## MS7: INFORMATION TECHNOLOGY

#### POLICY

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| This is the policy of Community Gateway with regard to the use of various electronic communications, including those sent or received by the organisation’s employees.  This policy applies to all individuals using the organisation’s desktop computers, notebooks, network systems and other electronic devices owned by the organisation. |

#### PROCEDURE

#### Information Systems are for Business Purposes

Information systems offered by the organisation are provided to users primarily for organisation-related use.

Personal use is permissible on a limited basis for essential purposes. This limited personal use should not be during working time and should not interfere with job performance.

Staff are not permitted to use equipment, including computers, to access entertainment or for social networking during working time.

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#### Monitoring and Privacy

Electronic communications through the organisation’s information systems are the property of the organisation. All electronic communications sent, received, or stored are treated as business messages, including those for personal use. Periodic monitoring of messages may occur and therefore all users shall have no expectations of privacy in relation to any electronic messages. While the organisation will not do this routinely, it reserves the right to monitor, access, review, copy, store, or delete any electronic communications, including personal messages and to disclose them to others, as it deems appropriate.

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#### Use of Good Judgment and Prohibited Use

Staff members will use the same good judgment to prepare electronic communications as they would to prepare a hard copy. The ease with which electronic communications may be sent means that extra care should be taken to ensure that they are not sent hastily. Staff must always keep in mind that their electronically sent message may be read by someone other than the addressee. Staff must ensure that all electronic communications are courteous, professional and business-like.

Use of electronic communications to engage in any communication or action that is threatening, discriminatory (based on language that can be viewed as harassing others based on race, creed, colour, age, sex, physical handicap, sexual orientation, or otherwise), defamatory, slanderous, obscene, or harassing will be subject to disciplinary action.

Electronic communications shall not disclose personnel information without authorization.

Electronic communications shall not be used for any illegal purposes or violate the intellectual property rights of others.

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#### Intellectual Property and Licensing

The ease of copying through various electronic communications systems poses a serious risk of intellectual property infringement. Each user must be aware and respect the rights of others.

Software that may be marked as “free”, “public domain”, and “public use” may be free for personal use, but not corporate use. In downloading software from the Internet, use of this software can violate copyright or licensing requirements. Always obtain approval from your manager before using any publicly available software package.

Do not copy software licensed to the organisation unless you are authorized under the organisation’s license to do so.

Users may not install software that originally came from a home computer or elsewhere unless they can demonstrate from a written license that such use is permitted.

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#### Virus Protection

Staff members may not knowingly create, execute, forward, or introduce any computer code designed to self-replicate, damage, or otherwise impede the performance of any computer’s memory, storage, operating system, or software.

Staff members may not disable any virus-checking facilities installed on the organisation’s systems or networks.

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#### Portable Equipment including Lap Top Computers

Laptop and notebook computers purchased by the organisation are for work purposes. For this reason the following conditions must be adhered to:-

* Personal use can be approved as long as the organisation’s service is not disadvantaged.
* Personal use is under the same conditions as mentioned above.
* If staff members are carrying an organisational laptop or notebook computer in their vehicle and are required to leave their vehicle for any reason, the computer is to be left securely locked in the boot of the vehicle, or stored out of sight in hatch-back vehicles.
* For privacy and confidentiality purposes, no client details are to be placed on the hard drive of portable computers. The information is to be placed on disk and the disk kept on the staff member’s person during home visits. The disks are not to be left in the vehicle. On return from any home visit the disk is to be securely stored in accordance with the organisation’s policy for client record (i.e. locked cabinet).

#### Disciplinary Action

Management reserves the right to revoke any user’s access privileges at any time for violations of this policy and for any conduct that disrupts the normal operation of the organisation’s information systems.

#### MEASUREMENT

#### Register of Complaints

* Recorded resolutions

#### RESPONSIBILITIES

* Board of Management
* Chief Executive Officer
* Directors
* All staff

#### STANDARDS and COMPLIANCE

*Community Care Common Standard 1.2: Regulatory Compliance*

*Community Care Common Standard 1.3: Information Management Systems*

*Community Care Common Standard 1.6: Risk Management*

*Community Care Common Standard 1.8: Physical Resources*

*Community Care Common Standard 3.2: Privacy and Confidentiality*