



Gladstone Regional Council

Council Policy

Title	COMPUTER AND TELECOMMUNICATIONS
Policy Number	P-2014/35
Responsible Directorate	CORPORATE AND COMMUNITY SERVICES
Responsible Officer	MANAGER CUSTOMER RELATIONS
Date of Adoption	16 DECEMBER 2014
Resolution Number	G/14/2289
Date Review Due	16 DECEMBER 2017

1.0 PURPOSE:

This policy provides the guiding principles on which Council will acquire and utilise Information and Communication Technology (ICT) to achieve its organisational objectives.

2.0 SCOPE:

This Policy applies to all employees, volunteers, contractors, consultants, auditors and any other users with access to Council's ICT resources.

3.0 RELATED LEGISLATION:

Local Government Act 2009
Local Government Regulation 2012

4.0 RELATED DOCUMENTS:

Gladstone Regional Council Code of Conduct Policy
Gladstone Regional Council Contracting and Procurement Policy
Gladstone Regional Council Computer and Telecommunications Corporate Standard
Gladstone Regional Council Information and Communication Technology Strategy 2013-2015.

5.0 DEFINITIONS:

To assist in interpretation of this policy the following definitions apply:

- **ICT** means Information and Communication Technology

6.0 POLICY STATEMENT:

Council has adopted the following guiding principles in relation to its Information and Communication Technology strategy:-

- 6.1 The primary purpose of ICT is to deliver services to the organisation and its customers. Therefore the customer both internal and external must be the priority.
- 6.2 ICT decisions are based on Council being a conservative adopter rather than an early adopter when implementing new system and technology, in order to reduce risk to business operations and maximise budget.
- 6.3 Customer Care and supporting the business needs. The impact on both internal and external customers and supporting the business needs must be a consideration in the roll-out and use of technology.
- 6.4 Before starting a major ICT initiative, it must be supported by quantified business benefits, have been costed effectively, using "Whole of Life" criteria, and prioritised according to whole of Council business priorities.
- 6.5 Ensuring we leverage existing investments in ICT systems already made; i.e. ensure we make best use or extend solutions that we have in place where appropriate.
- 6.6 The ICT team will proactively investigate emerging trends and their fit for purpose in developing solutions to business needs.
- 6.7 Ensure all stakeholders are identified and involved as required for each piece of work undertaken.
- 6.8 ICT solutions will enable business agility.
- 6.9 All ICT investment needs to add demonstrable value to the organisation.
- 6.10 User accountability through the appropriate use of external communication technologies including, but not limited to, internet use, telecommunications, email, social media, video conferencing, SMS/MMS texting and compliance with the organisation's Computer and Telecommunications Corporate Standard.
- 6.11 The alignment of technology and Council's business strategies based on the Information & Communication Technology Strategy 2013-15 or subsequent amendments.

7.0 ATTACHMENTS:

Nil

8.0 REVIEW TRIGGER:

This policy will be reviewed when any of the following occur:

1. The related legislation/documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council
3. Periodic Review – 3 years from date of adoption.

TABLE OF AMENDMENTS		
Originally Adopted	1 September 2009	04/485 (Formerly Policy P-3.05.01)
Amendment 1	5 October 2010	10/325 (Formerly Policy P-3.05.01)
Amendment 2	16 December 2014	G/14/2289
Amendment 3	<INSERT DATE COUNCIL MEETING>	<INSERT RESOLUTION NUMBER>

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STUART RANDLE
CHIEF EXECUTIVE OFFICER