Authorised and unauthorised use of ICT services

1. Purpose
This Guideline provides recommendations regarding best practice for the application and implementation of the Use of ICT Services policy and implementation standard. The examples provided are not exhaustive and managers/supervisors should use common sense and reasonable judgement to assess each situation on its merits.

2. Scope
This Guideline provides information for all employees, contractors and consultants within the Department of Health divisions, agencies and commercialised business units.

This guideline can be used by Hospital and Health Services either as is, by re-branding or as a base for a Hospital and Health Service specific guideline.

3. Related documents

Authorising Policy and Standard/s:
- Use of ICT Services Policy
- Use of ICT Services Implementation Standard

4. Guideline for authorised and unauthorised use

4.1 Authorised use

Internet, email and other ICT services are provided to assist Authorised Users in the performance of their official duties, while allowing for professional and limited personal use.

In all cases, employees must abide by legislative requirements including the Public Service Act 2008, the Code of Conduct for the Queensland Public Service and the Information Privacy Principles in the Information Privacy Act 2009. Employees can be disciplined or dismissed for conduct considered inappropriate or improper in both their official capacity and their private capacity if conduct reflects seriously and adversely on the public service.

**Official use**

Official use refers to use in an official capacity as an agency representative. Employees acting in an official capacity should disclose their position and indicate that they are representing the agency, but must not disclose non-public information, commit the Department of Health to any action or engage in activities unless authorised to do so. Examples of official use may include, but are not limited to:

- using ICT services for work related purposes
using the internet to access work related information
sending emails and instant messages to colleagues on work related matters
sending emails outside of the work environment on work related matters, or
updating departmental social media accounts, profiles or presence.

Professional use

Professional use is distinguished from official use. It refers to activity for professional development purposes, engaging with professional associations or in professional discussion forums, and networking with colleagues or peers. Professional use allows employees in their private capacity to engage in conversation as an experienced person in their particular field and with other practitioners in that field. Professional use generally occurs in non-work time or during authorised work hours and should not interfere with official duties or affect productivity. Examples of professional use may include, but are not limited to:

- using the Internet, email or social media for professional development, such as the Study and Research Assistance Scheme (SARAS) or other approved study or research activity. This may include accessing an educational institution’s website to download assignment or course notes, or emailing assignments to academic institutions. Note that writing assignments should be done in non-work time unless a specific period of work time has been negotiated and approved within a SARAS agreement.
- use of other ICT services to support study, self-education or professional development.
- engaging with professional associations, participating in professional discussion within the area of expertise and knowledge, or maintaining professional networks of colleagues and peers. For example, using social networking sites such as LinkedIn for this purpose.

All comments made in a professional capacity should be clearly attributed as personal views and not the views of the Department of Health, and must not imply official endorsement or disclose non-public information, breach confidentiality or privacy obligations. Employees should avoid making comment that could be interpreted as official comment and may wish to include a disclaimer. For example, “This is my personal opinion and does not represent the opinion or position of the Queensland Government”.

Employees must be aware that any comment could compromise their perceived capacity to perform their official duties in an independent, professional and unbiased manner. Staff should contact the Communication, Online Services, Marketing and Media Branch for further information about making public comment.

Limited Personal use

Limited personal use refers to activity conducted for purposes other than accomplishing official business or professional purposes that are consistent with departmental policy.

Personal use of ICT services is permitted, as defined in this guideline, however, it is a privilege not a right, and may be revoked at any time. Such use must be limited and reasonable, that is:
be infrequent and brief in usage. As a guide, use that occurs more than a few times per day and/or for periods longer than a few minutes would not be considered limited personal use.

- lawful, ethical and efficient
- wherever possible, take place during non-work time (e.g. during lunch breaks)
- only incur minimal additional cost to the Department of Health. Note: Where the private use component for a mobile, satellite or PDA telephone is more than the monthly specified amount in the user’s terms and conditions, the total private use component is to be reimbursed to the Department of Health

- not impact on the Authorised User’s productivity
- not be unauthorised as defined in this guideline
- not interfere with the operation of the agency, or contravene the Public Service Act 2008 or related State and Federal legislation and regulations
- not embarrass or compromise the reputation of the Department of Health.

