



Acceptable use of ICT services, facilities and devices (Conditions) standard

1. Purpose

This standard details the responsibilities of all users pertaining to the acceptable use of Queensland Corrective Services (QCS) Information and Communication Technology (ICT) Services, Facilities and Devices. Failure to abide by this standard may result in disciplinary action under the [Public Service Act 2008](#). In instances where a user's conduct may also amount to an offence under Queensland or Commonwealth legislation (criminal conduct) QCS will refer the matter to the relevant law enforcement agency.

This standard is to be read in conjunction with the *QCS Use of ICT Services, Facilities and Devices Policy* and the *QCS Use of Private Email and Messaging Applications Standard*.

2. Authorised use

The use of QCS ICT services, facilities and devices is authorised for the purposes of:

- Conducting official business in pursuit of QCS objectives which means:
 - accessing and/or using ICT services, facilities and devices and information specifically for work related purposes
 - communicating with colleagues, external stakeholders or partners, on work related matters.
- Supporting professional development, as approved by the employee's manager or supervisor, such as:
 - work related development relating to an approved study or research in accordance with QCS Study and Research Assistance Scheme (SARAS) Policy, researching symposiums and conferences, online training
 - approved forum, conference or seminar participation
 - engaging with a professional or industrial organisation for membership, registration, training / education, performance or safety
- Undertaking work related to the Armed Forces (Reserve)
- Utilising authorised limited personal use (for further information see Section 3, Limited Personal Use.)

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.

2.1 Business use (User responsibilities)

The use of QCS ICT services, facilities and devices are subject to the following conditions:

- Prior to the access/use of any ICT services, facilities and devices users read and acknowledge any terms and conditions provided

- Follow conditions of use
- Not attempt to disable, prevent or circumvent any existing or future security measures
- Not share their logon (user ID) and password information
- Take all necessary precautions to prevent unauthorised loss use or theft of material and devices, including not leaving devices unlocked or unattended
- Comply with the Public Service Commission (PSC) *Use of Internet and Email Policy*
- Manage records in accordance with [QCS Recordkeeping Procedure](#) and the [Public Records Act 2002](#)
- Protect personal information in accordance with the [Information Privacy Act 2009](#)
- Only access information required in the course of official duties
- Must not disclose confidential information in accordance with Section 341 Confidential Information of the [Corrective Services Act 2006](#)
- Protect intellectual property including copyright
- Respect the dignity, rights and views of others when communicating
- Use only software or services which has been authorised or purchased through QCS
- Abide by software licenses, copyright including Creative Commons licences (AusGOAL) and any intellectual property requirements
- Seek prior approval from manager or supervisor before taking a QCS ICT device overseas and/or enabling international roaming

2.2 Business use (Examples)

Examples of authorised use include but are not limited to:

- Printing documents relating to a QCS training course
- Using the internet to perform QCS related case/project research
- Using email to communicate new QCS directives or policies
- Informing employees of new QCS initiatives and/or staff movements
- Placing a telephone call to other government agencies for acquiring or sharing information

3. Limited personal use

QCS provides a 'Personal Drive' (H:\ or equivalent) for the storage of personal, ephemeral and reference information only. For example, job application, response to an EOI, Development Expectation Agreement, reference material for their official duties. QCS also utilises a 'Shared Drive' service for authorised QCS users specifically for business purposes. Refer to the *QCS Network Drives Policy* for further details.

3.1 Limited personal use (User responsibilities)

- Shared Drives (i.e. Work/business-related drives) must not be used for saving and storing information that is not work related (i.e. personal information) and in particular, personal media such as music, films, TV recordings, photos and other images, games and software
- It is the user's responsibility that personal data/information located on their personal drive should be available on other storage devices/mediums owned by the user



- Information and usage associated with limited personal use is subject to the same access retrieval review and monitoring practices as employment related use and is subject to the [Right to Information Act 2009 \(Qld\)](#) and the [Information Privacy Act 2009 \(Qld\)](#)
- The user accepts liability for any loss or damage suffered that result from an employee using QCS ICT services, facilities and devices for personal use.

3.2 Limited personal use (Examples)

Examples of limited personal use include but not limited to:

- using the internet to access a news website
- using a printer or photocopier to print out a few pages of personal information on limited occasions
- making or receiving brief local telephone calls, or sending mobile phone SMS messages, to a partner/friend, family or other personal commitments
- sending a fax or email to change personal banking details
- making financial transactions, including online banking and purchasing non-work-related goods and services which do not relate to the running of a personal private business
- completing a job application
- printing and distributing information relating to professional training/seminar events
- conducting searches over the internet on appropriate topics that would withstand the scrutiny of the Commissioner and comply with the standards of the Code of Conduct.

4. Unauthorised use

An unauthorised purpose includes any activity that is outside the scope of Section 2 *Authorised Use* and Section 3 *Limited Personal Use* of this standard and may include for example downloading viewing pornography, and/or any use that breaches Queensland or Commonwealth legislation.

