

## Internet and E-Mail Policies

### Guideline for the management of IT Equipment installed in CWU Learning Centres

**Purpose:** To describe the procedures necessary for managing the installation and control of IT facilities in CWU Learning Centres.

**Scope:** All IT equipment and software owned or leased by the CWU for use in CWU managed Learning Centres.

**Discussion:** The purchase, installation and use of IT equipment and software must conform to relevant CWU policies. Before ordering such equipment, therefore, it will be necessary to check the policies to ensure compliance.

Where the equipment is purchased by the Union, such purchases will be governed by the Union's purchasing policy in force at the time.

Subject to the introduction of a Union wide policy, it is accepted that a degree of flexibility is required for the resourcing of Learning Centres. This is due to the variety of avenues from which equipment can be provided.

The provision of such equipment, whether through purchase, lease or other means is administered by the Training and Education Dept. who have budgetary responsibility.

The IT Dept. are responsible for the management of equipment owned or leased by the Union and must be kept informed of any intentions to purchase. This is to ensure proper control of assets and costs.

**Procedure:** Once a decision has been made to establish a CWU Learning Centre it will be necessary to consider the type and range of IT equipment needed.

### Provision by other organisations

In the event that such equipment is provided and remains the property of another organisation (e.g. a college) then the CWU has no responsibility for the provision, installation, management or support of such equipment.

Responsibility for user policies, such as software licensing, remain with that organisation and users will need to comply with those policies.

### Provision by the CWU

Where equipment is purchased or leased by the CWU then responsibility for the management and support of such equipment rests with the Union.

On installation of the equipment an Asset Registration form will be completed and forwarded to the IT Dept. A copy of the form is attached.

Any changes to the specification of the equipment or the installation of software will be notified to the IT Dept. as soon as possible.

### Internet / E-mail use policy

**Policy:** It is the policy of the Communication Workers Union to provide Internet and E-mail access to all employees, (and representatives via Branches) whenever possible.

**General principles:** Internet/intranet/E-mail privileges, like computer systems and networks, are the Unions' resources intended for business purposes. Use of Internet/intranet may be subject to monitoring for security and/or network management and employees/representatives may further be subject to limitations on their use of such resources.

**Resource usage:** The Union encourages staff and representatives to explore the Internet to assist in gaining a greater understanding of its resources and to support their particular job requirements. Use of CWU computing resources, for personal purposes is permissible so long as it is kept to within reasonable bounds or so long as no Union activity is pre-empted by the personal use.

**Conditions of use:** Users shall not:

Use the Internet for any illegal purpose.

Upload, download or otherwise transmit commercial software or any copyrighted materials belonging to parties outside of the Union or the Union itself without the specific authority of the Head of IT & Telecom.

Visit Internet sites that contain illegal, obscene, or hateful content which is objectionable and inappropriate for the workplace. Neither shall users send or receive material that is obscene or defamatory or which is intended to annoy, harass or intimidate another person.

**E-mail:** It is the policy of the Communication Workers Union to provide e-mail access to all its employees and representatives via the branch structure.

## General principles:

Correspondence via e-mail is not guaranteed to be private. Confidential e-mails should not be sent without encryption. Use of e-mail may be subject to monitoring for security and/or network management reasons. Users may be subject to limitations on their use of such resources.

## Conditions of use: Users shall not:

Spend an unreasonable amount of time on personal e-mail.  
Use e-mail for any illegal purpose.

Send company-wide virus alerts. Please forward information to IT staff to check information. They will make sure necessary precautions are taken.

Open an e-mail attachments from sources unknown to the recipient.  
Make or post indecent remarks, proposals or materials.

Transmit commercial software or any copyrighted materials belonging to parties outside of the Union or the Union itself.

Reveal or publicise confidential or proprietary information which includes, but is not limited to: financial information, Union strategies and plans, databases and the information contained therein, computer/network access codes and relationships with other organisations without the authority of the General Secretary.

**Disciplinary process:** Inappropriate use of Internet/Intranet and E-Mail resources may result in the restriction of access to such services or lead to action being taken under the Union's Rules of Conduct contained in the Union's Disciplinary Code. Any monitoring of the usage of these resources will be legitimate and will take account of an individual's right to privacy.

**Netiquette:** "Netiquette" is the term used for describing appropriate standards to be applied when using electronic services. These standards cover individual conduct and proper housekeeping procedures in that regard.

All Users will apply the CWU "Netiquette" guidelines when using electronic communications.

Time is our most precious asset. Information technology should be used to free up time, not waste it. .

Space on any network is finite; therefore please do not waste valuable space by sending and storing old and unnecessary e-mails and, particularly, attachments. Size is everything, so keeping your e-mails

brief and to the point, whilst avoiding attachments, will help enormously.

Viruses are an ever present threat to all networks, and your desktop. They usually travel as attachments and can easily be transmitted within Word or similar documents. Never open an attachment unless you know the sender and always be extra careful about forwarding attachments.

Additionally, the use of "Instant Messaging" services is becoming more popular, but does open the user to constant virus attacks, for this reason, Instant Messaging is not authorised for use on CWU own and purchased equipment.

Please ensure you adopt "good housekeeping" practices by deleting or filing old or unwanted e-mails regularly.