

# Members ICT Handbook

## Using Information Technology at the Council



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## 1 Purpose of this document

- 1.1 Worcestershire County Council provides members with technology to assist in the performance of their duties, which includes computers / laptops for use at home or within council offices, together with software and materials provided for use with the computer.
- 1.2 Anyone using the council's equipment is required to observe and comply with the procedures and protocols as set out in this document. The Council's IT security arrangements are in line with central government guidelines, industry best practice and the Data Protection Act. This document serves as an abridged version of the framework.

## 2 IT Support

- 2.1 The Council's technology department is called IT and Digital. Equipment, technology, and software provided by the Council is fully supported by IT and Digital (e.g., laptops, smartphones, MS Office).
- 2.2 Members' personal equipment and software are not supported by IT and Digital.
- 2.3 If you need help with an IT issue, or have a request for new equipment, the IT Service Desk (myIT) can be contacted as follows:

- **Telephone (IT priority hotline): 01905 844020. Our telephone opening hours are 08:00am to 17:00pm Monday to Friday.**
- **Email: [myitmembers@worcestershire.gov.uk](mailto:myitmembers@worcestershire.gov.uk)**
- **In person at County Hall: Please contact us (by phone or email) to arrange a convenient time to meet with the IT team.**
- **Members IT drop-in sessions: These are held outside the Council Chamber before Full Council meetings.**

Please note that all member calls will be dealt with as a matter of priority.

- 2.4 Additional information can be found on OurSpace [myIT \(sharepoint.com\)](#)
- 2.5 Tickets raised by Councillors with the myIT service will automatically be logged as a high priority ticket.
- 2.6 Key IT contacts are:

- Geoff Hedges: Head of IT Customer Services  
01905 843154  
[ghedges@worcestershire.gov.uk](mailto:ghedges@worcestershire.gov.uk)
- Sandra Taylor: Assistant Director for IT and Digital  
01905 845447  
[staylor12@worcestershire.gov.uk](mailto:staylor12@worcestershire.gov.uk)
- Learning & Development Team  
01905 844544  
[LDAdmin@worcestershire.gov.uk](mailto:LDAdmin@worcestershire.gov.uk)
- Becki Staite: Data Protection and Information Governance Manager  
01905 844859  
[bstaite@worcestershire.gov.uk](mailto:bstaite@worcestershire.gov.uk)

### 3 Computer Ownership

3.1 The IT equipment is, and will remain, the property of Worcestershire County Council. If you cease to be a member of Worcestershire County Council, IT and Digital will contact you to arrange for the return of the equipment or in exceptional circumstances the safe removal of the equipment from your house. IT and Digital will perform a backup of any data and give this to you before the equipment is removed. All items are marked with an identification number and are included on the Council's inventory list. This identification number should not be tampered with or removed.

3.2 The Council reserves the right to require you to return the computer at any time and the right to recover the equipment from you.

#### 3.3 Equipment Return and Disabling Access

3.3..1 At the end of your term your WCC account will be disabled, and you will be required to return your WCC equipment in a timely way.

3.3..2 We will contact you to advise when your account will be disabled and by when you will need to return your allocated WCC equipment.

### 4 Equipment Provided to Members

4.1 IT equipment is not automatically issued to you on your election, as some members choose to use their own devices rather than carrying multiple pieces of equipment. Any requests for IT equipment should be made by contacting the myIT Service.

4.2 IT and Digital Services can provide a range of equipment, including:

- Laptop
- Tablet
- Mobile / Smartphone
- Printer

4.3 A desktop computer is available for member use in each of the members group rooms.

### 5 Equipment Use

5.1 Your WCC equipment and account should not be used to process or store any emails or information not relating to Worcestershire County Council. For example you must not use your WCC email address to receive emails relating to District Council business and you must not store any District Council information on your WCC device.

5.2 See sections 10, 21, 24 and 25 for further information relating to the use of WCC equipment and data protection.

### 6 Acceptable Usage of the Internet

6.1 Members are required to use the internet safely and in a way that meets the Council's standards for business conduct. Our [Internet Use Policy](#) is available within our ICT Policies Portal.

## 7 Consumables

- 7.1 The cost of consumables such as paper, print cartridges, and CDs/DVDs is met from your basic councillor allowance.

