

York CVS ICT Policy

General Statement

York Council for Voluntary Service has become increasingly dependant on Information and Communication Technology in order to carry out its work effectively. This policy is intended to develop better use of the York CVS ICT systems and encourage good practice in the management of that technology and those who use it.

A copy of this policy will be issued to each member of staff. The policy will be reviewed every year and a major review the York CVS ICT systems will take place every five years.

The specific arrangements for the implementation of the policy and the personnel responsible are set out within.

Responsibilities and Arrangements for ICT Management.

THE BOARD OF TRUSTEES

The Board of Trustees as the employer has overall and final responsibility for ensuring that York CVS meets its responsibilities in relation to software copyright licensing and relevant ICT or data protection legislation.

The Board of Trustees will review the operation of this ICT policy annually.

CHIEF EXECUTIVE

The Chief Executive has overall responsibility for ensuring that the ICT policy is put into practice. In particular the Chief Executive will ensure that:

- employees receive sufficient information and training to enable them to use ICT proficiently
- line managers are aware of their responsibilities to their staff and volunteers
- there are arrangements in place to properly maintain ICT equipment
- that York Council for Voluntary Service accepts its responsibility for the ICT needs of employees based at other locations.
- ensure that those responsible for ICT issues have the resources to carry out their work effectively.

ICT CO-ORDINATOR

The Chief Executive will appoint from amongst the York Council for Voluntary Service employees, two ICT co-ordinators.

ICT co-ordinators will report to the Chief Executive and will assist in assessing the ICT systems and training needs of York Council for Voluntary Service employees and devising and applying measures to meet those needs. The Chief Executive will ensure that the ICT co-ordinators have adequate time, information, training and resources to undertake their task.

The ICT co-ordinators at the time of issuing this policy statement are:

Alison Smith, who is responsible for ICT matters concerning the Finance Department Network and Roger Newton, who is responsible for ICT matters elsewhere at Priory Street Centre, York CVS.

Project Managers are responsible for ICT at other locations.

WEB AND EMAIL NETWORK ADMINISTRATOR

York Council for Voluntary Service will appoint a web and email network administrator who shall receive appropriate training. At the time of issue of this policy the administrator is

Kenny Lieske

The responsibility of the Website and Email Network Administrator will be to:

- design and maintain an accessible website.
- set up and manage an e-mail information network
- work with Internet and Application Service Providers to ensure the best possible level of service
- provide information and advice to other members of staff who may need to access ASP systems

ICT WORKING GROUP

As part of this policy York Council for Voluntary Service will establish an ICT Working Group which shall comprise of the following:

Alison Smith (Finance Manager)
Colin Stroud (Chief Executive)
Roger Newton (Information and Development Manager)
Kenny Lieske (Priory Street Centre Manager)

The Working Group will have the following terms of reference:

- to monitor the implementation of the York Council for Voluntary Service ICT Policy including assessment of staff needs in relation to ICT.
- to manage the ICT network systems at Priory Street Centre
- to make improvements to York CVS website and e-mail systems

TECHNICAL SUPPORT

York CVS use the following contractor to maintain ICT equipment:

CCS 2000 Ltd
8 Sycamore Business Park
Copt Hewick
Ripon
HG4 5DF

York CVS ICT Equipment

INVENTORY

The ICT co-ordinators will create an up to date inventory of equipment and software for the purpose of repair, guarantee and the development of future systems.

SET UP

The ICT co-ordinators will be responsible for the set up and rearranging of office ICT systems. Members of staff should not rearrange equipment such as computers, power supplies, network cabling, modems etc. without consulting an ICT co-ordinator first.

CARE OF HARDWARE

Each user is responsible for the general care of their individual workstation. York CVS will provide dust covers and VDU cleaning materials. Individual members of staff should switch off their own workstation after use and ensure that their energy efficiency settings automatically switch off idle machines after one hour. Each member of staff is responsible for defragmenting their own machine on a regular basis and archiving their work accordingly.

NEW EQUIPMENT AND SOFTWARE

All new equipment and software must be approved by the Chief Executive, and agreed with a line manager. New software must be properly licensed and must be checked for compatibility with the appropriate York CVS system and must be installed by an ICT co-ordinator.

MAINTENANCE

The ICT co-ordinators hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

York CVS and Finance Network

SECURITY

Each member of staff is responsible for securing (or limiting access to) documents and folders, which can be accessed via the network. Shared documents or folders should be filed logically to enable others to find them easily. On no account should confidential work be stored in shared folders. Personal folders should not be shared and confidential work should be password protected.

PRINTERS

Shared printers should be stocked with standard A4 white paper and staff should let their colleagues know when they are printing to envelope, headed or coloured paper.

TECHNICAL HELP

Staff should be made aware that rebooting their machine could solve many minor problems. Staff should avoid hard reboots (turning a computer off before it has been shut down properly). If a computer freezes then staff should press Ctrl + Alt + Del at the same time. If this doesn't work, 'Reset' the machine rather than turning it off and on again. If the problem persists, then staff should contact an ICT Co-ordinator. Members of staff should not attempt to solve problems on the network or mail server machines under any circumstances. Where possible, all queries to an external technical support organisation should be made through an ICT Co-ordinator.