4.1 Unauthorised personal use (Examples)

Unauthorised personal use examples are outlined below:

Unauthorised email or messaging use

- Using private email accounts including webmail; e.g. Google, Outlook, Hotmail, iiNet etc. (or any communication service that can forward QCS information)
- Forwarding inappropriate jokes and graphics, particularly any material of a sexually explicit, racist, defamatory, indecent, obscene, profane or offensive nature
- Sending messages that are defamatory, harassing or discriminatory
- Sending and/or downloading material such as chain letters or letters relating to pyramid schemes or in any way participating in such activities
- Disrupting QCS ICT services, facilities and devices such as spamming or other forms of mass mailing, storing and/or transmitting large files or any other unnecessary activity that may place a burden on QCS resources

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- Knowingly downloading, sending and/or broadcasting material from the internet or email containing viruses, worms, time bombs, cancel bots, Trojan horses, spyware or any other contaminating or destructive features
- Accessing ICT services such as online chat and info call services (e.g. 1900 telephone numbers), unless for work purposes
- Posting messages representing QCS on the internet and/or any other public computer system without first obtaining the approval of a manager or supervisor
- Representing personal opinions on the internet/email as those of QCS, or otherwise failing to comply with QCS practices concerning public statements about the government's position
- Engaging in any form of phishing or obscuring the origins of any message or download material under an assumed internet address or otherwise disguise a user's identity
- Altering the content of an email received without the sender's approval or without clearly indicating that you have altered the content
- Sending emails of a personal nature via a group distribution list without appropriate approval
- Using your government email account to contribute to non-work-related online feedback forums, voting online or blog sites, or to submit personal comments online in response to current issues

Unauthorised internet use

- Downloading, storing or distributing pornography using QCS ICT services, facilities and devices
- Maintaining or supporting a personal private business (including your own business or a family/friend's business), including fee-based or subscription services or stock trading
- Creating or maintaining personal websites
- Knowingly accessing or downloading website material that is defamatory, harassing or discriminatory
- Online gambling, stock trading or accessing dating services online
- Downloading image/sound/movie files and records, such as photos, .mp3, .wav and .avi files or similar files in other formats, unless for official business purposes
- Knowingly accessing internet sites and activities which a reasonable person would find offensive in the workplace or contain unlawful practices (e.g. bomb making instructions), except where related to an approved genuine QCS business requirement
- Accessing internet streaming services, such as radio and television, video streams, sports broadcasts, simulcasts on any QCS owned ICT services, facilities and devices, except where related to an approved QCS business or education requirement

Unauthorised device related use

- Taking inappropriate and/or pornographic pictures with a mobile phone camera or any other form of camera or portable device



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- Installing software on QCS ICT devices without firstly obtaining the approval from Digital Services and Information Technology
- Installing QCS provisioned software on ICT devices personally owned by the employee, or installing instances of software where licensing isn't QCS provisioned
- Accessing, playing and/or distributing computer games or unlicensed software
- Deliberately damaging, misusing and/or not taking due care of QCS ICT devices
- Use of mobile devices where legislative or other restrictions apply (e.g. using a mobile device without a hands-free device such as Bluetooth while driving, using a mobile device while refuelling a vehicle, using a device while passing through 'Customs').
- Stealing QCS ICT services, facilities and devices and/or information
- Allowing unauthorised persons, whether external (e.g. friends or relatives) or internal to QCS, to use QCS ICT services, facilities and devices
- Using a QCS telephone to call overseas telephone numbers for personal reasons
- Making personal (local, national and international) phone calls or electronic communications of long duration
- Using QCS telephones, meeting room or videoconferencing facilities to conduct personal conference calls
- Using QCS photocopiers and/or printers to photocopy/print out a large amount of personal information such as flyers for a school fete
- Using a 3D Printer to print for personal reasons

Other unauthorised use

- Transmitting proprietary information or confidential information related to, suppliers, vendors or trading partners (e.g. via email or other internet services) without authority
- Failing to comply with confidentiality agreements with third parties that may explicitly prohibit communication over public computer systems
- Failing to keep secure QCS ICT system and software access 'logins' (user name) and passwords issued to users including the transmission of this information over the internet and/or via email accounts
- Infringing intellectual property rights of others (e.g. copying or downloading video or software where copyright does not permit) or unlawfully circumventing technological protection measures designed to deter copyright infringement
- Using ICT services, facilities and devices and/or QCS information in a way which waives or has the potential to waive QCS legal professional privilege in the contents of legal advice
- Using QCS ICT services, facilities or devices to express political views or perform political actions
- Misusing information from QCS systems, including:
 - accessing QCS business information and systems without an authorised business purpose (e.g. emailing QCS documents to a personal email account for unauthorised purpose, selling information for personal profit, searching classified information to share with a friend, acquaintance or family member)
 - searching records, including client records, on a QCS database without an authorised business purpose (for clarity this means that staff members are not permitted to browse client files for their own interest unless the staff

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member has a specific work-related requirement to view those records. Additionally, it is not appropriate in any circumstance for staff members to view records of client/s that are known to them on a personal basis)

- distributing confidential information from QCS business systems to external organisations (e.g. media, political parties) or individuals for non-work purposes.
- handling classified information inappropriately
- extracting, disclosing modifying, adding or deleting QCS business information when not for a work related purpose.

5. Awareness/Training

Communications/strategy elements must include the following:

- All users of QCS ICT Services, Facilities and Devices must sign the current Conditions of Use Declaration when commencing with the agency.

6. Resources

Resource	Name
Act	Public Records Act 2002
Act	Information Privacy Act 2009
Act	Right to Information Act 2009
Act	Public Service Act 2008
Act	Corrective Services Act 2006
Policy	PSC Private Email Use Policy
Policy	PSC Use of Internet and Email Policy
Policy	QCS Use of ICT Services, Facilities and Devices Policy
Standard	QCS Use of Private Email and Messaging Applications Standard

7. Document control

7.1 Standard owner

Assistant Commissioner - Infrastructure, Technology and Asset Services Command

7.2 Standard implementer

Chief Digital Officer - Digital Services and Information Technology

7.3 Review

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



7.4 Version history

Date	Version	Action	Description / comments
27/08/2019	1.0	Approved	Approved by Chair of the ISC



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