



ICT Policy for Councillors

Introduction

1. Guildford Borough Council provides ICT resources to support all Councillors in the course of their duties as an elected member of the Council. This policy sets out the details of the ICT equipment and services that are provided to all Councillors for the duration of their term of office.
2. This policy must be read in conjunction with other relevant ICT policies including:
 - (a) The ICT Users' Policy
 - (b) The Council's Information Management Guidance including the General Data Protection Regulation
 - (c) Councillors' personal responsibilities and liability as a Data Controller and Data Processor

and relevant provisions within the Councillors' Code of Conduct.

These policies are available via the Council's intranet site.

3. The objectives of Councillors' ICT provision are:
 - (a) to maximise the effectiveness of Councillors in their role; and
 - (b) to enhance communications between Councillors, officers, partners and members of the public
4. Electronic communication is an essential part of a Councillor's role. It will be used to inform them of important information such as dates of meetings, briefings, training events and notification of agendas and minutes along with e-mails from the public and officers.
5. Councillors are expected to check their Council e-mail account on a regular basis to ensure awareness of all relevant information relating to their role and any executive and committee responsibilities.
6. Due to security restrictions imposed by the Cabinet Office as part of the Council's Public Service Network accreditation, Councillors must not forward emails received at their Council email address relating to Council business to a private email address under any circumstances. This does not preclude the sharing of public information such as press releases, Council documents which are already in the public domain or calendar items provided there is no sensitive personally identifiable information included within the message or attached files.
7. With the increasing use and access to mobile computing devices and the Council's objectives to reduce costs and protect the environment, there will be an expectation that all Councillors will view committee agendas and reports online rather than require printed hard copies.
8. The Democratic Services Manager will make arrangements to assist any Councillor requiring reasonable adjustments to this policy in line with the Council's commitment

to inclusivity and in compliance with the Equality Act 2010. Any Councillor wishing to discuss this should contact the Democratic Services Manager. All conversations will be treated in the strictest confidence.

9. All Councillors are required to attend a new Councillor Induction session which incorporates ICT and the Council's Information Security policies before using any of the Council's ICT services. The policy can be found on the Council's Intranet site.
10. Councillors must sign to accept the policies and equipment inventory prior to receiving ICT services.

Objectives

11. The Objectives of the ICT Policy for Councillors are:
 - (a) To ensure a common understanding of what ICT equipment and facilities are provided by the Council for Councillors
 - (b) To ensure Councillors are clear on the Council's commitment to moving towards paperless meetings in the 2019-20 Municipal year
 - (c) To ensure Councillors can access training and development for systems
 - (d) To ensure Councillors can obtain technical support in relation to Council ICT services

ICT Provision

12. The Council will provide all Councillors with the following personal issue ICT equipment and facilities for conducting Council business:
 - (a) A Guildford Borough Council laptop or "2in1" hybrid computer with touchscreen tablet capability
 - (b) A logon access to the Council's network
 - (c) A Guildford Borough Council e-mail account
 - (d) Current licenced versions of Microsoft Office applications including Outlook, Word, Excel and PowerPoint
 - (e) Access to the Council's intranet and other software licences such as modern.gov & Learning Pool, as required
 - (f) Access to a reasonable amount of secure personal and shared network data storage for electronic files.
 - (g) Secure remote access capability for Council issued ICT equipment
 - (h) Secure WiFi access for Council owned ICT devices in larger Council premises
 - (i) Limited, unsecure shared public WiFi for non-Council "guest" devices such as a personal iPad or smartphone in Millmead House
 - (j) Support via the ICT Service Desk for these services
13. In addition, the Leader, the Deputy Leader, Lead Councillors (including Deputy Lead Councillors), the Mayor, Deputy Mayor, Committee Chairmen, and Opposition Political Group Leaders will be entitled to receive:
 - (a) A Council issued smartphone with voice and data services paid from central funds for use in conducting Council business

