Members' ICT Charter

The following are points which Members are asked to take into account to make the Council's ICT and smart-phone support streamlined and efficient. It also helps to ensure that the IT equipment provided is fit for purpose.

1. Contact and support – All ICT issues should be raised by contacting **Martin Derbyshire, Members IT and Training Officer, on 7010** in the first instance and otherwise **Service Desk** on **3001 (Internal)** , **01246 217103 (External)** or by **email** at servicedesk@ne-derbyshire.gov.uk. (Please note members have responsibility for their own broadband arrangements where they have declined Council provided broadband).

2. All new members should undergo induction before receiving their laptop, iPad or smart-phone so they are aware of the policies and procedures that are pertinent to IT usage at the Council.

3. Specific guidance and advice is available for the use of iPads and members should familiarise themselves with this. It is available via the Members' Portal.

4. For the convenience of members, the Council has developed a structured plan of annual health checks for laptops, iPads and smart-phones. All members are requested to agree to this plan which will help keep laptops and iPads in good condition and minimise problems. Your schedule for health checks will be issued so you can see when these have been arranged. If any of the dates in your plan are inconvenient please contact the Members' IT and Training Officer to schedule a mutually convenient time.

5. Members should not install any third party software. Extra software other than standard build items should have a business requirement. This is because installation of untested software can impact on the performance of the laptop or iPad and could possibly introduce viruses on to the Council's systems. Please contact the Governance Team if you wish to install additional software on your laptop, iPad and smart-phone.

6. Laptops, iPads and smart-phones issued to members by the Council are to be used only by the members themselves. They should not be shared, transferred, loaned or used for access by anyone other than the designated member.

7. Whilst members may use laptops, iPads and smart-phones for non work web browsing, they must avoid viewing, creating, circulating, distributing, storing, downloading or printing material that might be considered offensive, illegal, pornographic or sexually explicit, that brings the Council into disrepute or that exposes it to legal action. Members should also be careful not to use Council resources for party political purposes.

8. Storage of a limited amount of personal information on the laptop, iPad and smart-phone is permitted but this is not recommended because it can affect the performance of the device and any information lost cannot be recovered.

9. Members should note that information held by a member on their electronic device is subject to the terms of the Data Protection Act 1998 and the Freedom of Information Act 2000 and therefore such devices are included within the scope of any relevant requests or internal reviews made under the terms of these Acts.

10. It is not considered appropriate for officers to be asked by members to transfer personal information between devices or to provide support for non-Council related activities.

11. The Council can take no responsibility for any information lost on a laptop, iPad or smart-phone. The loss of any equipment should be reported to the Members' IT and Training Officer and to the Data Protection Officer as soon as possible so that a breach log can be filed and an assessment made as to the risk of such a loss.

12. Members should apply the housekeeping techniques demonstrated at their induction to ensure that their mailbox is available at all times. Advice and guidance on these techniques will be given at the induction. The Members' IT and Training Officer is always available for advice and guidance.

13. Security awareness sessions will be provided by the Governance Team to ensure members can work safely and securely with Council provided ICT services and equipment. Members must make all reasonable endeavours to attend this training.

14. Members should endeavour to attend any user training sessions provided by the Governance Team or Joint ICT Service to help maintain and update their ICT knowledge and skills. These will be flexible and arranged around member needs.

15. Members who are no longer office holders should return their laptop, I-Pad, smart phones and other Council provided equipment as soon as possible, but no later than 10 working days from leaving office.
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16. Members should endeavour to keep within the 2 GB monthly connection limit when using their iPads. Usage can be monitored via the My Data Usage App.

By adhering to the above conditions it will help the Council to facilitate its paperless working concept that has been adopted.