



**Fèisean nan Gàidheal  
Risk Management and Policies**

**Date: 15 June 2010.**

**Policy: IT Acceptable Use Policy**

**This policy forms part of the Fèisean nan Gàidheal Policy Portfolio**

**Related Policies:** Health & Safety, DSE Risk Assessment, Travel & Mobile Phone, Manual Handling, Stress Management, Environmental, Child Protection, Data Protection, Risk Management, Staff Training & Development, Staff Handbook

**Purpose of Policy:** To ensure that Fèisean nan Gaidheal IT facilities are used:

- legally
- securely
- without undermining Fèisean nan Gàidheal
- effectively
- in a spirit of co-operation, trust and consideration for others
- so they remain available

**Summary of Policy:** Highlighting of IT issues, such as copyright (software and content); security; data protection; interests of Fèisean nan Gàidheal; email policy; distribution lists; email etiquette; purchase and use of hardware and software; installation; data transfer and storage; use of portable drives; use of facilities for leisure/personal purposes; care of equipment.

**Policy drafted by:** Iona MacDonald, Training & Policy Officer

**Submitted to Executive Group (date):** 01 February 2010.

**Approved by Board (date):** 18 February 2010.

**This policy should be reviewed by (date):** February 2011.

**Catriona MacIntyre – 18 February 2010.**

## **Fèisean nan Gàidheal IT Acceptable Use Policy**

### **1 Reasons for having this policy**

All Fèisean nan Gàidheal's IT facilities and information resources remain the property of Fèisean nan Gàidheal and not of particular individuals, teams or departments (Note1).

By following this policy we'll help ensure IT facilities are used:

- legally
- securely
- without undermining Fèisean nan Gàidheal
- effectively
- in a spirit of co-operation, trust and consideration for others
- so they remain available

The policy relates to all Information Technology facilities and services provided by Fèisean nan Gàidheal. All staff and volunteers are expected to adhere to it.

### **2 Disciplinary Measures**

Deliberate and serious breach of the policy statements in this section will lead to disciplinary measures which may include the offender being denied access to computing facilities.

#### **2.1 Copyright:**

Take care to use software legally in accordance with both the letter and spirit of relevant licensing and copyright agreements. Copying software for use outside these agreements is illegal and may result in criminal charges.

#### **2.2 Security:**

- Don't attempt to gain unauthorised access to information or facilities. The Computer Misuse Act 1990 makes it a criminal offence to obtain unauthorised access to any computer (including workstations and PCs) or to modify its contents. If you don't have access to information resources you feel you need, contact your IT Support person or provider.
- Don't disclose personal system passwords or other security details to other staff, volunteers or external agents and don't use anyone else's login; this compromises the security of Fèisean nan Gàidheal. If someone else gets to know your password, ensure you change it or get IT Support to help you (Note2).
- If you leave your PC unattended without logging off, you are responsible for any misuse of it while you're away.
- ALWAYS check floppy disks for viruses, even if you think they are clean (contact IT Support to find out how). Computer viruses are capable of destroying Fèisean nan Gàidheal's information resources. It is better to be safe than sorry.

#### **2.3 Information about people:**

If you're recording or obtaining information about individuals make sure you are not breaking Data Protection legislation (your Line Manager can give you more information).

#### **2.4 You are a representative of Fèisean nan Gàidheal when you're on the Internet using email:**

- Make sure your actions are in the interest (and spirit) of Fèisean nan Gàidheal and don't leave Fèisean nan Gàidheal open to legal action (e.g. libel).
- Avoid trading insults with other people using the Internet with whom you disagree.
- Obscenities/Pornography: Don't write it, publish it, look for it, bookmark it, access it or download it.

#### **2.5 'Electronic monitoring':**

Any information available within IT facilities must not be used to monitor the activity of individual staff in any way (e.g. to monitor their working activity, working time, files accessed, Internet sites accessed, reading of their email or private files etc.) without their prior knowledge.

Exceptions are:

- in the case of a specific allegation of misconduct, when the Management Team can authorise accessing of such information when investigating the allegation.
- when IT technicians cannot avoid accessing such information 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. In the former case their access to IT facilities may be disabled pending investigation.

