

# South Bank Corporation Policy

## IT

**SUBJECT: Information Technology User Policy Guide**

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### Passwords

You should keep your password confidential. The system Administrator does not have access to your password. If it is forgotten, a new one will be issued.

You have three attempts at entering your password. Should you fail all three times, your computer will be disabled. If this happens, contact the Systems Administrator, who will reset your password.

### Data storage/store on network

Files should be saved with the default extension supplied by the software that generates the file. Preceding the extension should be a brief description of the file. Directory names should describe the function of the documents contained within.

### Problem resolution

If you have a problem with your computer that you cannot resolve, you should consult other users within the Corporation to identify whether they have had the problem before, and if so, what resolution was used. Ask one of the resident 'IT Experts' who may have the knowledge to resolve the issue; Forward the issue to the Systems Administrator via the Helpdesk (in the e-mail list) form. If your problem needs prompt attention (ie. System will not start), contact the Systems Administrator via phone x 2056.

### Internet

The internet is an important tool for the conduct of the Corporation's business.

Internet resources that do not have a business use should not be accessed.

You should be aware of copyright issues pertaining to publishing or reusing material from the internet. Any images or design methods that are adopted in-house should seek prior approval with the owner of the copyright.

If at any time, while using the internet, your PC behaves in an unusual or unexpected way, please stop browsing and contact the Systems Administrator as soon as possible.

### Email

Email facilities are provided on all Corporation computers. Email is an effective communication tool, although it has limitations when prompt communications are required.

The email system is not completely secure, therefore should not be used to transmit priority or sensitive materials. This sort of information is more appropriately communicated via written memorandum or personal conversation.

Personal use of the external email facility is permitted, as long as does not

disrupt your day to day duties.

You should only have access to your own email (except where required for secretaries etc).

Any communication that may be defamatory, obscene, offensive or harassing, or disclose personal information without authorisation is not permitted.

You should be aware that email may be reviewed by the Systems Administrator for audit and system management purposes.

Emails can be regarded as official business correspondence and therefore can be called upon as evidence in such matters as court proceedings, etc.

You should clean up your mailbox regularly. The e-mail system should not be used as a filing system. Corporation or other work related documents should be deleted from the e-mail and saved onto the file system.

### **Virus protection**

Your PC has automatic virus protection software. Any file that you open or save will be scanned for viruses. If a virus is found, the software will alert you. If the software is unable to cure the virus, notify the System Administrator immediately.

The virus protection software will automatically scan any floppy disks used in you workstation.

Any attachments received via email will also be scanned prior to you receiving them. This provides an extra layer of virus protection. Messages or attachments with a virus will be quarantine and you will receive a notification message.

### **Workstation care**

You are responsible for the physical security of your workstation or laptop, including physical damage. The equipment should be kept clear of all food, liquid, electromagnetic and heat sources.

You are not able to install any software on your workstation. This will be carried out by the systems Administrator.

All files should be stored on a network drive.

When not attended, your workstation should be locked via the 'Lock Workstation' button. This button is found by pressing CTRL-ALT-DEL together from any screen. To unlock your system, just use the CTRL-ALT-DEL function again.

### **Tape backup**

The server is fully backed up at 10pm each night. Any work you are doing needs to be saved by this time.

Should you ever accidentally delete or corrupt a file, inform the Systems Administrator as soon as possible. They will then attempt to restore the file from backup.