Acceptable use of ICT services, facilities and devices policy

1. Purpose

The purpose of this policy is to provide users with the requirements for the acceptable use of Queensland Corrective Services (QCS) Information and Communication Technology (ICT) services, facilities and devices. The intention is that QCS employees and other users know and understand their rights, responsibilities and accountabilities when using QCS ICT services, facilities and devices.

1.1 About this policy

This policy should be read in conjunction with the QCS Acceptable Use of ICT Services Facilities and Devices (Conditions) Standard and the QCS Acceptable Use Private Email and Messaging Applications Standard.

This policy supports the following policies:

- Queensland Government Chief Information Office Use of ICT services, facilities and devices policy (IS38)
- Public Service Commission (PSC) Use of Internet and Email Policy
- Public Service Commission (PSC) Private Email Use Policy
- QCS Information Security Policy.

This policy is written to be consistent with the Information Security Standard *ISO/IEC 27001:2015 Information technology - Security techniques - Information security management systems – Requirements*.

2. Scope

This policy applies particularly to all persons who use QCS ICT services, facilities and devices (including Bring Your Own Device – BYOD) to access QCS information and ICT assets.

The requirements and expectations outlined in this policy apply equally to:

- all full time, part time, temporary or casual QCS employees and volunteers
- all contractors engaged by QCS
- all suppliers providing services to QCS.

3. Policy statement

All use of QCS ICT services, facilities and devices must:

- support QCS operational requirements

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- comply with relevant government policy and legislation, including the *Code of Conduct for the Queensland Public Service*
- be managed and monitored.

4. Principals

QCS must manage the acceptable use of ICT services facilities and devices through the following principles:

4.1 Provision, ownership and monitoring

All information created, sent, received or processed by QCS during the course of QCS business on behalf of the State of Queensland is owned by QCS and is considered official information. QCS holds the legal rights of such information, unless the information is subject to intellectual property rights of suppliers.

All devices used to access QCS ICT facilities, services and other devices must be authorised by QCS. Ongoing monitoring by QCS will ensure ICT resources used by staff for business purposes meets QCS business objectives while meeting community expectations in their appropriate use.

4.2 QCS ICT devices

All ICT services facilities and devices purchased by QCS are public resources and must be:

- purchased in accordance with QCS procurement requirements
- properly maintained, managed and protected against loss, theft and damage
- accessed and used only by authorised personnel
- returned with their confidentiality and integrity intact when no longer needed or access is revoked (e.g. employment ceases or a contracted engagement ends).

4.3 Authorised use

Users are authorised to access ICT services, facilities and devices for purposes of conducting QCS business and/or for limited personal use. For further information refer to the *QCS Acceptable Use of ICT Services, Facilities and Devices (Conditions)* Standard and the *QCS Use of Private Email and Messaging Applications Standard.*

4.3.1 Business use

QCS users are to ensure that ICT services facilities and devices are used for authorised purposes for conducting official business in pursuit of QCS business objectives.

4.3.2 Limited personal use

QCS may permit limited personal use of ICT services, facilities and devices by employees providing the usage:

- incurs minimal additional expense for QCS
- does not interfere with and does not affect the business activities of QCS
- does not adversely impact on the user's undertaking their official duties
- is infrequent and brief.

4.4   Unauthorised use

Users must ensure QCS ICT services, facility and devices including BYO devices are not used for unauthorised purposes. An unauthorised purpose includes any activity that is outside the scope of *4.3 Authorised Use* and includes downloading viewing pornography, and/or any use that breaches Queensland or Commonwealth law. Where a User has breached the *Code of Conduct for the Queensland Public Service* , (e.g. downloading pornography) they may face disciplinary action under the *Public Service Act 2008* (further information refer 4.4.2).

4.4.1   Use of private email & messaging accounts

Private email accounts, such as Hotmail, Outlook, Gmail, Yahoo mail etc. are not to be:

- accessed from QCS ICT devices or infrastructure
- used to send, store or receive QCS information. This includes unauthorised automatic forwarding of emails from a user's QCS email account.

For further information refer to the QCS Use of Private Email and Messaging Applications Standard and the Queensland Public Service Commission (PSC) Private Email Use Policy provides further guidance on sending/receiving work related emails to a private email account.

4.4.2   Code of conduct

- The use of QCS services, facilities or devices and the use of BYO devices must conform to the requirements of the Code of Conduct for the Queensland Public Service.
- Unauthorised use as detailed in section 4.4. Unauthorised use, may result in disciplinary action under the *Public Service Act 2008*.
- In instances where a user's activities may also amount to a breach of Queensland or Commonwealth legislation (criminal conduct) QCS will refer such conduct to the relevant law enforcement agency.

4.5   Awareness/training

- QCS users must ensure they familiarise themselves with the requirements of this policy and related standards and attend appropriate training as required or as directed by their Manager/Supervisor.
- QCS Managers/Supervisors must ensure new employees are advised of the requirements of this policy.

5. Authority

This policy is a requirement of the following:

- Queensland Government Chief Information Office (QGCIO) Use of ICT Services, Facilities and Devices Policy (IS38)
- Public Service Commission's (PSC) Private email Use Policy
- Public Service Commission's (PSC) Use of Internet and Email Policy
- *Public Sector Ethics Act 1994*
- QCS Information Security Policy.

6. Definitions

For the purposes of this policy, the following definitions apply:

Term	Definition
BYOD	BYOD (Bring Your Own Device) refers to employees who bring their own computing devices - such as smartphones, laptops, USB devices, iPads and tablet PCs - to work with them and use them in addition to, or instead of, QCS supplied devices.
ICT Devices	Electronic equipment designed for a communication and/or function, including but not limited to: Computers (e.g. desktop computers, mobile devices, laptops, servers, consoles and handheld devices); Phones (including fixed lines, mobiles, smart phones and satellite telephones) and accessories to phones (including battery chargers, cables); Digital or analogue recorders and removable media (e.g. USBs, DVDs, video, portable hard drives); Radios or other high frequency communication devices; Televisions, computer monitors and videoconferencing equipment; Digital or analogue players/recorders (including DVD and video), cameras; Monitors and sensors; and Printing, photocopying, facsimile, scanning machines and multi-function devices.
ICT facilities	A telecommunication service designed for a particular communication and/or function, which includes but is not limited to IT networks and servers, ICT systems, wireless networks, internet, extranet, email, instant messaging, webmail, fee-based web services and social media.
ICT service	Telecommunications or transmission services that carry voice and/or data and includes applications, hosting, storage, online services delivered over the web and cloud-based services etc. The services include software generally e.g. core business application, Microsoft suite of products, and operating software on computers or servers.
ICT system	Technology used by QCS and the way in which people interact with the technology in support of business processes.
Network	A technology that allows computer devices that originate, route and terminate data to share information over cable or wireless links.
Personal information	Information that is required to be protected under the Information Privacy Act 2009. The Privacy Act defines personal information as "information or an opinion about an identified individual, or an individual who is reasonably identifiable: Whether the information or opinion is true or not; and Whether the information or opinion is recorded in a material for or not."
QCS Information	Corrective services, programmes and case management knowledge kept in electronic and non-electronic repositories

7. Policy management

7.1   Policy owner

Deputy Commissioner, Organisational Capability Division

7.2   Policy implementer

Assistant Commissioner - Infrastructure, Technology and Asset Services Command

7.3   Review

This policy will be reviewed as per the QCS ICT Policy Management Framework or when significant changes occur to the business.

8. Document control

Date	Version	Action	Description/ Comments
19/08/2019	1.0	Approved	Approved by Deputy Commissioner, Organisational Capability