### 3. Email Policy

#### 3.1 When to use email:

- Use it in preference to paper to reach people quickly (saving time on photocopying / distribution) and to help reduce paper use. Think and check messages before sending (just as you would a letter or paper memo).
- Use the phone (including voicemail if no reply) for urgent messages (email is a good backup in such instances).
- Use Fèisean nan Gàidheal's web pages/shared files/drop box (not email) to communicate all relatively static information (e.g. policy, procedures, briefing documents, reference material and other standing information) Record information on Sharepoint in a well structured manner, (consulting with the Web Systems Administrator as appropriate). Use email merely as a pointer to draw attention to new and changed information on the intranet.

#### 3.2 Use of Distribution Lists:

- Only send email to those it is meant for. Don't broadcast (i.e. send to large groups of people using email aliases) unless absolutely necessary since this runs the risk of being disruptive. Unnecessary (or junk) email reduces computer performance and wastes disc space.
- Use the standard aliases (Note3) for work related communication only.
- If you wish to broadcast other non work related information or requests (e.g. information or opinions on political matters outside the scope of Fèisean nan Gàidheal's campaigning, social matters, personal requests for information etc.), it is better to use a Webmail account (Note4) or a personal email account at home. Don't use the standard (work) aliases.
- Keep Fèisean nan Gàidheal's internal email aliases internal. If you are sending an email both to a Fèisean nan Gàidheal alias and outside of Fèisean nan Gàidheal, use the alias as a blind carbon copy (i.e. the bcc address option) so that the external recipient does not see the internal alias.
- Don't broadcast emails with attachments to large groups of people - either note in the email where it is located for recipients to look (e.g. On the web page), or include the text in the body of the email. Failure to do this puts an unnecessary load on the network.

#### 3.3 General points on email use:

- When publishing or transmitting information externally be aware that you are representing Fèisean nan Gàidheal and could be seen as speaking on Fèisean nan Gàidheal's behalf. Make it clear when opinions are personal. If in doubt, consult your line manager.
- Check your in-box at regular intervals during the working day. Keep your in-box fairly empty so that it just contains items requiring your action. Try to decide what to do with each email as you read it (e.g. delete it, reply to it, save the whole email in a folder, or extract just the useful information and save it somewhere logical).
- Keep electronic files of electronic correspondence, only keeping what you need to. Don't print it off and keep paper files unless absolutely necessary.
- Use prefixes in the subject box whenever appropriate (Note5).
- Treat others with respect and in a way you would expect to be treated yourself (e.g. don't send unconstructive feedback, argue or invite colleagues to publicise their displeasure at the actions / decisions of a colleague).
- Don't forward emails warning about viruses (they are invariably hoaxes and IT Support organisations will probably already be aware of genuine viruses - if in doubt, contact them for advice). McAfee, Norton, etc, publish lists of hoaxes and genuine viruses.

#### 3.4 Email etiquette:

- Being courteous is more likely to get you the response you want. Do address someone by name at the beginning of the message, especially if you are also copying another group of people.
- Make your subject headers clear and relevant to your reader(s)  
e.g. Don't use subject headers like "stuff"  
Don't send a subject header of, say "accounts" to the accountant.
- Try to keep to one subject per email, especially if the content is complex.
- It is better for your reader(s) to have several emails on individual issues, which also makes them easy to file and retrieve later. One email covering a large variety of issues is likely to be misunderstood or ignored.
- Using asterisks at each end of a word (eg \*now\*) is common practice for highlighting text.
- Capitals (e.g. NOW) can also be used to emphasise words, but should be used sparingly as it is commonly perceived as 'shouting'.
- Don't open email unless you have a reasonably good expectation of what it contains, e.g. Do open report.doc from an Internet colleague you know.
- Don't open explore.zip sent from an address you've never heard of, however tempting. Alert IT Support if you are sent anything like this unsolicited. This is one of the most effective means of protecting Fèisean nan Gàidheal against email virus attacks.
- Keep email signatures short.
- Your name, title, phone/fax and web site address may constitute a typical signature. Fèisean nan Gàidheal has a

standard signature for use on emails.

