



Guideline 4.04 - Information Technology Guideline

1. Application

This guideline applies to all NQBP Personnel.

2. Guideline

2.1 Provision of Basic IT Platform

NQBP is committed to the supply of a basic IT platform as tools of trade for its employees. The platform comprises:

- Word Processing;
- Data Base;
- Project Control;
- Internal and external Messaging;
- Spreadsheet;
- Presentations; and
- Software with access to hardware and peripherals to meet the work requirements of the individual.

New staff will be trained in the currently supported programs as appropriate to their current and future roles. Employees are to utilise these products to assist in performing NQBP duties. When employees utilise the network for storage and retrieval of data, they are required to conform to prevailing standards. Current documented standards also apply to documents produced for, in particular, external purposes which must be complied with to ensure a consistent and professional image is presented of NQBP.

The CIO is responsible for the corporate IT strategy. The CIO will review all proposed corporate system submissions for alignment with the corporate IT strategy. Completeness of the submission under the policy is also addressed.

The CIO will have discretion with regards to conducting audits of the Network and individual users PC's to check for unauthorised software and inappropriate use. Any software or material that have not been approved by the CEO, or are considered inappropriate, will be removed from the Network or PC.

Only equipment purchased and approved by the IT Department is approved for connection to the NQBP network. If the standard desktop / laptop environment is not acceptable or changes are required, then a business case justification will be required for non-standard equipment and/or configuration. Personal equipment from home will not be granted access to NQBP's network or be approved for use on the desktop.

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			Page	Page 1 of 6	
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Corporate Systems

Corporate systems are different in that they either:

- a. are utilised by more than one person in a structured manner;
- OR
- b. the output is used as input to other corporate systems or to support decision making of NQBP which cannot be addressed by other sources of information.

In this case the system is not used as a personal aid but NQBP is dependent on the accurate and efficient operation of the system.

NQBP encourages use of the basic IT platform and Corporate Systems to assist an employee in performing their role within NQBP. New specialist applications may be proposed with a supporting business case. The CIO will review the business case and reject or advance the proposal. Successful specialist applications will progress through the relevant authorisation processes to be implemented as part of the NQBP corporate systems.

2.2 User Responsibilities

All Information Technology facilities provided by NQBP are for business purposes. Private use is permitted, although it should be minimised, and must not incorporate any prohibited activities. At all times, data and software stored will be NQBP's property. Allowing restricted private use is a concession to employees.

Privacy is not guaranteed by NQBP. Users should be aware that NQBP may access and review any material users create, store, send, or receive on the computer. Users understand that NQBP may use human or automated means to monitor use of its computer resources. This includes any information stored on any network drive, SharePoint site or portable storage device.

Users will comply with systems administrator requirements developed to ensure the security of information systems, and follow good security practices in use of IT systems (e.g. in the selection and use of passwords). Users shall also ensure that unattended equipment has appropriate protection.

2.3 Prohibited Activities

2.3.1 Inappropriate or unlawful material

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be sent by email or other form of electronic communication (such as bulletin board systems, newsgroups, chat groups) or displayed on or stored in NQBP's computers.

2.3.2 Prohibited Uses

Without prior permission from the CEO, NQBP's computer resources may not be used for dissemination or storage of commercial or personal advertisements, solicitations, promotions, and destructive programs (that is, viruses or self-replicating code), political material, or any other unauthorised use.

2.3.3 Waste of Computer Resources

Users may not deliberately perform acts that waste computer resources or unfairly monopolise resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the internet, playing games, engaging in online chat groups, printing multiple copies of documents, storing excessive amounts of information on the network, or otherwise creating unnecessary network traffic.

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				Page	Page 2 of 6
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2.3.4 Breach of Copyright

Employees are to ensure they adhere to all copyright laws and legislation both in Australia and worldwide and abide by the following:

- employees shall not make, store, transmit or make available unauthorised copies of copyrighted material on NQBP systems, equipment or storage media;
- employees shall not download, upload, store or make available unauthorised copies of copyrighted material via the internet using NQBP systems, equipment or storage media;
- employees shall not install or run peer-to-peer 'file-sharing' software or operate a peer-to-peer index or server on NQBP systems or equipment, without prior permission from the CIO;
- activities or materials that violate these copyright provisions will be subject to immediate removal, termination and/or forfeiture of the material; and
- employees who are in breach of these provisions will be subject to discipline as appropriate under the circumstances.

