West Berkshire Council

MEMBERS ICT PROTOCOL 2015

CHANGE HISTORY

Version	Date	Description	Reviewer(s)
V1	June 2006	First Draft Protocol	Jo Watt
V2	August 2006	As amended by ICT	Jackie Jordan
V3	16 August 06	As amended by Members Services	Jo Watt
V4	20 January 07	Further amendments by ICT Service and Member Services	Jackie Jordan Andy Day Jo Watt
V4.1	25 January 07	Amended to add Equality statement in application form	Jackie Jordan
V4.2	7 February 07	Amended specification of printer from HP 1600 to HP 2605 (duplex)	Jackie Jordan
V4.3	21 March 07	Minor amendments throughout – Memory stick added to hardware on offer; changes to Training offered on 12/5/07, Router Model amended to WAG200G (earlier version no longer available)	Jackie Jordan
V5	30 March 07	Final changes made – prices/ordering procedure for consumables updated	Jackie Jordan
V6	18 April 11	As amended by ICT	Andy Best Sally Hiscock Moira Fraser Jo Watt
V7	3 February 15	Updated to reflect upgrade of Members ICT to a Windows 8.1 tablet solution in 2015	Kevin Griffin

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1. Purpose of Document

This document constitutes the protocol for the use of Information and Communications Technology (ICT) facilities provided for West Berkshire Council Members and should be read in conjunction with the *West Berkshire Council ICT Policy and ICT User Usage Agreement*. This protocol is included in the Council's Constitution and the requirements of the Code of Conduct (Appendix D to Part 13 (Codes and Protocols) will apply to the protocol. This protocol should also be read in conjunction with the Social Media Protocol for Councillors (Appendix K to Part 13 (Codes and Protocols).

2. Background

This protocol was developed when West Berkshire Council Members were first provided with ICT facilities in 2002, to support them in carrying out their role as District Councillors, and has been periodically updated to reflect changes in the technology provided or to reflect changes in policy or legislation.

3. ICT Facilities Provided

Following the 2015 election all West Berkshire Councilors will be provided with the following ICT equipment, software and services;

Hardware

- A tablet computer running Microsoft Windows 8.1 (A choice of 3 tablet devices is available, See Appendix A)
- A bluetooth keyboard
- A bluetooth Mouse
- A stylus
- A tablet docking station (To allow external screens and keyboards to be attached)
- A protective carry case
- The option of a BlackBerry smartphone upon request for Executive Members

Software

- Microsoft Office 2013
- Modern.gov Mod.Gov - Paperless meeting software
- Foxit Phantom PDF - PDF document reader/annotator
- Microsoft Bitlocker - Hard disk encryption
- Microsoft System Center Endpoint Protection – Anti-virus/malware protection

Services

- Wireless connectivity in West Berkshire Council corporate buildings (Market Street Offices, Shaw House, Turnhams Green, West Street House, West Point)
- Follow Me Printing – Allowing members to print to mult-function devices (MFDs) in all WBC corporate buildings
- Access to technical support through the WBC ICT Help Desk 01635 519440 during core office hours 08:30-17:00 Mon-Thu, 08:30-16:30 Fri.

4. Use of the Members ICT Equipment

- The Council will provide each elected Member with a tablet computer with a standard build/configuration as described above.

- The primary purpose of the ICT facilities provided is to allow Members to effectively carry out their role as elected Councilors. However, it is permissible for Members to make minor configuration changes to this equipment and/or to install additional software for their own business use, or for private use at their own expense.

- All the standard software installed on the supplied tablet is appropriately licensed and WBC ICT department hold these licences. Should Members install additional software, it is their responsibility to ensure that it is appropriately licensed.

- In the event that changes made by Members render their tablet computer unusable the Council's ICT department will address this by reinstating the device back to its standard configuration. It is each individual Member's responsibility to ensure that they take regular back-ups of any applications or data they may have installed or stored locally on the tablet hard drive, and to reinstate these as necessary following a device rebuild.

- As custodian of the Council's provided ICT equipment, Members are responsible for how the equipment is used and by whom

- The primary means by which the tablets will connect to WBC systems is via WiFI, either in WBC corporate offices, Members homes or elsewhere. All Members will be expected to have suitable WiFi enabled internet connectivity in their homes and these costs will be funded from their allowance.

- Computer viruses and malware present a very real threat to all ICT systems, particularly when connecting to the internet. Member ICT equipment has been configured to protect it from these threats and Members should not attempt to disable or bypass these protection mechanisms.

- In the event of loss or damage to Members ICT equipment, it would normally be expected that any cost would be indemnified by the person in possession of the equipment. Failure to do so will result in costs being incurred by the Council. It is recommended that Members ensure that the WBC ICT equipment provided is included in their household contents insurance policy. This should not usually result in any additional premium

- Should a member to whom ICT equipment has been supplied cease to hold office, for whatever reason, all of the equipment supplied must be returned to the Member Services Officer within two weeks – at which point all data on the machine will be deleted and the equipment will be scrapped or re-issued.

- All members will be provided with their own *westberks.gov.uk* email address. This is available using Microsoft Outlook which is part of the Office 365 suite of programs installed on their tablet. In the interests of Council branding, ease of data sharing and security it is expected that Members will opt to access this email account directly rather than forwarding or re-directing mail to another address. It is expected that Members will check their West Berkshire email accounts at least daily. Officers of the Council will assume this to be a reliable method of communication to all Members

5. Security Requirements

As custodians of the data of its citizens and customers West Berkshire Council operates rigid information security standards and is also required to comply with standards imposed by central Government under the Public Services Network (PSN) accreditation scheme. This protocol identifies specific information security considerations that Members should be aware of in relation to the use of the provided ICT equipment.

