

# THE NORTHCOTT SOCIETY

## POLICY ON INFORMATION SYSTEMS

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| <b>VOLUME:</b>           | <b>2</b>              | <b>Society Policy on Management and Organisational Issues</b> |
| <b>SECTION:</b>          | <b>D</b>              | <b>Administration</b>   |
| <b>SUB-SECTION:</b>      | <b>F</b>              | <b>Computers</b>  |
| <b>NEXT REVIEW DATE:</b> | <b>November 2007</b>  |   |
| <b>BOARD APPROVAL:</b>   | <b>Not applicable</b> |   |

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### Policy

It is The Northcott Society's Policy to provide the necessary information systems and support to enable staff to perform their work effectively. This includes all aspects of the operating environment eg hardware, software, data, communications, network and training considerations.

### Definitions

**Information System:** The coordination of all data processing and data communication approaches used within an organisation.

**Hardware:** The physical equipment used in data processing and data communications. This includes the CPU and associated components which make up the desktop computer case, monitor, keyboard, mouse, speakers, modems, etc.

**Network Hardware:** The physical equipment used to link hardware to the network and allow for the transfer, processing and backup of data. This includes the network servers, power backup units, tape backup units, network cards, network cabling, etc.

**Software:** Refers to programs, procedures, and associated documentation pertaining to the operation of a computer system. This includes data processing programs (eg, Word, Excel, Pagemaker), user manuals, network documentation, computer systems manuals, etc.

**SOE:** Standard Operating Environment comprises the following components:

1. A software base image that is used for deployment across Northcott staff desktop computers. The image includes the operating system, security / antivirus applications and a set of Northcott user applications (eg Word, Outlook, etc)
2. A standard hardware configuration for deployment to users at Northcott.

## **Principles**

- 1 Access to suitable information systems is needed by staff to perform their work in an effective manner.
- 2 Resource efficiencies are best achieved by having a SOE for information systems throughout the organisation.
- 3 To remain informed and competitive organisations need to stay abreast of developments in information systems that facilitate timely access to information by people inside and outside the organisation.
- 4 Training of staff in the use of appropriate hardware and software is necessary for them to be proficient in doing their job.

## **Objectives**

- 1 To maintain a SOE for information systems across The Northcott Society.
- 2 To centralise the purchasing of information systems products and services for The Northcott Society.
- 3 To ensure that user hardware is appropriate for that user to perform their tasks.
- 4 To ensure that access to shared hardware is maintained at an appropriate level.
- 5 To prevent unlawful loading of non-SOE software
- 6 To provide guidelines for sending, filing and archiving electronic communications, such as fax or e-mail.
- 7 To provide standards for the internal and external utilisation of network services eg Internet.
- 8 To protect The Northcott Society from computer viruses being loaded onto the system.
- 9 To ensure security of information systems.

## **Procedures**

### **Hardware and Software**

- 1 Hardware and software needs are identified by the relevant executive manager in consultation with the IT Department.
- 2 No information systems are to be installed other than those designated under the SOE, except where a special need has been identified by the executive manager and approved by the IT Department. This may happen in situations where a user requires specific hardware or software to operate the information system and/or to perform their job.
- 3 The SOE does not include users' personal settings on their PC. For example: screen savers, background pictures, icons, etc.
- 4 Should any employee wish to modify the SOE settings on their computer, it is their responsibility to seek approval from their manager. The manager may need to consult the Manager, Information Technology, with regard to technical issues (eg; software and hardware compatibility, licensing issues, etc.) but not content issues.
- 5 A regular software audit is conducted on personal computers, at least once every twelve months.
- 6 Allocation of computers to individual staff is decided by the executive managers, in consultation with the IT Department.
- 7 Any Information Systems purchases for The Northcott Society must be approved by the IT Department and be within the budgetary constraints of Northcott.
- 8 Confidentiality is maintained by:
  - user password protection to gain access to the information system (updated every six months);
  - individual access rights to relevant information on the system being set by the systems administrator.
- 9 System backup is performed daily, with backup tapes stored in the following locations:
  - Permanent tapes older than 12 months – NES Workshop – fire proof safe.
  - Permanent tapes up to 12 months old – Bendigo Bank.
  - Daily, Weekly and Monthly tapes - NES Workshop – fire proof safe.
- 10 The IT Department is responsible for monitoring network hardware to ensure it is capable of efficient and productive data transfer.
- 11 No external data may be placed onto the Information System until it has been checked for viruses. Staff must adhere to standards outlined in The Northcott

Society's Policy Manual Volume 3 - Procedures for Use of E-mail and the Internet.

- 12 All data to be stored on the server. Saving data to other media, such as floppy disks, should be avoided as it is not the safest means of storing data. Data saved to other media may not be recoverable or secure.

#### Electronic Communications – including the use of e-mail and the Internet

- 1 Requests for e-mail addresses and access to network communication facilities (such as Internet access, network faxing, etc.) are received by executive managers and approved by the IT Department.
- 2 Staff issued with an e-mail address and / or Internet access must adhere to standards outlined in The Northcott Society's Policy Manual Volume 3 - Procedures for Use of E-mail and the Internet.

#### Network

- 1 Users of network connections must follow the standards established by Northcott, set out in The Northcott Society's Policy Manual Volume 3 - Procedures for Using the Network.

#### Training

- 1 Individual staff members have a responsibility toward their own training and development. Staff are encouraged to bring to the attention of their manager/supervisor their own training and development needs/wishes with regard to their current access to Northcott's information system. See supporting policy - Policy on Staff Training and Development.
- 2 Whenever new software or hardware is introduced or the information system upgraded, the relevant manager will review the skills of those staff involved and discuss training options. Training will then be made available in line with The Northcott Society's Policy on Staff Training and Development.
- 3 Staff who have received outside training are to be available as an in-house resource for other staff, using a "train the trainer" approach.
- 4 Northcott also provides a range of training manuals and CD-ROMs that can be borrowed for learning, revision or problem solving purposes to enhance/expand user hardware and software skills. Online training is also provided in consultation with HR.

**Supporting Policies**

Procedures for Use of E-mail and the Internet  
Procedures for Use of Computers and the Network  
Policy on Staff Training and Development.

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