## 8 Printing when in the Council

- 8.1 When in the Council, if you wish to print, photocopy or scan then please use the MFD (photocopier / printer / scanner) located in the members support area. Please note that you will need your Council ID badge to swipe through the card reader on the MFD, in order access the facilities on the MFD.

- 8.2 Documentation is available on OurSpace to assist you with your printing [Printing \(sharepoint.com\)](#)

### 8.3 Printing by Email

For your convenience documents can now be printed by emailing the document to [print@worcestershire.gov.uk](mailto:print@worcestershire.gov.uk)

You will receive an email to confirm receipt of the print job from PaperCut (processing can take up to 5 minutes)

You can then collect your print from any PaperCut enabled WCC print device by presenting your Access ID Card.

This works from both your WCC email address or a personal email address. If you are using a personal email address this will need to be linked to your account. The first time you use your personal email address to print you will be sent an email with a link prompting you to login with your WCC account to link the email address.

More information is available on our [How to Print](#) page on OurSpace.

## 9 Special Requirements

- 9.1 If you have any accessibility requirements, please contact IT and Digital to discuss your requirements.

## 10 Supported Software

- 10.1 The applications that IT and Digital will support with your Council computer include:

- Microsoft Windows
- Microsoft Office (Word, Excel, PowerPoint)
- Email
- Skype
- Microsoft Edge

## 11 Email

- 11.1 Email is a key communication tool but must be used sensibly and can put the Council at risk by transporting viruses or allowing unauthorised access.
- 11.2 Your email account should not be used to process or store any emails or information not relating to Worcestershire County Council. For example, you must not use your WCC email address to receive emails relating to District Council business and you must not store any District Council information on your WCC device.
- 11.3 We use industry standard security features to keep the Council's data safe. Emails may be sent to quarantine for many reasons including the potential to contain security threats, they are identified as marketing or spam, the inability to scan some attachments and the global reputation of the sender may have declined. If you are expecting the email and you are the recipient, then you can release this by following the [Self Service -Quarantine Email Release guidance](#).

Please note that the Self Service -Quarantined Email Portal is only accessible from a device that is on the network such as a WCC laptop or tablet. You cannot access the portal from a WCC provided smartphone or personal device.

11.4 Key points to note are:

- All emails received and sent are formal council records.
- Council business by email can only be conducted using a WCC account (e.g. no Hotmail or Gmail account should be used for council business).
- Email usage will be monitored, and filtering tools are in place.
- Do not send abusive or offensive emails to staff or the public.
- Do not download or forward viruses.
- Sensitive material must only be sent using secure email routes. If you believe you need to do this, please contact IT and Digital.

## 12 Members Portal

- 12.1 The Member Portal is a one-stop shop for accessing information and raising enquiries. The portal also includes the following features:
- Useful information such as the Member Handbook and Calendar of Meetings.
  - Raise a member Enquiry
  - See all the enquiries you have raised, viewable in your dashboard
  - Search the County Map for a range of information about the county including schools, public rights of way, county and district councillors etc.
  - Report an IT Issue
  - Make an expenses claim
  - Access your on-line learning resources



- 12.2 Access to the [Members Portal](#) will be through your WCC account and if accessing it on a WCC device you will be automatically logged in. If you are accessing it on a non WCC device, you will need to enter your WCC account details to login. The Members Portal can be made available on your personal device, for example as a favourite on your smartphone homepage. Please contact the IT Service Desk for assistance on setting this up.

## 13 Modern.Gov

- 13.1 This is a web enabled facility to enable access to a collection of documents (agenda, reports, minutes) for Council meetings. [Meetings, agendas, and minutes - Worcestershire County Council \(moderngov.co.uk\)](#) This also holds contact details for all members and each member's register of interests. The Member Support Team can help you with queries about accessing documents. The Team is led by Sheena Jones [sjones19@worcestershire.gov.uk](mailto:sjones19@worcestershire.gov.uk).

## 14 Mercury (iTrent)

- 14.1 Mercury is the payroll system used by members to claim expenses. Details of how to use the system are included in the Welcome Pack and the Member Support Team can help with access queries in the first instance.
- 14.2 If you are using a WCC device you will be automatically logged in when you access Mercury and there will be no need to enter your password. If you are using a non WCC device then you will be prompted for your WCC username, password and a two-factor authentication code which is provided via an app called MS Authenticator.