- Understand how forwarding an email works. If you forward mail, it appears (to the reader) to come from the originator (like passing on a sealed envelope). If you forward mail and edit it in the process, it appears to come from you - with the originator's details usually embedded in the message. This is to show that the original mail is no longer intact (like passing on an opened envelope).

#### **4. Miscellaneous**

##### 4.1 Hardware and Software:

All purchases should be approved by the IT Manager, preferably through the IT budget.

##### 4.2 Installing Software:

Get permission from IT Support before you install any software (including public domain software - see Note6) on equipment owned and/or operated by Fèisean nan Gàidheal.

##### 4.3 Data transfer and storage on the network:

- Staff are requested to regularly back-up all computer data on to portable drives which are kept elsewhere than at the office, e.g. at home. Should Fèisean nan Gàidheal computer systems become networked, additional guidelines for data storage will be issued. Portable storage devices should be password protected.
- Ask for advice from IT Support if you need to store, transmit or handle large quantities of data, particularly images or audio and video. These large files use up disc space very quickly and can bring your network to a standstill.
- Be considerate about storing personal (non-Fèisean nan Gàidheal) files on Fèisean nan Gàidheal's network. (Note7).
- Don't copy files which are accessible centrally into your personal directory unless you have good reason (i.e. you intend to amend them or you need to reference them and the central copies are to be changed or deleted) since this uses up disc space unnecessarily.

##### 4.4 Use of facilities for leisure or personal purposes:

Such use (e.g. sending and receiving personal email, playing computer games and browsing the Internet) is permitted so long as it does not:

- incur specific expenditure for Fèisean nan Gàidheal.
- impact on your performance of your job (this is a matter between each member of staff and their line manager).
- break the law.
- bring Fèisean nan Gàidheal into disrepute.

##### 4.5 Care of equipment:

- Don't re-arrange how equipment is plugged in (computers, power supplies, network cabling, modems etc.) if you are not sure of what you are doing without first contacting IT Support.
- Don't take food or drink into rooms which contain specialist equipment like servers.

##### 4.6 Fonts:

- Fèisean nan Gàidheal recommend the use of Tahoma font at pitch 11 as a preferred house style for correspondence and reports.

#### **NOTES**

(1)In-house software: This is software written by staff or volunteers using Fèisean nan Gàidheal's equipment. It is Fèisean nan Gàidheal's property and must not be used for any external purpose. Software developers (and students) employed at Fèisean nan Gàidheal are permitted to take a small "portfolio" of such in-house software source code/executables, which they may have developed, for use in subsequent work, subject to agreement with the Chief Executive Officer.

(2)Personal passwords: Disclosure to other staff, volunteers or external agents: This may be necessary in some circumstances. Such a practice is allowed only if sanctioned by a member of the Management Team. If the password is disclosed for a one-off task, the owner must ensure that his / her password is changed (by contacting IT Support) as soon as the task is completed. For Business Continuation Purposes, passwords may require to be divulged to your line manager, for use if you are permanently incapacitated.

(3)Email aliases are pre-defined 'shortcuts' for distributing internal email to specific groups of people. IT Support can tell you what these are and how to use them.

(4)Webmail accounts are personal email accounts that are stored on the Internet and can be accessed from anywhere with a standard browser, eg home or cybercafe. IT Support can advise you on setting up such an account.

(5)Subject box prefixes: These are 'U' for Urgent, 'FYI' for your information, and 'AC' requires action. If the email is a very brief message confined solely to the subject line, it should in addition be prefixed with '\*\*' to indicate "just read this line".

(6)Public domain software or Freeware: This is software that is available free of charge, usually by downloading from the Internet.

(7)Personal Data: As a guideline, keep your personal data down to 10MB. Ten emails require 0.15MB on average (this depends greatly on whether they have attachments). A 10-page word processed document requires about 0.1MB. Screen saver images require much more disc space and vary greatly - some may be as large as 2MB.