Use of ICT Services

Policy Statement
The Department of Health is committed to ensuring that all use of Information and Communication Technology (ICT) services (internet, email and other devices and services) supports business activities for authorised purposes.

Intent of this policy
The intent of this policy is to ensure consistent, authorised and lawful use and management of internet, email and other ICT devices and services by ensuring that:

- all ICT services are used for authorised purposes
- all staff are clearly informed of their obligations
- ICT services are used in compliance with the department’s policies, the Code of Conduct for the Queensland Public Service, Queensland Government Enterprise Architecture Use of ICT Facilities and Devices Policy (IS38) and State and Federal legislation.

Scope
This policy applies to all employees, contractors and consultants within the Department of Health divisions, agencies and commercialised business units.

This policy 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 policy.

The official use of social media is out of scope for this policy.

Principles

- Accountability and transparency – Authorised Users are accountable for their access and use of ICT services.
- Authorised Use – Access and use is provided for official business and limited and reasonable professional and personal use.
- Managed – ICT services are actively managed and monitored.
Supporting documents
- Use of ICT Services Implementation Standard
- Print Services Management Protocol
- Authorised and unauthorised use of ICT Services Guideline
- Use and purchase of Mobile Phones Guideline

Legislative or other Authority
- Anti-Discrimination Act 1991
- Code of Conduct for the Queensland Public Service
- Copyright Act 1968 (Cth)
- Crime and Misconduct Act 2001
- Criminal Code Act 1899
- Cybercrime Act 2001 (Cth)
- Defamation Act 2005
- Financial Accountability Act 2009
- Financial and Performance Management Standard 2009
- Information Privacy Act 2009
- Privacy Act 1988 (Cth)
- Public Interest Disclosure Act 2010
- Public Records Act 2002
- Public Sector Ethics Act 1994
- Public Service Act 2008
- Telecommunications Interception Act 2009
- Right to Information Act 2009
- Spam Act 2003 (Cth)
- Work Health and Safety Act 2011

Related policy or documents
- Queensland Government Enterprise Architecture, Department of Science, Information Technology, Innovation and the Arts (DSITIA):
  - Use of ICT Facilities and Devices Policy (IS38)
  - Authorised and Unauthorised Use of ICT Facilities and Devices Guideline
  - Access and Use Policy (IS33)
Department of Health: Use of ICT Services Policy

- Email monitoring and the Telecommunications (Interception and Access) Act guideline
- Information Security Information Standard – IS18
- Limited personal and professional use of social media guideline
- Recordkeeping Information Standard – IS40
- Retention and Disposal of Public Records Information Standard – IS31
- Queensland Government Use of Internet and Electronic Mail Policy and Principles Statement
- Department of Health
  - Clinical Records Management Policy
  - Data Management Policy
  - Discipline HR Policy E10
  - Health Service Directive – Enterprise Architecture
  - Health Service Directive – Enterprise ICT Services
  - Information Security Policy
  - Records Management for Administrative and Functional Records Policy
  - Requirements for reporting official misconduct HR Policy E9
  - Web Publishing Policy

**Business area contact**
Director Strategy and Architecture Office, Planning, Engagement and Performance, Health Services Information Agency.

**Review**
This policy will be reviewed at least every three years.

**Date of last review:** 29/04/2013

**Supersedes:** Use of Internet, email and other ICT facilities and devices policy
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: 01 July 2013

Definitions of terms used in this policy and supporting documents

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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</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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<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>
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<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.</td>
<td>QGEA Glossary</td>
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<td>Queensland Health facilities and devices include ICT enabled medical devices, satellite broadcasting and ICT enabled monitoring systems.</td>
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<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>
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<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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| 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 |
| Professional Use | 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. | QGEA Authorised and unauthorised use of ICT facilities and devices guideline |
| Spam            | 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.                                    | QGEA Glossary                                                        |
| 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                                                                                                                                                                                                 | QGEA Authorised and unauthorised use of ICT facilities and devices guideline |
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|                                                                        | 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. |

**Version Control**

<table>
<thead>
<tr>
<th>Version</th>
<th>Last Updated By</th>
<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 include Print Services Management Protocol and current references.</td>
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