



## **INFORMATION COMMUNICATIONS & TECHNOLOGY POLICY**

The purpose of this policy is to provide infrastructure on the management, operation, maintenance and development of PFFNC's ICT (information, communication and technology) in accordance with the Information Privacy Act 2000.

### **SCOPE**

This policy applies across all PFFNC departments in relation to computing and communication.

### **POLICY**

- PFFNC will have a 3 year ICT plan which encompasses telephone, computer, information and communication technology.
- A disaster recovery plan is in place to assist PFFNC in the event of a disaster occurring that would cause loss to data or equipment.
- PFFNC will be proactive in providing a range of computing and communication facilities and infrastructure for use by its members.

### **PROCEDURE**

PFFNC has several policies on different aspects of ICT, please refer to other policies in relation to a specific area of ICT (for example Communication and Social Media Policy).

- PFFNC will have an ICT working group that will be proactive and guide the decision making processes involved in ICT management
- PFFNC computers and internet are used only for the organisation's business
- Authorisation should be obtained from the relevant Department prior to internet purchases for PFFNC.
- Only authorised software is to be used on PFFNC computers. PFFNC staff are not permitted to add or remove software from any PFFNC computer without first consulting an ICT working group member. All software and hardware maintenance will be conducted by the ICT working group.
- All PFFNC computers have an autownload virus protection system.
- Computer screen savers are discreet and inoffensive.

### **General computer usage**

- All computers in the PFFNC should be backed up at least once a week.
- Housekeeping for computers includes:
  - reporting to the ICT working group as soon as possible about any computer-associated issues or problems via email with the problem, urgency and date stated.

### **E-mail use**

- E-mails only related to PFFNC business may be received and/or sent from PFFNC email addresses. E-mails that may be interpreted in any way as offensive are not to be sent out from a PFFNC email address.
- Any e-mails from unknown or non-named senders or that are in any other way 'suspicious', that is, with a general subject not relating to a sent e-mail, with or without an attachment should not be opened and should be deleted from the Inbox and Deleted Items folders. If a suspicious e-mail has been opened by mistake DO NOT OPEN ANY ATTACHMENT; close and delete
- If the computer shows a message indicating that it contains a virus and/or an e-mail message is received that says your computer has a virus:



- cease using the computer immediately and ensure others do not use the computer;
- contact PFFNC ICT working group member for guidance, they may choose to contact a computer technician.

#### Laptop Usage

- PFFNC's laptop is used for the running and management of the electronic football scoreboard

#### Ipad

- Ipad's are the responsibility of the appropriate Department and must be backed up to the Cloud regularly to avoid data loss

#### TECHNICAL SUPPORT FOR COMPUTERS

- The ICT working group will determine the computer technical support contractor employed by PFFNC.
- When technical support is required for any PFFNC matter this is authorised by an ICT working group member.
- Attendance of a technician to service a computer or deal with an identified computer issue is ordered via PFFNC administration.
- On-going feedback is sought by PFFNC administration from the service's Managers on the time-response and effectiveness of computer technical support.

#### RESOURCES

- Social Media Policy
- Cyber safety Policy