Personal use that conforms to the requirements outlined above and that would be considered limited and reasonable includes:

- family matters - arranging childcare matters, making appointments or installation/service of utilities
- education - accessing an educational institution’s website to download assignments or course notes; emailing assignments to academic institutions
- faxing, photocopying and printing – using ICT services to send small private documents, or copying or printing a few pages of personal information
- checking public transport timetables
- internet searching – limited personal internet searches that are not inappropriate, unlawful or criminal
- social networking – updating professional profile or using social media to keep in touch with friends and family, or news and current events
- banking/bill paying – arranging day-to-day activities such as paying bills and banking
- accessing Telstra White and Yellow Pages.

Social media for personal or professional use

Employees should not use their departmental email address when creating or accessing social networking accounts and should not use departmental or Queensland Government logos that may give the impression of official support or endorsement of personal comments made online.

When accessing social media using Department of Health ICT services users should:

- check account and privacy settings – understand who can access the account information and postings, and ensure more personal information is not revealed than is necessary.
- review posts – be mindful that content posted online is publicly accessible and will exist for a long time (even if deleted). Do not post anything that friends, family, colleagues or a manager should not see. Content posted can also be used as source
material for journalists and other interested parties. As a general rule, think before posting on social media.
- consider any friend requests carefully – especially from people not personally known

4.2 Unauthorised, unlawful and criminal use

Unauthorised use
The following examples of unauthorised use of ICT services are not intended to be exhaustive. Managers/supervisors should adopt a common sense approach and use reasonable judgement to assess each situation on its merits.

Unauthorised use of ICT services includes but is not limited to:
- use by any person who is not an Authorised User
- enabling a person who is not an Authorised User to access ICT services
- use that is inconsistent with Queensland Government or departmental policies, guidelines or Code of Conduct for the Queensland Public Service
- operating a personal or not-for-profit business from work. For example, providing a work telephone, work mobile number or email address for this purpose
- fundraising, except for those endorsed by the Director-General or Chief Executives
- endorsing any product or service
- participating in any lobbying activity or engaging in political activity.
- faxing large, non-work related documents
- copying or printing large non-work related documents
- stealing data or intellectual property
- gaining or seeking to gain unauthorised access to other information systems, communication devices, facilities or entities
- soliciting money for religious or political causes, advocating religious or political opinions, or endorsing political candidates or parties
- capturing images with a departmental camera, including a camera in a departmental mobile telephone, hand held device or webcam, where content is likely to be considered pornographic, racist, discriminatory, inflammatory, defamatory, sexually explicit, obscene, abusive, threatening, harassing, offensive or likely to cause offence or be considered as socially unacceptable
- use of departmental television sets, DVDs, videos and cameras for personal use, unless prior authorisation has been received
- loading, installing and operating privately owned software, games, recreational software, screen savers, freeware / shareware, or non-work related software packages, with or without copyright licences.

Unauthorised use of internet facilities includes:
- Propagating, transmitting, accessing, downloading, disseminating any communication in any form, including text, images, sound or direct links to such material in published hypertext documents, where the content and/or meaning of the material or its transmission or distribution is likely to be considered:
  - pornographic
Department of Health: Authorised and unauthorised use of ICT services guideline

- racist
- discriminatory
- inflammatory
- defamatory
- sexist
- sexually explicit
- obscene
- abusive
- threatening
- offensive
- harassing
- likely to cause offence, or which would be considered socially unacceptable.

