



Policy: Information and Communication Technology

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Signed:

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Information and Communication Technology (ICT) Policy

Purpose of this document

In order to carry out their work responsibilities Mind in Mid Herts gives staff and volunteers access to computers, printers, email, the web and other technologies. The purpose of this document is to describe what Mind in Mid Herts provides in terms of ICT services and to inform users (staff and volunteers) on how to get support, what is acceptable use, etc.

Responsible person

The Office Manager is responsible for all aspects of ICT.

Who this policy applies to

This policy applies to all users (staff and volunteers) of Mind in Mid Herts's ICT services (including computers, printers, Internet, email, telephones).

Support

For all technical support issues please contact the Office Manager.

Health & safety considerations

The position of your monitor, the height of your seat, and the position of your keyboard are all factors that fall within Mind in Mid Herts's health & safety considerations. A posture guidance document can be found in the staff and volunteer handbooks and all ICT users are required to acknowledge that they have read it.

Computers

Username and password - before using the computers staff and volunteers need to be assigned a unique username and password.

Requests for a username and password for computer access should be made through your supervisor.

The username and password will be provided by the Office Manager and will enable the user to access the Internet, printers, the scanner, the Intranet and authorised resources on the system/server.

Standard software

All computers have Microsoft Office (Word, Excel, Outlook, Power Point, etc.) or an equivalent alternative installed. Further, they all have a PDF reader (e.g. Adobe Acrobat), a web browser, antivirus software and various other standard packages.

Printers

All computers have access to networked printers. There is one laser printer and one colour printer.

The server and backups

Backup Storage / server

Mind in Mid Herts has a network storage / server. The server has various folders (e.g. finance, clinical, office) that can be accessed, depending on a user's access privileges. If you feel you need access to a restricted folder then you can make an access request through your supervisor.

Saving files

All ICT users are required to save their files onto the backup/server NOT onto the computer they are working on. Files on the server are backed up daily. Files on individual computers are NOT backed up.

NB. Users are not permitted to save executable (files that end .exe, .com or .sys) on to the server. In the unlikely event that a backup of an .exe file is required then this can be done to a CD-ROM or other external media.

File naming convention

Mind in Mid Herts has a convention for naming files saved onto the server. All users are required to adopt this convention:

All documents (whether Word docs, Excel spread sheets, PDFs, etc.) must be split into at least three parts. See the following example and the explanation that follows it.

Example Filename

L081207 BRITISH TELECOM - Q4 BILL PAYMENT.doc

Explanation:

1. This (Word) document is a letter, denoted by the initial 'L'. A facsimile would begin with an 'F' and all other document names with a 'D' (for document)
2. The 081207 is the date the letter was written, in the format yymmdd;
3. British Telecom is the addressee of the letter; and
4. Q4 BILL PAYMENT briefly explains what the letter concerns (this part is not essential).

Backups

A comprehensive backup policy exists which can be viewed in the policies folder on the storage. In summary, backups of all files on the server are carried out daily and kept for a minimum of 30 days and a maximum of 60 days.

Hardware and/or software that does not belong to Mind in Mid Herts

Mind in Mid Herts does not commit to offer support for hardware and/or software that belongs to staff or volunteers. If you require software that is not provided as standard by Mind in Mid Herts then you will need to speak with the Office Manager.

Internet and email

Mind in Mid Herts recognises that the Internet is a legitimate business tool in the furtherance of its aims and objectives. As such it does not deny legitimate access to any member of staff or volunteer, but recognises that such a resource is potentially open to misuse and abuse. An acceptable use policy exists to provide guidance for all ICT users and can be viewed in the policies folder on the server.

Security

All ICT users are required to be security conscious. This includes,

- Not sharing your passwords with anyone;
- Not leaving your computer unattended while you are still logged on;
- Not opening email attachments unless you know and trust the sender of the email.

Computer viruses spread this way and are capable of destroying Mind in Mid Herts' information resources. If in doubt speak with the Office Manager.

Anti-virus software

Mind in Mid Herts provides anti-virus software on all computers. In addition, all incoming emails are scanned for viruses.

Telephones and answer machines

Telephones

Mind in Mid Herts provides a basic telephone system with handsets in the upstairs and downstairs offices and one on the reception desk. Instructions on making, receiving, transferring calls, etc. can be found in the staff and volunteer handbooks.

Answer machine

There is an answer machine in the upstairs office at St. Albans. The first member of staff to arrive in the morning is expected to check for, record and pass on new messages.