RECORDING PROBLEMS

All hardware or software problems should be noted down in the ICT logbook. This is located next to the Mail Server (behind reception).

Security

VIRUSES

All York CVS staff should develop good habits and basic precautions to avoid computer virus infection. Viruses are transmitted mainly as 'executable' files (those ending in .exe) but can also be transmitted in other files (.com, .vbs etc.) most commonly via floppy disks and attachments to emails, but they can also lurk on websites and macros (make sure that macros are disabled in Office and Excel). Staff should treat email attachments with caution, and not open them if the user is in any doubt as to the contents. Getting rid of viruses can be time-consuming and expensive so prevention is better than cure. Whilst York CVS anti-virus software should automatically detect virus transmission when they are introduced into the system, floppy disks from external systems (including home PC's) and attachments from unknown sources should be individually checked for virus.

Staff must ensure that anti-virus software is installed on their workstation and is updated at least monthly. ICT co-ordinators are responsible for updating virus protection on public or shared machines and for setting all workstation anti-virus software to scan automatically.

PASSWORDS

Workstations, which contain sensitive or confidential data should be password protected. Users should avoid disclosing passwords or security details to other staff, volunteers or external agents. It is advisable to change passwords every 4 months.

BACKING-UP DATA

Any information stored on a computer can be destroyed by accidents or system problems. York CVS staff should back-up data at least weekly. ICT co-ordinators should test the back-ups from time to time in order to ensure proper functioning. ICT co-ordinators should ensure that back up files are stored safely (off the premises) at weekends and during holiday periods. Alternative storage arrangements should be made in their absence.

DATA PROTECTION

The Data Protection Act 1998 requires organisations to register the information they hold about people, and what they do with it. It is the responsibility of the Information and Development Manager to ensure that this legal requirement is met.

Internet and email

INTERNET USE

No software should be downloaded or installed without the permission of the ICT co-ordinator. Staff should avoid downloading large quantities of data from the Internet, particularly audio or video files, as this could slowdown access for other users. Staff must never do anything which incurs unwarranted expenditure, breaks the law or brings York CVS into disrepute.

Staff should consider use of e-mail and the Internet like any other form of communication and use them in an appropriate manner. Occasional and brief personal use of the Internet is permitted by agreement with a line manager providing it does not affect job performance. Significant use of the facilities should be paid for in the usual way. It is forbidden to write, publish, search for, bookmark, access or download pornographic or any other material, which brings the organisation into disrepute, on York CVS ICT systems. Entering chat rooms or playing computer games is not permitted.

EMAIL

E-mail should never be used in place of formal letters and all external emails should use the standard York CVS signature.

The standard signature should read:

This e-mail, and any attachment, is confidential. If you have received it in error, please delete it from your system, do not use or disclose the information in any way, and notify me immediately.

NAME

JOB TITLE

PROJECT ADDRESS AND CONTACT DETAILS

York Council for Voluntary Service

Company number 493550 Registered charity number 225087

This email represents the personal views of the author and does not necessarily reflect the views of York CVS.

All staff should be encouraged to either leave their email program open or check their in-box at regular intervals during the day. Staff should file or empty the contents of their in-box regularly so that it only contains items requiring action.

The following is a brief guide to email etiquette.

Subject Header

Make your subject headers clear and relevant to your reader(s) e.g. Avoid subject headers like "stuff", or sending a subject header of, say "accounts" to an accountant.

One Subject per email

Try to keep to one subject per email, especially if the content is complex. This makes them easy to file and retrieve later. One email covering a large variety of issues is likely to be misunderstood or ignored.

Emphasis

Using asterisks at each end of a word (e.g. *now*) is common practice for highlighting text if you use 'plain text' format. Asterisks around a word will make the word bold for someone using 'rich text' format. Words in capitals are commonly perceived to be shouted.

Style

The style of writing can be more informal than letters. 'Yours sincerely' etc is not necessary. Emails are most useful if they are fairly short, with any further information included as an attachment.

Signatures

Use standard signatures for all external emails, including personal messages.

Forwarding emails

Avoid forwarding messages unless useful to the recipient. Do not automatically forward emails warning about viruses since they are often hoaxes. Do not distribute chain letters or spam.

General

STAFF TRAINING

The ICT working group will conduct an annual skills audit to assess staff training needs and arrange training accordingly. Any member of staff can approach their line manager to discuss training opportunities.

HEALTH AND SAFETY

It is the policy of York CVS to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

A health and safety assessment will be conducted annually in line with the York CVS Health and Safety Policy. All workstations must meet the requirements set out in the Schedule to the Regulations.

MISUSE OF YORK CVS ITC

It is a disciplinary offence to access, modify or utilize the contents of another workstation without the consent of the authorised user.

ELECTRONIC MONITORING

York CVS may monitor the use of Internet and e-mail for legitimate business purposes, including compliance with this policy. In such cases individual staff will be given prior warning. Except:

- in the case of a specific allegation of misconduct or when managers authorise accessing of such information when investigating an allegation.
- if such information cannot be avoided whilst fixing a problem.

In such instances, the person concerned will be informed immediately and information will not be disclosed wider than is absolutely necessary.

This policy will be reviewed: March 2003

A major review of York CVS ICT systems will take place: refer to Strategy Review.