- knowingly accessing pornographic sites and disseminating, soliciting or storing sexually orientated messages or images
- excessive use for non-work purposes, even if conducted during non-work time
- accessing non-business related audio and video streaming or push technologies
- developing and maintaining a personal web page on or from departmental devices
- providing departmental or Queensland Government email addresses as part of contact details or a personal identifier on web sites or email lists not maintained by the Department of Health and/or Queensland Government unless such use is for work-related purposes or is consistent with personal use that is authorised by the department
- publishing comments or disclosing non-public information in online environments that have the potential to damage the department’s reputation. Non-public departmental information includes information that is not available on the department’s internet site or contained in reports
- creating, distributing or purposely activating any form of malicious software including, but not limited to, software generally known as computer viruses, worms or Trojans
- accessing peer-to-peer networks
- intentionally performing any act to knowingly degrade the performance of any system forming any part of the internet or departmental network facility
- distributing information for political purposes, except for the Minister’s Office
- accessing internet sites dedicated to personals classified advertisements including dating, escort services or mail-order marriages
- accessing or playing real-time internet-based games, online gaming and gambling, chat rooms and messaging services and similar internet-based collaborative services. As these sites can cause congestion and disruption of networks or systems they are not to be accessed.

Unauthorised use of email facilities and instant messaging includes:

- Propagating, transmitting, accessing, downloading or disseminating any communication in any form including text, images, sound or direct links to such
material in published hypertext documents, where the content and/or meaning of the material or its transmission or distribution is likely to be considered:

- pornographic
- racist
- discriminatory
- inflammatory
- defamatory
- sexist
- sexually explicit
- obscene
- abusive
- threatening
- offensive
- harassing
- likely to cause offence, or which would be considered socially unacceptable.

- Publishing or distributing:
  - material that purports to represent the official interests or opinions of the Department of Health other than in accordance with relevant departmental standards
  - personal information about any person without their prior authorisation including but not limited to, home telephone numbers, private addresses and information regarding the specific location of a person at any given time
- requesting the release of email messages blocked by filtering software where these messages are not for work purposes, because this involves a significant cost to the Department of Health
- mass posting the same inappropriate message to many newsgroups (spamming) or sending mass, unsolicited electronic mail
- distributing electronic ‘chain letters’, pyramid schemes or unsolicited advertising
- forwarding received emails that contain inappropriate images or text
- distributing recreational games
- distributing information associated with the activities, aims or objectives of a political party, group or individual
- operating personal or not-for-profit business(es) from work, including sale of personal property
- masquerading as any other person to send electronic mail messages
- using a generic or alias email address for personal or unauthorised use
- misrepresenting, obscuring, suppressing or replacing a user’s identity on an email, including using false or misleading subject headers and presentation of information when distributing email for any unlawful, inappropriate, fraudulent or obscene purposes, or in support of such activities, including violation of copyrights or other contracts violating such matters as institutional or third party copyright, license agreements, and other contracts
posting anonymous messages, or personal communications without the original author’s consent.

**Unauthorized use of telephone facilities include:**
- calling information service providers for non-work-related business using premium, high cost services such as 1900 or 0055 prefixed numbers
- making International Dial Direct (IDD) calls for non-work purposes
- using mobile or satellite telephones by the driver of a vehicle whilst the vehicle is moving, or is stationary but not parked (unless using a personal or in-car hands free kit)
- making excessive personal telephone calls that impact on productivity
- taking inappropriate or pornographic pictures with photographic equipment, including mobile telephone cameras
- using mobile or satellite telephones in close proximity to fuel pumps or other sources of flammable fumes, or gases, or when they are likely to interfere with sensitive electronic/medical equipment.

**Unlawful use**

Unlawful use includes, but is not limited to:
- violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to, the installation or distribution of ‘pirated’ or other software products that are not appropriately licensed for use by the Department of Health
- unauthorised copying of copyrighted material including, but not limited to, digitisation and distribution of photographs from magazines, copyright music, books or other copyrighted sources for which the Department of Health or the end user does not have an active licence is strictly prohibited
- exporting software, technical information, encryption software or technology, in violation of international or regional export control laws
- using mobile or satellite telephones when operating a vehicle whilst the vehicle is moving, or is stationary but not parked (unless using a personal or in-car hands free kit)
- knowingly inciting hatred towards, serious contempt for, or severe ridicule of a person or group of persons on the ground of race, religion, sexuality or gender identity of the person or members of the group
- sending messages without authority that may cause people to fear for their safety or the safety of other
- sending unsolicited commercial electronic messages (spamming)
- breaching condition placed on an Authorised User as part of the Public Sector Ethics Act 1994, Public Service Act 2008 or related state and federal legislation and regulations
- breaching the Telecommunications Interception Act 2009.

