

# Pioneering Care Partnership (PCP)

## ICT User Guidelines



The following ICT Guidelines provide a basic overview of acceptable use of the internet, emails, smart phones and networking websites whilst at work:

### **Systems should remain safe and confidentially maintained, this means:**

- Always lock your PC before leaving your computer for any periods of time and turn off the monitor.
- Undertake monthly housekeeping, including deleting unused emails and files from the server and performing a hard drive/temporary file clean up either using disk clean/CCleaner.
- Reporting any potential breaches through PCP's Personal Data Loss/Breach Procedure.

### **Passwords must always be secure.**

- 80% of hacking-related breaches are due to weak or stolen passwords.
- Passwords should be changed at least once a quarter and contain a mix of letters, numbers and symbols.

### **All files must be stored on the shared drive (s:) or personal drive (u:)**

- When external storage devices are used (i.e. memory sticks, CD's etc) they must be scanned by anti-virus software before use on PCP's hardware.
- Software must not be installed onto any of PCP's hardware without permission from a system administrator.

### **Email is an important communication tool but should be used wisely, without replacing conversation**

- Personal identifiable information must not be shared via email.
- Emails should not be sent outside of normal office hours.
- External emails should include the standard corporate footer and disclaimer.
- Out of office notifications must be used when uncontactable.

### **Social Media is a distraction and private use should be limited to lunch/break times.**

- Staff should not access private social media accounts during work, please see PCP Social Media Policy for further details.
- Personal accounts with an affiliation with PCP should include this statement "Views expressed are my own and shared posts are not endorsements."
- Those overseeing PCP social media accounts must agree frequently with their line manager, work related social media usage should not be excessive or interfere with other duties.

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