



INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) POLICY

Document No:
A4280178

1. Objectives:

The objective of this governing Policy is to ensure the Information and Communications Technology (ICT) Branch enables the delivery and ongoing support of ICT services. These services align to Ipswich City Council objectives and assist in the delivery of its service to the community.

2. Regulatory Authority and Related Standards and Policies:

- Relevant Local, Queensland and Federal legislation
- Queensland Government Information Standards and Frameworks
- International, Australian and Industry Standards (various information, technology and security standards)
- Ipswich City Council Corporate Plan
- Ipswich City Council Code of Conduct
- Ipswich City Council Contract Management Framework
- Ipswich City Council ICT Strategy
- Ipswich City Council ICT Information Security Guidelines and Directives
- Ipswich City Council ICT Governance Framework

3. Policy Statement:

Ipswich City Council is committed to ensuring the provision and availability of ICT services to efficiently perform Council functions and improve the effectiveness with which Council serves the community. This will be achieved by:

- Delivering strategically aligned solutions in accordance with Council's Corporate Plan.
- Aligning the ICT architecture and plans with business priorities and ensuring ICT resources are deployed appropriately to fulfil approved demand for ICT services.
- Developing ICT services that provide sustainable value to the business by maximising benefits and minimising delivery risk.
- Following appropriate governance to ensure consistent and efficient service delivery.
- Administering controls to ensure that Council's data and information is effectively managed to maintain appropriate confidentiality, integrity and access.
- Ensuring ICT assets and their interrelationships are appropriately managed throughout their service lifecycle.
- Ensuring ICT services are designed, maintained and delivered in accordance with best practice service levels.

To support and achieve these commitments, Council is dedicated to maintaining the ICT Governance Framework which sets out the requirements for users.

Failure to comply with this Policy or Related Standards and Policies, outlined in Section 2 above, may result in the referral of the matter to Human Resources for disciplinary action or for more serious offences or breaches, referral to law enforcement for investigation or prosecution.

4. Human Rights Commitment

Ipswich City Council (Council) has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when approving and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

5. Scope:

This Policy applies to all employees, contractors, consultants, and other workers who use Information and Communications Technology supplied by Council. This Policy also applies if equipment or services are used or accessed remotely.

6. Roles and Responsibilities:

All employees, contractors, consultants, and other workers who use Information and Communications Technology supplied by Council are responsible for reading, understanding and complying with this Policy and the ICT Governance Framework.

Managers and Team Leaders should make their staff aware of the requirements of this Policy and the ICT Governance Framework noting the consequences of a failure to comply or direct non-conformance with the compliance requirements. Where a Manager requires clarification of the requirements they should direct their inquiry to the ICT Branch Manager.

7. Policy Author:

The Information and Communications Technology Manager is responsible for the maintenance of this Policy.

Date of Council Resolution: 25 July 2017

Committee Reference and Date: Policy and Administration Board No. 2017(06) of 11 July 2017 - City Management, Finance and Community Engagement Committee No. 2017(07) of 17 July 2017

No. of Resolution: 1

Date to be reviewed: 25 July 2019