

Part [] Appendix D

Protocol for use of ICT Equipment supplied to Members

1 Purpose of Document

- 1.1 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 E 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 H to Part 13 (Codes and Protocols).

2 Background

- 2.1 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 West Berkshire 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

- 3.1 Following the 2023 election all West Berkshire Councillors were offered or provided with the following ICT equipment, software, and services:

3.1.1 Hardware

- A Dell 7330 touchscreen laptop running Microsoft Windows 10. (Biometric login is enabled on request).
- A Dell USB-C power adaptor
- A Microsoft wireless mouse
- A protective carry case
- A wired headset (optional)
- An MFA (Multi-Factor Authentication) Token
- A 24" monitor (optional)
- A USB-C to Ethernet Adapter (optional)
- A Samsung smartphone upon request for Executive Members only.
- Or such other suitable equipment agreed with the Service Lead for ICT

3.1.2 Software

- Microsoft Office 365 including Microsoft Teams
- Mod.Gov - Paperless meeting software and storage
- Microsoft Bitlocker - Hard disk encryption
- Anti-virus/malware protection

3.1.3 Services

- Wireless connectivity in West Berkshire Council buildings

- Follow Me Printing – Allowing members to print to multi-function devices (MFDs) in all WBC corporate buildings
- Access to ICT support via 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

- 4.1 The Council will provide each elected Member with a laptop 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 Councillors.
- 4.2 All the standard software installed on the supplied laptop is appropriately licensed and WBC ICT department hold these licences.
- 4.3 In the event that any changes made by Members render their laptop computer unusable the Council's ICT department will address this by reinstating the device back to its standard configuration.
- 4.4 As custodian of the Council's provided ICT equipment, Members are responsible for how the equipment is used and by whom.
- 4.5 The primary means by which the laptops will connect to WBC systems is via Wi-Fi, either in WBC corporate offices, Members' homes or elsewhere. All Members will be expected to have suitable Wi-Fi enabled internet connectivity in their homes and these costs will be funded from their allowance.
- 4.6 Computer viruses and malware present a very real threat to all ICT systems, particularly when connecting to the internet. The provided ICT equipment has been configured to protect it from these threats and Members should not attempt to disable or bypass these protection mechanisms.
- 4.7 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.
- 4.8 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 either be scrapped or re-issued.
- 4.9 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 laptop computer. 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 anticipated that Members will check their West Berkshire email accounts ideally daily. Officers of the Council will assume this to be a reliable method of communication to all Members.

5 Security Requirements

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

5.2 Passwords

- 5.2.1 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 once a year if they create a password following the rules of Option 1 found in Password Quick Notes: <http://intranet/CHttpHandler.ashx?id=45945> Members will need to change their password immediately if there is evidence of system or password compromise. Members should not use the same password for West Berkshire Council and other uses.

5.3 Data Protection

- 5.3.1 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 appropriately could lead to a complaint being made against a Member for breaching the Council's Code of Conduct or personally being reported to the Information Commissioners Office.

5.4 Use of Personal ICT Equipment

- 5.4.1 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 owned ICT equipment to access WBC systems is not allowed.

5.5 Security Breaches or Incidents

- 5.5.1 Members should report any actual, suspected, or near-miss breaches of security to the ICT Helpdesk. Security incidents examples might 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 of sensitive or personal data to an unauthorised third party either deliberately or accidentally
 - Any suspicion of a computer virus, malware infection, or attempted hacking attempt

6 Privacy

- 6.1 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 Senior Management Team. 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 Governance Committee.

7 ICT Support

7.1 Reporting Issues

- 7.1.1 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.
- 7.1.2 Outside of normal working hours, an email can be addressed to ITHelpdesk@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.
- 7.1.3 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.

7.2 Resolving Issues

- 7.2.1 It should be possible to resolve most issues through verbal advice provided via telephone or by remote access. 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 further investigated and resolved.
- 7.2.2 Any faults will be dealt with either by correcting them on the existing equipment or, if this is not possible, by the provision of replacement equipment.

7.3 Support Exclusions

- 7.3.1 The Council's ICT Department cannot usually resolve the following issues:
- Members' home broadband connectivity
 - Members' own ICT equipment.

8 Training

- 8.1 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.
- 8.2 There is a comprehensive list of ICT Training material available to Members via the intranet [ICT training and guidance - Intranet](#) . Members are welcome to take advantage of these courses, notes, and videos.
- 8.3 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

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