## 15 GIS (mapping services)

- 15.1 GIS is the Council's corporate Geographical Information System (Mapping System) and provides both staff and citizens with access to a library of spatially based data, helping to answer simple queries through to supporting informed business decisions.
- 15.2 High-quality paper and electronic output of geographic data and mapping in a variety of formats are available to support internal Council requirements. In addition, spatially based reports and address lists can be produced to enable targeted mail/email notifications and neighbour consultation.
- 15.3 Please note that the Ordnance Survey licensing arrangement under which we operate restricts the service to that which directly support 'council business use' only (and not for political purposes).
- 15.4 Information on how to contact the GIS Team can be found on OurSpace [Web and Digital Innovation \(sharepoint.com\)](#) or alternatively you can contact the myIT service.

## 16 MS Authenticator App - Using Your Own Equipment

- 16.1 If you wish to access council services (such as email) from a mobile phone or any other non-WCC device (e.g. home laptop) you will be challenged for two-factor authentication, which will require you to use your phone (either WCC or personal) to obtain the code to access the service.

- 16.2 Microsoft Authenticator is an app that you install on your smartphone. The Microsoft Authenticator app helps you sign into your accounts when using two-factor authentication, which is required when signing into council services on non-WCC devices. Two-factor verification helps you to access your accounts more securely, especially while viewing sensitive information. Because passwords can be forgotten, stolen, or compromised, two-factor verification is an additional security step that helps protect your account by making it harder for other people to break in.
- 16.3 You can use the Microsoft Authenticator app in multiple ways, including:
- Providing a prompt for a second verification method after you sign in with your username and password.
  - Providing sign-in without requiring a password, using your username and your mobile device with your fingerprint, face, or PIN.
- 16.4 If you are comfortable with installing Microsoft Authenticator yourself, the instructions are available via the links below.
- [Microsoft Authenticator - Mobile Phone Setup.pdf \(sharepoint.com\)](#)
- [Microsoft Authenticator - Mobile Phone Setup \(Non-WCC device\).pdf \(sharepoint.com\)](#)
- Alternatively, please contact us so we can assist with setting this up for you.

## 17 GovWifi

- 17.1 GovWifi, developed and managed by Government Digital Service (GDS), is a free service that enables government employees to have a single Wifi login which will work automatically in any building that has been enabled for this service.
- 17.2 The services is available in 44 council sites, including County Hall, where we provide a corporate Wi-Fi service. This enables colleagues from the Police, NHS, and anyone with a .gov.uk email address to register once for an account that can then be used on any device (corporate or personal) in any location that offers this service.
- 17.3 If you're using GovWifi for the first time, you need to sign up to get your unique username and password which you can use on all the devices you connect to GovWifi. To sign up for yourself, send a blank email from your government email address to [signup@wifi.service.gov.uk](mailto:signup@wifi.service.gov.uk). You'll receive your username and password in reply.
- 17.4 Once you have logged on (once per device) you should not have to log onto GovWifi services again on that device, even in other buildings offering the service, you will just automatically connect to the GovWifi service where available.
- 17.5 Please note that GovWiFi is available at most district council locations, local health partners (including both the Clinical Commissioning Group and the hospital in Hereford & Worcestershire), as well as the H&W Fire service.
- 17.6 There is further information on GovWifi on our intranet [GovWifi \(sharepoint.com\)](#) or if you need any support with using GovWifi, please contact the IT Service Desk.



## 18 OurSpace – Worcestershire County Council Intranet

- 18.1 OurSpace is the Council’s Intranet and is used to share information, news, and documents to Council officers. It is used by the Chief Exec as a communication tool to officers. It also stores policy documents.
- 18.2 You can access OurSpace, on your own equipment via a secure logon at <https://worcestershirecc.sharepoint.com>

## 19 Using removable media

- 19.1 There are big risks associated with the use of removable media (e.g. USB sticks, CDs and DVDs) and the Council needs to have specific controls in place. Please note that:
- All media devices used on WCC equipment will be automatically encrypted (made unreadable to a third party and requiring a password to access) if data is copied to them.
  - An encrypted USB stick can be provided to members for use on non WCC equipment.
  - Removable media should never be used as the only place any information is stored.
- Please use the [myIT Portal - Request USB Flash Drive](#) to request an encrypted USB stick if required.

