondary private use of a computer, all such use must also be in accordance with the following rules.
- 2.2 Generally, users must make sure their e-mail correspondence conforms to the Council's rules, policies and procedures.
- 2.3 In particular, users must not engage in any e-mail correspondence which would constitute a breach of:
 - The Disciplinary Rules, Code of Conduct, and Disciplinary Procedures.
 - Policies relating to dignity at Work.
 - the Equalities Policies.
 - the Members Code of Conduct.

2.4 Users must not create and/or send messages and/or attachments to messages that are, or which reasonably could be regarded as being:

- obscene
- pornographic
- indecent
- of a sexual nature
- violent
- a serious attack on someone's reputation
- racist, sexist or otherwise discriminatory or harassing
- threatening or intimidating
- encouraging or supporting racism, sexism, violence, drug taking or gambling

Where Elected Members have to send email or attachments with this content, as part of their duties as elected representatives, they must have prior authorisation from the Chief Democratic Services Officer (or nominee).

2.5 Users must not use e-mail to disclose information, where this would break data protection or human rights rules.

2.6 Users must not send non-Council related advertisements, chain letters other unsolicited non business related email.

2.7 Users must not create or exchange information, logos etc. which belong to someone else, in contravention of copyright or other intellectual property laws.

2.8 Users must not commit the Council to any contract or agreement other than in compliance with the Council's Contracts Procedure Rules, and Financial Procedure Rules.

2.9 Users must not (unless authorised to do so as part of proper proxy arrangements, and/or where they have the consent of the other e-mail user):

- give their passwords to others.
- read e-mail in, or send email from another e-mail user's account.
- alter e-mail or attachments which they have received, or which are in another email user's account,
- add or delete attachments to e-mail which they have received, or which are in another e-mail user's account,

2.10 Incidental e-mail correspondence (i.e. which is personal, political or business in nature), is allowed as long as it does not have an adverse effect on service levels. All such e-mail by Members, must still comply with the rules for e-mail use in this Code of Practice, and will still be subject to monitoring. It should also be noted that private, business and political emails may be associated with the Council by the recipient in that any email issued identifies the Member @leeds.gov.uk.

2.11 E-mail correspondence on a matter which becomes, or might become subject to court action should be kept (and not deleted from e-mail systems), because it might need to be disclosed in court. If a matter is subject to court action, internal e-mail correspondence should be avoided.

2.12 E-mail correspondence on a matter which is the subject of a request for information under the Freedom of Information Act 2000 must not be deleted until after the request has been dealt with, and any complaint or application to the Information Commissioner has been determined.