Unlawful use may attract penalties defined under legislation including the *Spam Act 2003 (Cth)*, *Anti-Discrimination Act 1991* and *Defamation Act 2005.*
Criminal use – violations of State and Federal law

Criminal use includes, but is not limited to:

- accessing, downloading, on-forwarding, storing or distributing child pornography
- procuring or grooming persons under the age of consent for sexual purposes
- breaching copyright, for example by unlicensed copying of a computer program on a computer
- intercepting, accessing or altering data (hacking), or falsifying electronic documents or programs without legal authority to do so
- carrying out illegal activities (e.g. such as illegal gambling, fraud, stalking and unauthorised recording) or carrying out defamatory activities
- creating, or helping to create, malware (e.g. viruses, worms or Trojan horses or any other potentially harmful software) and/or loading or helping to load such software on any ICT facility or device
- using any ICT facility or device to cause a ‘denial of service’ attack
- hacking into a computer system protected by a password or other security measure to access personal or commercial information or alter that information
- sending a threatening message such as a bomb threat
- accessing, transmitting or making available material that promotes suicide
- vilifying persons on the basis of their race or religion.

Criminal use may attract penalties as defined under legislation including the Cybercrime Act 2001 (Cth) and the Criminal Code Act 1899.

5. Review

This Guideline is due for review on: 1 July 2015

Date of Last Review: New

Supersedes: New

7. Business Area Contact

Director Strategy and Architecture Office, Planning, Engagement and Performance, Health Services Information Agency
# 8. Definitions of terms used in the policy and supporting documents