- (b) Secure access to the Councillor's e-mail and calendar from the smartphone
14. All Councillors will have access to the following shared resources for use on Council business:
- (a) Desktop computers, WiFi network for Council issued devices and the printer, copier and scanner device available in the Members' Room at Millmead House
 - (b) Use of the multi-function printer, copier and scanner devices at any Council office in the Borough where it is safe and practical for access to be granted. For health and safety reasons Councillors must dynamically assess risk, comply with local policy and follow all instructions from officers when working on any Council premises.
 - (c) Access to the services of the Print Room at Millmead House to produce large format documents such as spreadsheets and plans not suitable for home printing on a standard A4 printer in connection with executive or committee responsibilities.
15. The costs of printing, copying and scanning the documents referred to in paragraph 14 above will be recharged to individual Councillors' accounts at cost. This will be managed via the use of personal issue Identity Cards which also control door access and must be presented to a card reader device to enable Council multi-function devices before use. The charges will be deducted from the Councillor's monthly allowance paid via Payroll.
16. Where the use of printing, copying or scanning facilities or the print room is in connection with executive or committee responsibilities or is in respect of an agreed reasonable adjustment under the Equality Act, no charge will be levied by the Council. Arrangements under the Equality Act will be agreed, in confidence, between the individual Councillor and the Democratic Services Manager.
17. Councillors will be expected to provide and meet the cost of the following resources themselves:
- (a) Broadband connection to the internet with a minimum speed of 10Mbps. (It is recommended this plan includes unlimited data in the billing period to avoid unnecessary usage charges where the line is shared between several occupants of the premises.)
 - (b) A compatible printer to produce any printed material required
 - (c) Any consumables including printer cartridges, toners and paper
18. Councillors may decide to use personal ICT equipment to access Council resources. In this case access to a virtual desktop will be provided along with a remote access soft token installed on a compatible smartphone.
19. The Councillor is responsible for ensuring that all equipment meets the minimum standards for hardware, security and software including operating system available on request from ICT.
20. The Council will licence the hardware, software and virtual desktop including Microsoft Office for use on Council related business only. Councillors using personal ICT to access Council resources must ensure licences on any personally provided equipment, including the operating system and applications, allow this type of use.

Licensing remains the responsibility of the Councillor where personal equipment is used in all circumstances.

21. In addition, Councillors other than those referred to in paragraph 13 above, may access their Council e-mail account via a compatible, personal smartphone subject to the installation of Mobile Device Management software on the device. The Council will pay for the relevant software licence for this access for the duration of the Councillor's term of office but not for the device or airtime contract.
22. The ICT Service Desk will assist Councillors with general advice associated with the personal equipment connecting to the virtual desktop or email service on a reasonable endeavours basis. It is the responsibility of the Councillor to ensure they have appropriate support services and contracts to manage these devices for incident and fault resolution.
23. Councillors will be responsible for the safekeeping of any Council equipment issued to them and expected to treat it with appropriate care to avoid it being damaged, lost or stolen.
24. The loss or theft of any device with access to Council data, whether Council owned or personal, must be reported immediately to the ICT Service Desk to allow the earliest opportunity to assess the information risk, wipe the device, where possible, and notify the Information Commissioner's Office within the statutory 72-hour deadline under the GDPR, where necessary. The Council will contact the ICO should a breach occur.
25. Specific training to support Councillors in their use of Council ICT will be provided as part of the Induction Programme. This assumes a reasonable level of ICT literacy prior to induction. General ICT training is not normally provided by the Council.
26. The details of the Councillors' Entitlements are published in Appendix A to this policy. These will be subject to review from time to time at the discretion of the Democratic Services Manager and ICT Manager in consultation with the Lead Councillor with portfolio responsibility for ICT and in all cases prior to every Borough election.
27. Equipment remains the property of Guildford Borough Council and must be made available for inspection and maintenance on demand. All equipment must be returned to the ICT Service Desk at the end of the Councillor's term of office. Where a Councillor's entitlement to a Council provided smartphone changes due to a change in role, the smartphone must be returned to the ICT office within 7 days of the announcement of the decision.
28. Inappropriate use of the equipment or services or breaches of the relevant associated policies may bring the Council into disrepute and result in action being taken under the Councillors' Code of Conduct.



Appendix A

Table of Entitlements

Function	Laptop/2in1	Smartphone	Remote Access	BYOD Virtual Desktop (Optional)	BYOD Smartphone (Optional)
Leader/Deputy Leader/ Lead Councillors/Deputy Lead Councillors/Mayor/ Deputy Mayor/Committee Chairmen/Group Leaders	✓	✓	✓	✓	✓
Backbencher	✓	✗	✓	✓	✓