## 20 Use of WCC IT Equipment for Personal Purposes

- 20.1 The Council provides you with IT facilities for use in connection with council business i.e. matters relating to a member’s duties as in their division, as a member of the Cabinet, a committee, sub-committee or a working party; or as a council representative on another body or organisation.
- 20.2 In addition, you may use the IT facilities for personal purposes subject to the conditions specified in paragraph 6(b) of the [Members’ Code of Conduct](#), which states that a member
- a) must not use or attempt to use your position as a member improperly to confer on or secure for yourself or any other person, an advantage or disadvantage; and ensure that such resources are not used for political purposes (including party political purposes); and
  - b) must, when using or authorising the use by others of the resources of, or under the control of, the authority:
    - i. act in accordance with the authority's reasonable requirements including in relation to the use of authority stationery and official logos and branding.
    - ii. ensure that such resources are not used improperly for political purposes (including party political purposes); and
    - iii. must have regard to any applicable Local Authority Code of Publicity.

## 21 Use of WCC IT Equipment for political purposes

- 21.1 Council IT equipment may not be used for political purposes. IT equipment must not be used for political purposes unless that purpose could reasonably be regarded as likely to facilitate or be conducive to the discharge of the functions of the Authority or the office to which the member has

been elected or appointed. Constituency work would be regarded as proper use of the facilities provided.

## 22 Training

- 22.1 Training on the use of IT equipment or software can be provided. Options include one to one training sessions as well as support from the [IT Self-Service Guidance](#) available on OurSpace, there are also a number of [videos to support the use of Microsoft Teams](#).
- 22.2 Training is available on a number of topics, including:
- Your computer – introduction to the equipment (including assembly for laptop users)
  - Introduction to Microsoft Windows
  - Introduction to Email
  - Introduction to Word Processing using Microsoft Word
  - Introduction to Microsoft Teams.
- 22.3 Delivery and installation can be arranged to coincide with dates of training. For desktop equipment, an engineer will deliver and set up the equipment in your home, while laptops will be issued at the point of training, and instruction given on how to use the equipment.
- 22.4 Alternatively, these or other training needs can be tailored to individual requirements.
- 22.5 Training is also available via the [WCC eLearning Zone](#). Topics include mandatory Cyber Security, Safeguarding overviews, Freedom of Information (FOI) and Health & Wellbeing.
- 22.6 The Council needs to ensure the information it provides can be used by everyone, including those with disabilities or those who use assistive technology or screen readers. You are encouraged to familiarise yourself with the [information and guidance on Accessibility and SCULPT](#) available on OurSpace.
- 22.7 Several bookable online IT training workshops are available via the [Learning & Development Booking system](#). You are encouraged to notify the Learning & Development Team at the point of booking of any disability, health condition or any other issue that they would like the event leader to be aware of.

## 23 Care and insurance of IT equipment

- 23.1 The Council ensures IT equipment provided for all risks, which will include theft and accidental damage, **subject to a policy excess per claim**.
- Members must take reasonable care of the equipment and not do anything which may invalidate the insurance provided by the Council.
  - Immediate notice to the myIT Service is required in the event of any loss or damage to the equipment.
- 23.2 The member must observe the following precautionary measures to minimise the risks of loss and damage to their equipment:

- laptops must be kept locked in the car boot during transportation and removed from the vehicle when it is unattended.
- computer equipment must be placed away from windows.
- when not in use laptops should be kept out of sight and preferably locked away.
- equipment must be kept away from sources of heat e.g. radiators.
- pirate software and discs of unknown origin should never be used as these may be virus infected. Computer viruses can cause extensive damage to computer equipment and the data held on it.

## 24 Restriction of use

- 24.1 The Council reserves the right to restrict the use of the computer if it has reason to believe that the use of the computer is likely to breach the Council's IT policies. In particular, the Council reserves the right to:
- remove or disable any software or equipment.
  - remove any information stored on the computer.
- 24.2 The use of WCC IT equipment is for the sole use of you only in your official capacity as an elected member for Worcestershire County Council
- 24.3 If any part of this agreement is not adhered to then the Council ultimately reserves the right to remove the equipment and withdraw access to all IT Systems.

