



Staff Report

Finance and IT Services

Report To: Committee of the Whole
Meeting Date: March 12, 2018
Report Number: FAF.18.37
Subject: Updates to POL.COR.14.03 Council Information Technology Usage Policy
Prepared by: Cathy Bailey, Manager of Information Technology

A. Recommendations

THAT Council receive Staff Report FAF.18.37 entitled “Updates to POL.COR.14.03 Council Information Technology Usage Policy”; and

THAT Council approve the updated POL.COR.14.03 Council Information Technology Usage Policy as attached.

B. Overview

This report addresses updates to POL.COR.14.03 Council Information Technology Usage Policy, which is to be reviewed in the year before each Municipal Election.

C. Background

The Council Information Technology (IT) Usage Policy, POL.COR.14.03 (Attachment 1) establishes guidelines for the provision, use and support of IT equipment issued to members of Council. Several small changes have been made to the policy to address changes in the IT environment during the last four years, as well as to document current practice.

D. Analysis

The following changes have been made to the Policy:

- References to backup devices have been removed. These devices do not meet the current version of the IT Infrastructure Acceptable Use Policy and IT has not received any requests for this type of device.
- The term Bluenet has been replaced with the more generic term “Council meeting management system”, to reflect the name of the system members of Council will use with the new website.

- The term “laptop or tablet” has been replaced with the word “computer”. This will provide IT staff with more latitude in selecting what devices will work best for members of Council at any given time.
- The word Blackberry has been replaced with Smart Phone. Again, this will provide IT staff with more latitude in selecting what devices will work best for members of Council.
- The previous version of this Policy stated that the Mayor and Deputy Mayor will receive their IT equipment from the County, in keeping with previous practice. This has been changed to say that the Mayor and Deputy Mayor may either receive their IT equipment from the County or from Town IT, which reflects the Town’s current practice.
- A paragraph has been added to the Policy stating that members of Council should use the Clerk’s office for their first level of IT technical support. The Clerk’s office will then take care of communication between IT staff and members of Council. This reflects current practice.

E. The Blue Mountains’ Strategic Plan

Goal #4: Promote a Culture of Organizational and Operational Excellence
Objective #4: To Be a Financially Responsible Organization

F. Environmental Impacts

N/A

G. Financial Impact

N/A

H. In consultation with

Evan Davis, IT Infrastructure and Security Coordinator
Corrina Giles, Town Clerk
Ruth Prince, Director Finance and IT Services

I. Attached

1. Draft Updated POL.COR.14.03 Council Information Technology Usage Policy

Respectfully Submitted,

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Ruth Prince
Director of Finance and IT Services

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Policy

DRAFT POL.COR.14.03

DRAFT Council Information Technology Usage Policy

Policy Type: Corporate Policy (Approved by Council)

Date Approved:

Department: Finance and IT Services

Staff Report: FAF.18.37

By-Law No.: N/A

Policy Statement

The Town recognizes the importance for Council members to be able to access information and communicate with each other, Town staff and other stakeholders in a timely and efficient manner. In support of this, the Town shall ensure that each Council member is issued with various hardware, software, security and support services as identified in this Policy.

Purpose

The purpose of this policy is to establish guidelines for the provision, use and support of IT equipment such as computers, Smart Phones and e-mail accounts issued to members of Council.

Application

This policy applies to Council members and Town IT staff with respect to the provision, use and support of IT equipment.

Definitions

"IT" means Information Technology

"Town" means Town of Blue Mountains

"County" means County of Grey

"Councillor" means a member of Council. It also includes the Mayor and Deputy Mayor

Procedures

1. Councillors shall read, sign and agree to the terms in the POL.COR.12.13 Information Technology Acceptable Use Policy, which applies to all Town staff users of IT equipment.
2. The Mayor and Deputy Mayor may choose whether they receive their IT equipment from the County or the Town. If they choose to receive their IT equipment from the Town, they will receive the equipment outlined in Section 3.
3. Each Councillor shall be provided with the following, subject to their signed acknowledgement of the terms and conditions of this Policy:
 - Computer plus associated peripherals, such as a carrying case and mouse
 - Smart Phone, complete with a package capable of voice, text and data
 - Town email address
 - Username and password for a secure Council meeting management system
4. Councillors shall have access to the following while at Town Hall:
 - Docking station for connecting their computer to the network
 - Access to a multi-function unit for printing, scanning, copying and faxing
5. Councillors shall have access at Town Hall to a phone, including access to a personal voice mailbox.
6. The Town shall bear all costs associated with the provision of these items for Councillors.
7. The IT equipment shall belong to the Town and shall be returned to the Town by Councillors at the end of their term.
8. Town IT staff shall be responsible for:
 - Selecting the IT equipment and associated software
 - Setting up the IT equipment, logins and email services
 - Providing technical support for issues associated with the IT equipment that are directly related to Town business and only on site at Town buildings
9. Town IT staff are not responsible for:
 - Support of IT equipment not owned or licensed by the Town
 - Integration between Town issued software/hardware and non-Town issued software/hardware
 - Connection to devices not issued by the Town, for example personal printers, wireless routers, mobile phones and music/picture devices
 - Support of Internet connections and wireless Internet outside of Town buildings
 - Support of IT equipment issued by the County

10. Support requests for Town IT equipment shall be made through the Clerk's office, who will coordinate communication between Councillors and IT staff.
11. Upon request by Town IT staff, Councillors shall bring their IT equipment to Town Hall for repairs, routine maintenance, software installation and software updates.
12. All Town business shall be done on Town IT equipment, not personal devices, in order to ensure data security. As keepers of sensitive and personal data, it is the Town's responsibility to safeguard and control access to this data. Personal devices typically do not have essential corporate data safeguards installed.
13. Upon request by Town IT staff, Councillors shall attend a seminar or workshop regarding equipment use and data security.
14. Councillors may use IT equipment for personal use, provided such use complies with the terms in the POL.COR.12.13 Information Technology Acceptable Use Policy. The Town shall not be responsible for the loss or corruption of a Councillor's personal information stored on a Town device.
15. As outlined in Policy A.POL.01 Use of Corporate Resources for Election Purposes, Town IT equipment will not be used to assist and/or aid in any election related task.

Exclusions

N/A

References and Related Policies

Policy A.POL.01 Use of Corporate Resources for Election Purposes
Policy POL.COR.12.13 Information Technology Acceptable Use

Consequences of Non-Compliance

The Town Clerk, in communication with the Manager IT, is authorized and directed to take the necessary action to give effect to this Policy and may result in the confiscation of Town issued IT equipment.

Review Cycle

This policy will be reviewed in the year before each Municipal Election by the Town Clerk, Director Finance & IT Services and Manager IT.