

# Member ICT Policy

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## Introduction

ICT equipment is provided to Members to support them in carrying out their role as county councillors. All Members are expected to read Kent County Council's (KCC's) [ICT Acceptable Use Policy](#) along with the following guidance and policy documents to ensure appropriate use: [ICT Standards](#), [Information Security Policy](#), [Information Governance](#), [Member-Net Acceptable Use Policy](#), [Bring Your Own Device Policy](#).

Cantium Business Solutions' VIP Support Team provides dedicated ICT Support to Members.

## KCC Devices

KCC will offer to all elected Members the opportunity to receive, on loan from KCC, one piece of equipment (Lenovo Laptop).

On allocation of the requested equipment, the elected Member will sign for the receipt of the equipment, that they agree to return the device and adhere to the process on breakages documented later in the policy. When using KCC devices the Member ICT Policy and its associated policies should be adhered to.

## Security

The security of data and information on equipment provided by KCC is paramount and must not be compromised. As a Social Care authority, there are particular statutory obligations on KCC to manage access to data very carefully, requiring the application of rigorous ICT security protocols.

Personal and sensitive information must be appropriately secured and protected, particularly when moved between premises or information systems. There are significant risks associated with using portable electronic devices, removable media and online storage facilities. The [Safe Use of Removal and Online Storage Policy](#) sets out expectations for their use with the aim of reducing the risk of loss or disclosure.

## Computers and Connection

- Members are encouraged to make full use of the functionality of the ICT available to enable remote working and reduce paper consumption wherever possible.
- The computer equipment provided will connect to KCC data when at Sessions House, County Hall, and via home broadband internet (wireless or wired) with KCC's secure connection, A2K (Access to Kent). When at other government sites GovRoam may be connected to KCC devices. The Member may choose to use GovRoam for personal devices.
- Member Net is also available when at Sessions House, County Hall for personal device connections, should you require access please ask Member Hub. Adherence to the [Member Net Acceptable Use Policy](#) must be followed.
- The selected piece of equipment will be supplied pre-loaded with the software required for discharging the role of a County Councillor. Apps or software for personal use must not be installed onto the device however an approved software list is available for additional requirements and requests can be made to [vip.support@cantium.solutions](mailto:vip.support@cantium.solutions) or call 03301 650650.
- Members are encouraged to utilise their home broadband, and if seeking assistance with connection issues from VIP Support, will be required to know their broadband login details (this information can usually be found on the router or on a card issued by the Internet Service Provider).
- It is the Member's responsibility to arrange appropriate internet connection at their home and the Member's basic allowance may be used for this purpose. VIP Support cannot assist with the initial set-up of home broadband or deal directly with Internet Service Providers.
- VIP Support will assist with advice on how to use KCC software applications and hardware in relation to KCC business. If identified training needs are required this will be developed through the Member Development Steering Group.
- Member Hub will assist with advice on the Expenses system.

## Password Management

- All Elected Members are responsible for managing their own passwords, keeping them secure and their renewal. **KCC requires passwords for network login to be renewed every 90 days.**
- VIP Support will assist in the event of a locked device due to incorrect passwords.
- Passwords must not be shared with KCC or Cantium staff.
- Passwords must not be written down and left with equipment/taped to devices.

### **Password reset guidance**

You can change your password at any time from a KCC desktop/laptop by pressing **Ctrl+Alt+Delete** and selecting **Change a password**.

For security purposes, network login passwords have a variety of requirements and rules.

Your password must be at least ten characters long.

Passwords must not be the same as the user's first name, last name, user account name or use "easy to guess" passwords such as sports teams, months, or default passwords. Password must not be re-used across multiple systems.

Please note that your account will become locked after 8 incorrect login attempts.

You can also reset your KCC network password without needing to speak to VIP Support. **Self-Service Password Reset** is available 24/7 on any device. Go to <https://passwordreset.microsoftonline.com> and follow the prompts.

If you have any queries please call VIP Support on **03301 650650** or email [vip.support@cantium.solutions](mailto:vip.support@cantium.solutions).

## **Geo-blocking**

KCC blocks all connection attempts from countries except the UK, EU and US. Our network receives millions of requests from countries every month and any one could turn into a successful cyber-attack, so by blocking traffic from these countries KCC is reducing the risk of an attempted attack substantially.

Where a Member would like to work from a blocked country, Cantium are able to make an exception if the Internet Service Provider in the destination country is able to provide a Static IP address to Cantium so that IT can open up our network to that single device rather than all traffic from that country. As an example, in a 30-day period between December and January we had 157,060 blocked connection attempts from India - any one of those if allowed could have resulted in a major cyber-attack if other lines of defence were also circumvented successfully.

- KCC has followed guidance from the National Cyber Security Centre ([www.ncsc.gov.uk](http://www.ncsc.gov.uk)) and blocked any connections to KCC's network or KCC's Microsoft 365 applications (including Outlook, Teams) from any country that is not in the EU, Gibraltar or the US. This will apply to any KCC or personal ICT device, e.g. laptop, tablet or mobile phone

- Requests to access the KCC network and KCC Microsoft 365 applications outside the EU, Gibraltar or the US must be made at least two weeks in advance of travel. Requests must be made to [members.desk@kent.gov.uk](mailto:members.desk@kent.gov.uk) where additional guidance will be provided.

## Smartphones and other mobile devices

Since 2021 KCC has not provided mobile devices to Members and the following section relates to existing devices only:

- VIP Support will assist in setting up and supporting KCC owned equipment which includes the use of KCC email, calendar appointments, contacts and installation of Mod.gov.
- Member Hub can assist in the access to the secure application for Mod.Gov.