## 25 Confidentiality

- 25.1 Any member may be able to access confidential Council information using their computer and is responsible for ensuring the continued security of any such confidential information including the security of any storage of such information on the computer. The Council's Code of Conduct for members states that members are not to disclose such confidential information to any third party.

## 26 Data security

- 26.1 The use of technology into our daily working environment has meant that data security has become a key issue of concern for our staff and our residents. Recent central government data losses and the continuing emphasis in the press around breaches of data security require the Council to be vigilant in its response to data security.

## 27 Managing security incidents

- 27.1 An incident is an event that could cause damage to the authority's reputation, service delivery or even an individual. This could be a lost laptop or paper case file, a virus on the network or a damaged piece of hardware. Please note that:
- You should report any data loss breaches involving Council provided equipment or systems immediately to the myIT Service

- You need to keep evidence of security breaches or system incidents in case these are required later.
- This process also applies to lost paper records as well as data on computers.
- Further information on information security can be found on OurSpace [Welcome to IT and Digital \(sharepoint.com\)](https://www.worcestershire.gov.uk/our-space/welcome-to-it-and-digital)

## 28 Data Protection Law

- 28.1 Organisations, companies, political parties and certain individuals who process personal data are defined as "data controllers". They are required to comply with Data Protection Law and most (subject to exemptions) have to register with the Information Commissioner. The Council, for example, is a registered data controller and is included on the Information Commissioner's Register. Members do not need to register regarding the personal information they process relating to their constituents, they do however, have to comply with Data Protection Law.
- 28.2 The General Data Protection Regulation and UK Data Protection Act 2018 establishes a framework of rights and duties which are designed to safeguard personal data. This framework balances the legitimate needs of organisations to collect and use personal data for business and other purposes against the right of individuals to respect for the privacy of their personal details. Data Protection Law is underpinned by a set of six straightforward, common-sense principles. The six Principles state that data must be:
- Processed lawfully, fairly and in a transparent manner in relation to individuals.
  - Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
  - Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
  - Accurate and, where necessary, kept up to date.
  - Kept in a form which permits identification of data subjects for no longer than is necessary.
  - Processed in a manner that ensures appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.
- 28.3 Data Protection Law provides individuals with the following rights:
- The right to be informed
  - The right of access
  - The right to rectification
  - The right to erasure
  - The right to restrict processing
  - The right to data portability
  - The right to object
  - Rights in relation to automated decision making and profiling

Further advice and guidance in relation to these rights can be found on the Information Commissioner's website at this link: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

- 28.4 Personal information held for Council purposes should not be used for political or electioneering purposes. Members are advised to read the Information Commissioner's *Advice for the elected and prospective members* for further details:

<https://ico.org.uk/media/for-organisations/documents/1432067/advice-for-elected-and-prospective-councillors.pdf>

Members usually access the personal data of others in three different situations:

- Viewing personal information held by the Council for a specific purpose
- Viewing and storing the personal information of their constituents through surgeries or complaints.
- Viewing personal information held by their political parties about members.

- 28.5 Specific Cyber Security and Information Governance training is available for members via the [WCC eLearning Zone](#).

## 29 The Freedom of Information Act

- 29.1 The Freedom of Information Act (FOIA) gives a right of public access to information held by the Council. In terms of the Freedom of Information Act:

- Individual members are not authorities for the purposes of the FOIA.
- Correspondence between members or information held by a member for their own private, political or representative purposes will not usually be covered by the Act.
- Information received, created or held by a member on behalf of the local authority will be covered by the Act.
- Information created or received by a member but held on a local authority's computer system or at its premises will only be covered by the Act if it is held for the authority's own business.

## 30 The role of the Information Commissioner

- 30.1 The Information Commissioner's Office (ICO) is the UK's independent supervisory authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. Complaints around the Freedom of Information and Data Protection can be escalated from the Council to the ICO. The ICO has the power to fine authorities up to 2% of annual turnover for non-compliance with Data Protection Law and up to 4% for Data Protection breaches depending on severity.