1.1. Password

Members should be aware that the ID/password that is issued to enable them to connect to West Berkshire systems is unique to them and is for their sole use. They should not divulge their password, share it with anyone nor should they write it down unless it is stored securely where it is not available to anyone else. Members are required to change their password at 3-monthly intervals or more frequently if there is evidence of system or password compromise. Members should not use the same password for West Berkshire Council and other uses.

1.2. Data Protection

Members have access to sensitive and personal information of the Council and its stakeholders. Members should ensure that this information is only used in the course of Council business and must not be disclosed to a third party without authority of the data owners. Failure to treat sensitive and personal information could lead to a complaint being made against a Member for breaching the Council's Code of Conduct.

1.3. Use of Personal ICT Equipment

PSN rules dictate that access to WBC systems and data should only be made using equipment supplied by and owned by the Council. The use of Members own, or other third party ICT equipment to access WBC system (other than those publicly available) is not allowed.

1.4. Security Breaches or Incidents

Members should report actual or suspected breaches of security to the ICT Helpdesk. Security incidents examples include;

- An unauthorised person gaining access to a Members account
- A third party obtaining a Members password
- Loss or theft of Members ICT equipment
- Loss of sensitive information or divulgence to an unauthorised third party
- A virus, malware infection or attempted hacking attempt

6. Privacy

Whilst not routinely monitoring an individual Members use of ICT, the Council maintains the right to review, audit, intercept, access, monitor, delete or disclose any information, created, sent, received or stored on its ICT systems. Members' use of the Council's systems implies that they recognise and consent to the rights of the Council described above. The strictest confidentiality is observed in respect of such monitoring, and any inappropriate use generally is only known to the ICT Operations Manager and the Head of ICT & Corporate Support.   However, the Chief Executive, in consultation with the Monitoring Officer and/or Section 151 Officer would determine whether the Member concerned should be reported to the Police and / or the Council's Standards Committee.

7. ICT Support

1.5. Reporting Issues

ICT support to Members is accessed through the Council's ICT Help Desk (01635 519440) which is staffed during normal working hours 08:30-17:00 Mon-Thu, 08:30-16:30 Fri and should be used to report all urgent problems.

Outside of normal working hours, an email can be addressed to WBCICTHELPDESK@westberks.gov.uk These messages will normally be dealt with as soon as possible on the next working day.   When logging a Help Desk call it is useful if a contact telephone number is given.

In the first instance, Members might prefer to contact their Group Executive, or Members Services Officer who will either be able to help with the query, or contact the ICT Help Desk on Members behalf.

1.6. Resolving Issues

It should be possible to resolve most issues through verbal advice provided via telephone. If the issue cannot be resolved in this way, Members may need to arrange for their ICT equipment to be brought to the ICT Helpdesk (Ground Floor, Council Offices, Market Street) to allow the issue to be investigated and resolved.

Any faults will be dealt with either by correcting them on the existing equipment, or by the provision of replacement equipment. In the latter case, Members should be aware, that the Council's ICT Department cannot accept liability for loss of any personal data stored or application installed on the tablet; it is a Member responsibility to keep backup copies of any personal data or software.

1.7. Support Exclusions

The Council's ICT Department cannot usually resolve the following issues;

- Members' home broadband connectivity
- Members' own ICT equipment

8. Training

Illustrated Help Guides are provided on the *ICT Support – for Members* page on the Intranet (http://www.westberks.gov.uk/index.aspx?articleid=9529)

Training Sessions for Members are provided when receiving their equipment and Members are encouraged to attend these so that they can make best use of the facilities offered.

Members who are less confident in using ICT are encouraged to attend further training sessions and can take advice from the IT Training Team on the most appropriate course to meet their needs.

9. Accessibility

Any Member with a disability the affects the use of the Members ICT equipment or facilities may request configuration changes or adaptations via the WBC ICT Helpdesk

10. Useful Contacts

Fault reporting & support	ICT Help Desk	01635 519440	WBCICTHELPDESK@westberks.gov.uk
Human Resources (Training) IT Training Officer	Kerry Taylor	01635 519099	ktaylor@westberks.gov.uk
Strategic Support (Democratic and Electoral Services) Member Services Officer	Jo Watt	01635 519242	jwatt@westberks.gov.uk
Strategic Support (Democratic and Electoral Services) Member Services Officer	Jude Thomas	01635 519083	jthomas@westberks.gov.uk
Strategic Support (Democratic and Electoral Services) Group Executive Conservatives	Robin Steel	01635 519644	rsteel@westberks.gov.uk
Strategic Support (Democratic and Electoral Services) Group Executive Liberal Democrats	Gillian Durrant	01635 519097	gdurrant@ westberks.gov.uk

Appendix A – ICT Tablet Options Available to Members

Option 1 – Lenovo Thinkpad 10 (Tablet)

Smallest: 257mm x 177mm x 9mm
Lightest: 600g
Smallest Screen: 10.1"
Battery: 10 hours
Separate Screen Cover / Keyboard / Docking Unit

Option 2 – Microsoft Surface Pro 3 (Tablet)

(Middle Ground Option)
Size: 292mm x 201mm x 9mm
Weight: 800g
Screen Size: 12"
Battery: 9 Hours
Keyboard built into cover

Option 3 – Lenovo Thinkpad Yoga (Hybrid)

Largest: 317mm x 221mm x 19mm
Heaviest: 1.6kg
Largest Screen: 12.5"
Battery: 8 hours
Laptop / Tablet 'Hybrid' – can be used as a conventional laptop
or folded into a tablet format.