For Non-KCC devices:

- VIP Support can assist with connection of non-KCC devices to the KCC wireless network, facilitate internet access and the ability to receive email whilst at County Hall. Connection of non-KCC devices to the KCC wireless network is subject to agreement of KCC IT Policies aforementioned.

## Printing

Printing and scanning facilities are available for Member use at County Hall via a centralised system.

- All elected Members will be provided with a managed print code. Such codes are not kept centrally, and it is the Member's responsibility to maintain a record of this. ICT and Member Hub staff will be able to assist in amending this to a more memorable code. This code will allow for printing and scanning on any managed print device across the Council.
- Printing consumables (i.e. toner, paper etc. within the Member Areas in Sessions House, County Hall) are managed by the Member Hub Team.
- Any printing consumables, faults with printers or difficulties connecting to printers should be reported to the Member Hub Team and for local printers to the relevant Executive Support Officers.

## Additional hardware and software not supported by VIP Support

The Council provides computer equipment and corporate standard software to assist Members with their KCC role.

VIP Support are unable to assist with: -

- Resolving hardware or non-KCC software/non-approved app issues on personal devices. It is advised to sign out then back in or uninstall/reinstall software in the first instance.
- Setting up or managing personal email accounts (e.g. Gmail, AOL or BT internet accounts).
- Setting up or managing personal cloud applications such as iCloud, Google docs and Dropbox
- Transfer of photos, music or other personal items on KCC devices via cloud storage or iTunes but advice can be provided should a Member require initial support.

## Modern.Gov

The Modern.gov app allows Members to view all public committee papers and may also support Members accessing relevant restricted (exempt / Part II) Committee papers as an alternative to the Modern.gov supported intranet. Access to specific documents is dependent on Member roles and committee appointments.

Elected Members must not:

- Share any documents that contain sensitive, exempt or confidential information – this includes, screenshots, email, paper copies.
- Share personal login details.

For issues with Modern.Gov app and for Restricted papers access, Members should contact Democratic Services - [democratic.services@kent.gov.uk](mailto:democratic.services@kent.gov.uk)

## Lost or stolen equipment

In the event of the loss of any KCC ICT or mobile equipment (or non-KCC devices which receive KCC data), the Member should immediately contact the following to report the loss as per the [KCC Data Breach Policy](#):

- VIP Support on [vip.support@cantium.solutions](mailto:vip.support@cantium.solutions) or 03301 650650
- The Information, Resilience and Transparency Team on [data.protection@kent.gov.uk](mailto:data.protection@kent.gov.uk) or 03000 416033 to report the loss (in case of potential data protection breaches).
- The Member Hub Team Supervisor on [members.desk@kent.gov.uk](mailto:members.desk@kent.gov.uk) or 03000 411009
- Democratic Services on [democratic.services@kent.gov.uk](mailto:democratic.services@kent.gov.uk)

If the equipment has been stolen, then in addition to alerting the above KCC teams, the Police should be contacted by calling 101.

## Breakdown of equipment

The Council will ensure that the equipment is functioning properly. Any failure in the performance of the equipment should be reported immediately to VIP Support at [vip.support@cantium.solutions](mailto:vip.support@cantium.solutions) or 03301 650650. Cantium will deal with the reported problem in accordance with the equipment warranty and a replacement device will be provided.

## Screen breakages

From time-to-time screen breakages will occur. Per administrative term, the Council will ordinarily pay for the first breakage of a screen on a KCC piece of equipment, thereafter any subsequent damage will be at the Member's cost, unless the reason for damage is a defective device.

## Other/subsequent incidents of accidental damage

Per administrative term, the Council will ordinarily pay for the first repair to a piece of KCC equipment arising from an unforeseen incident or accidental damage. Subsequent repairs will be at the Member's cost.

## ICT Support

VIP Support provide a dedicated ICT support service between the hours of 8.00am and 5.30pm, Monday to Friday.

- Faults should be reported by calling: 03301 650650 or by email: [vip.support@cantium.solutions](mailto:vip.support@cantium.solutions) (please include a contact telephone number in the email).
- Faults will be logged and responded to as a priority by a dedicated VIP Support engineer.

## Members' Expenses System

Any questions about Members' Expenses, difficulties accessing the system or submitting expenses should be raised with the Member Hub Team on [members.desk@kent.gov.uk](mailto:members.desk@kent.gov.uk)

## Member KNet

- Member KNet provides a wealth of resources available to all Members to facilitate their function as county councillors. This includes resources such as useful contact information, presentation slides and updates on KCC business.
- For any requests relating to KNet content, please contact [member.enquiries@kent.gov.uk](mailto:member.enquiries@kent.gov.uk)

## Training

A new programme of Member Development is being created and as part of that it is envisioned that IT Training will be developed, along with further IT induction planning. All Members will be required to demonstrate that they understand the legislative requirements around information governance.

## Member responsibilities

In addition to the guidance within existing KCC ICT policies Members must:

- report any damage or loss of equipment to VIP Support as soon as possible.
- connect KCC laptops to the KCC network at least once a month to ensure that essential security updates, which protect our network and devices, can be applied. Equipment that has not been connected to the domain after 90 days will no longer be accessible and significant costs are incurred in the reinstatement.
- ensure that all KCC computer equipment is returned to KCC within one month when no longer undertaking a role as a County Councillor.
- only use KCC devices for purposes in relation to discharging Member duties.