CITY OF WOLVERHAMPTON COUNCIL	**Cabinet (Resources) Panel** 22 May 2018

Report title	Acceptable Use of ICT Assets and Social Media
Decision designation	AMBER
Cabinet member with lead responsibility	Councillor Val Gibson Governance
Corporate Plan priority	Confident Capable Council
Key decision	No
In forward plan	Yes
Wards affected	All wards
Accountable Director	Kevin O'Keefe, Acting Director of Paid Services
Originating service	Human Resources
Accountable employee	Baljit Kaur Basatia HR Business Partner Tel 01902 555405 Email baljit.basatia@wolverhampton.gov.uk
Report to be/has been considered by	Directorate Leadership Team 29 May 2018 Strategic Executive Board 5 June 2018

Recommendations for decision:

The Cabinet (Resources) Panel is recommended to:

1. Approve the new policy Acceptable use of ICT Assets and Social media.

2. Approve employee use of ICT equipment and Internet, including social media platforms, in non-working time.

1.0   Purpose

1.1   The new Policy brings together existing policies on the 'Personal Use of Computer Equipment' and the 'ICT Security Policy'. It also provides clarity on the use of mobile phones in the workplace.

2.0   Background

2.1   A working party comprising of ICT, Human Resources, Information Governance and Health and Safety was established to review existing policies.

2.2   The policies reviewed were, 'Personal use of Council Computer Equipment' and the 'ICT Security Policy'.

2.3   The development of modern working practices through the digital transformation programme and the promotion of agile working, which is now to be replaced by SMART working, means that the review of the Policy needed to consider these changes. Employees will be able to maximise their performance and productivity at the same time as maintaining a work life balance and being more responsive to customer needs with these changes to working practices.

2.4   The acronym SMART refers to: **S**upported through policies, **M**easured by outputs, **A**ware of changes in the ways of work, **R**esponsive to customer need and **T**rained to use technology or policies.

2.5   The new ways of working required a review of existing policies to ensure that they were fit for purpose in the modern workplace. The review identified gaps in the existing policies in relation to the use of new technology.

3.0   Progress

3.1   Working group participants ensured that the reviewed policy complied with Information Governance, Health and Safety and Human Resources policies. The review coincided with the introduction of SMART working protocols.

3.2   In addition to considering modern working practices, the working group also considered work life balance for employees and giving employees the opportunity to use technology during non-working periods.

3.3   The policy has been reviewed by the trade union Joint Consultative Panel. UNISON has been supportive of the changes and clarifications provided but raised their concerns about the difficulties in accurately monitoring the use of ICT assets during non-working times and in defining, for employees the times of use.

3.4   The policy has been circulated to members of the equality forums namely: Race, Religion or Belief; Disability and Age; Lesbian, Gay, Bisexual and Transgender and Gender, Maternity and Paternity, for comment and appropriate suggested changes have been incorporated.

3.5   The revised combined policy now incorporates new technologies i.e. Tablets, Smart Phones, Skype, Tethering to mobile 'hot spots'.

4.0   Evaluation of alternative options

4.1   Consideration was given to leaving the two policies independent of each other, but this option was rejected as having two policy documents creates confusion for employees. Having all information in one place makes it accessible and easier to use.

4.2   Consideration was given to employees not being able to use ICT equipment and access the internet in non-working time. This was rejected as the Council is moving towards implementing modern working practices, with performance being managed by outputs. This change requires employees working from home or away from the 'office' and a level of trust is required from managers.

5.0   Reasons for decision(s):

5.1   The reasons for the decision are:

a)   Combining two policies into one makes it easier for employee to access information and not fall foul of non-compliance with Policy.

b)   Future proofing the Policy for modern working practices improves productivity, flexibility, reduces cost and improves work life balance.

c)   Allowing employees to use ICT equipment and access the internet in non-working time maximises the use of technology enhancing skills and engages employees as they feel trusted. The policy provides guidance on internet sites and services they will not be able to access as the Council uses commercial 'web site reputation' services to determine sites that should be blocked. Security warnings are also given when trying to access certain sites and the policy makes it clear that employees should not take any further action until they have sought advice from ICT. Employees are advised that they cannot access webmail services such as Google Mail, Hotmail and Yahoo using Council equipment.

d)   Modern working practices requires managers to trust their employees when they are working from home or away from the 'office', with performance being managed by outputs. Denying employee's the opportunity to use ICT equipment and the Internet in non-working time send out the wrong message and will not support the change in behaviours required to achieve the Council goal of having a more flexible workforce, increased productivity, reduced costs associated with office space and reduction in the carbon footprint by travelling to and from work and meetings. Having a flexible approach to working also helps to attract new recruits, retain employees and provides for an improved work life balance.

e)   The General Data Protection Regulations (GDPR) which came into force on 25 May 2018 extends the rights of employees and residents regarding their personal data.

Employees are advised not to use their Council e-mail address if registering for Services or buying personal goods online.

f) Employees are advised that the Council will not be responsible for any losses they incur whilst using ICT equipment and the Internet for personal use e.g. on-line banking, shopping.

6.0 Financial implications

6.1 There are no financial implications arising as a result of implementing this policy. [MH/25042018/P]

7.0 Legal implications

7.1 There are no legal implications. Information Governance and Human Resources policies meet legal requirements surrounding information risk and the appropriate use of ICT assets.
[JB/25042018/V]

8.0 Equalities implications

8.1 An equality analysis has been carried out which indicates that employees in grades two to three, who are mostly in manual occupations, having little or no access to ICT assets and policies. The analysis recommends that the Policy be explained to employees through tool box talks, one to ones and supervisory meetings. To upskill employees a standalone ICT facility could be made available for teams and hard copy of documentation could be provided to partially sighted employees.   Completion of timesheets and Outlook calendars important for employees who have easy access to ICT assets and can work in a SMART manner, so that non-working times can be easily identified by managers.

9.0 Environmental implications

9.1 ICT assets reduce the need to travel to and from meetings helping the Council reduce its carbon footprint e.g. employees can skype into meetings and hold virtual meetings with partner organisations. Employees can work at sites which are the most appropriate in improving efficiency and productivity e.g. working from home and working off site following a meeting instead of coming back to their place of work.

10.0 Human resources implications

10.1 The activities of employees will need to be monitored by managers and ICT security to ensure that the Council's ICT assets are only being used in the manner prescribed by the Policy.

10.2 Monitor and review the implementation of the Policy in respect of disciplinary and grievance cases. This is to ensure that the Policy is being implemented in a fair and equitable manner and that it is not resulting in a greater misuse of ICT equipment.

10.3   Communication on the revision of the policy through Core Brief and articles in City People to raise awareness of changes.

10.4   Delivery of briefing sessions for managers on how the revised policy is to be implemented.

11.0   Corporate landlord implications

11.1   There are no implications for Corporate Landlord.

12.0   Schedule of background papers

12.1   Personal Use of Computer Equipment and the ICT Security Policy.

13.0   Appendices

13.1   Appendix 1 – Acceptable use of ICT Assets and Social Media.