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised Use</td>
<td>Use by individuals who have received authorisation before operating the relevant device or service.</td>
<td>Queensland Government Enterprise Architecture (QGEA) Glossary</td>
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<tr>
<td>Authorised User</td>
<td>Users who have received authorisation before operating the relevant device or service and agreed to abide by the policies, guidelines and local practice arrangements for use of the relevant facility or device, and who have appropriately acknowledged this agreement where required. (See QGEA Authorised and unauthorised use of ICT facilities and devices guideline for further clarification).</td>
<td>QGEA Glossary</td>
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<tr>
<td>Disciplinary Action</td>
<td>Action taken as an outcome of a disciplinary process in accordance with the Public Service Act 2008.</td>
<td>Queensland Health Discipline HR Policy</td>
</tr>
<tr>
<td>ICT Facilities and Devices</td>
<td>ICT facilities and devices cover computers (including mobile and handheld devices); telephones (including mobiles and smart phones); removable media; radios or other high frequency communication devices; television sets; digital or analogue recorders (including DVD and video); cameras; photocopiers; facsimile machines; printers (and other imaging equipment); electronic networks; internet; email; web mail; and fee-based web services. Queensland Health facilities and devices include ICT enabled medical devices, satellite broadcasting and ICT enabled monitoring systems.</td>
<td>QGEA Glossary</td>
</tr>
<tr>
<td>ICT Services</td>
<td>ICT Services in the context of this policy and supporting documents refers to ICT Facilities and Devices as defined above.</td>
<td>QGEA Authorised and unauthorised use of ICT facilities and devices guideline</td>
</tr>
<tr>
<td>Official Use</td>
<td>Any use of the department’s ICT services for work-related purposes</td>
<td>QGEA Authorised and unauthorised use of ICT facilities and devices guideline</td>
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</tbody>
</table>
| Personal Use                | Activity conducted for purposes other than accomplishing official business or professional purposes that is consistent with departmental policy. Limited personal use of department-owned ICT services should be seen as a privilege and not as a right and is generally expected to:  
  - take place during the employee’s non-work time (e.g. during an employee’s lunch break or after hours) and not be counted when accruing banked time or TOIL  
  - incur minimal additional expense to the Queensland Government  
  - be infrequent and brief, not delay official business and be for non-commercial purposes  
  - not interfere with the operation of government and does not violate any state/departmental policy or related state/federal legislation and regulation. The Queensland Government accepts no liability for any loss or damage suffered by the employee as a result of personal use (for example internet banking). | QGEA Authorised and unauthorised use of ICT facilities and devices guideline              |
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<td>Professional Use</td>
<td>Activity for professional development purposes, engaging with professional associations or in professional discussion forums, and networking with colleagues or peers. Approval for professional use is at the discretion of senior officers, provided such use does not interfere with the activities of the department or affect the productivity of other employees and complies at all times with relevant department policy regarding acceptable behaviour.</td>
<td>QGEA Authorised and unauthorised use of ICT facilities and devices guideline</td>
</tr>
<tr>
<td>Spam</td>
<td>Unsolicited bulk e-mail or SMS messages which are generally of a commercial nature promoting or selling products or services. Often include illegal or offensive content and its purpose may be fraudulent.</td>
<td>QGEA Glossary</td>
</tr>
</tbody>
</table>
| Unauthorised Use   | Use of ICT Services that has not been authorised and includes use which is inappropriate, unlawful and/or criminal. Examples include but are not limited to the following list:  
  - Uploading, downloading, storing, forwarding or in any way distributing or communicating unauthorised, unlawful, criminal, offensive or obscene material including  
    - pornography  
    - inappropriate pictures, graphics, jokes or messages (particularly any material of sexually explicit, racist sexist, discriminatory or otherwise potentially offensive behaviour, including the use of inflammatory, obscene, vulgar, insulting, abusive, threatening, harassing or provocative language)  
    - unauthorised software  
  - Uploading, downloading, storing, forwarding or in any way distributing or communicating information that is untrue, defamatory, libellous, misleading or deceptive including impersonating or misrepresenting others  
  - Conducting personal business for personal gain or profit or commercial purposes  
  - Using ICT resources for  
    - Uploading or downloading inappropriate material such as malicious files of any kind, games, music, chain letters, etc. that affect productivity, may adversely impact the network and are not for officially approved purposes  
    - Accessing inappropriate services e.g. dating or gambling  
    - Creating and maintaining unapproved personal websites  
  - Participation in external organisations including lobbying or political or religious advocacy  
  - Uploading any personal information of third parties (including colleagues) without their prior consent  
  - Providing third party information or material without obtaining the appropriate intellectual property permissions  
  - Contributing to public discussion in an inappropriate manner including  
    - using work email address for personal comment  
    - disclosing or citing work related information without approval  
    - engaging in any attacks or insults including cyber bullying or cyber stalking  
    - engaging in any other action that could harm the goodwill or reputation of the department or the Queensland Government | QGEA Authorised and unauthorised use of ICT facilities and devices guideline               |
9. Approval and Implementation

Policy Custodian:
Executive Director
Planning, Engagement and Performance
Health Services Information Agency

Responsible Executive Team Member:
Ray Brown
Chief Information Officer
Health Services Information Agency

Approving Officer:
Ray Brown
Chief Information Officer
Health Services Information Agency

Approval date: 31 May 2013
Effective from: 1 July 2013

Version Control

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<th>Last Review Date</th>
<th>Amendments/Notes</th>
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<tr>
<td>1.0</td>
<td>ICT Policy</td>
<td>29/04/2013</td>
<td>Finalised for approval.</td>
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<tr>
<td>1.1</td>
<td>ICT Policy</td>
<td>30/05/2014</td>
<td>Updated to correct formatting inconsistencies.</td>
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