2.3.5 Misuse of Software

- Copying software for use on home computers;
- Providing copies of software to any independent Contractors or clients of NQBP or to any third person;
- Install software on any of NQBP's workstations or servers;
- Downloading unapproved software from the Internet or other online services to any of NQBP's workstations or servers;
- Modifying, revising, transforming, recasting or adapting any software on the NQBP desktop; or
- Reverse-engineering, disassembling, or decompiling software.
- Users who become aware of any misuse of software or violation of copyright law should immediately report the incident to their supervisor.

2.4 Criteria for New Corporate Systems

In pursuing NQBP's mission, introduction of systems, procedures and processes with an Information Technology component will only be supported where it can be demonstrated that the system, procedure or process address a business need. This will initially be decided by the CIO who will present the case to the Senior Leadership Group for the final decision.

2.5 New Users on NQBP Network

The creation of new user accounts and configuration / installation of workstations will only be actioned after the reception of the new user form. Emailing of details is not sufficient.

The lead time to action these requests will be a minimum of 5 working days. All efforts will be done to enable the accounts and equipment as soon as possible but please be aware that there may be occasional delays.

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		Document Number		E17/02310	
		Page		Page 3 of 6	
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2.6 Roles and Responsibilities

2.6.1 Project Approval

Any General Manager (usually system owner) may undertake the initial investigations and propose a corporate system for approval. Corporate systems must be considered by the CIO and approved by the Senior Leadership Group prior to any significant direct or indirect expenditure and prior to the system going live. If software is to be trialled before a formal project approval is submitted then the installation of the trial software may be approved at the discretion of the Chief Financial Officer.

The General Manager must, for any proposed corporate system, refer a formal proposal through the CIO prior to its presentation to the Senior Leadership Group. The extent of the submission will depend on organisational impact being proposed. The submission at a minimum must address the business needs as covered in the Change Control Procedure.

For larger projects (i.e. systems where total expenditure will be greater than \$10,000) or where there will be significant change to work practice which require resources to investigate, implement or promulgate, the CIO will need to be involved to approve the work required.

The CEO is responsible for the approval of all IT developments and uses. In cases where the project will cause significant change to NQBP or requires Board expenditure approval the CEO will seek the relevant approval from the Board.

The CIO will retain a schedule of software currently authorised for use on NQBP equipment, nominating particular hardware the software can reside on where appropriate.

2.6.2 System Administration

The System Administrator from the Corporate Services section is responsible for maintaining the hardware and standard software on the LAN. This includes:

- controlling system access and passwords;
- maintaining software and hardware registers;
- loading network software; and
- providing help desk functions including being the only contact with the computer Contractor currently maintaining the LAN.

Other systems are to be managed by the sectional area responsible. For example, the Finance section has responsibility for Navision.

2.7 Desktop and Laptop Equipment

2.7.1 Frequency of Procurement

NQBP will follow industry best practice for the management of desktop and laptop equipment. An effective lifecycle of 3 years will apply for desktops and laptops in an effort to keep pace with technology. It is envisaged that approximately one third of the desktop and laptop asset resources will be replaced with new equipment each year.

2.7.2 Specifications

The specifications of the desktops and laptops will be reviewed in the following events:

- at the start of each year;
- when new software is to be purchased;
- when application software upgrades are required; or

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				Page	Page 4 of 6
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Guideline 4.04 - Information Technology Guideline

- a new operating system software release - typically every two or three years. Each new release has a **minimum** hardware configuration and a **recommended** hardware configuration.

Separate desktop and laptop specifications will be documented for the following NQBP staff usage categories:

- General User to including but not limited to Microsoft Office suite, Web Browser, E-Mail, TRIM, Anti-Virus and Internet security;
- Power Users – General User plus specialist software that requires higher processing capability; or
- Specialist Users – General User plus CAD, GIS, or other specialist software requiring very high processing capability.

2.7.3 Procurement

Procurement of desktop and laptop equipment will comply with NQBP policy 5-5 Purchasing Policy.

2.7.4 Deployment

New desktop or laptop equipment will be deployed with the standard operating environment (SOE) installed and tested.

SOE will be installed by the equipment supplier from an SOE image provided by NQBP.

Specialist software will be installed by an NQBP IT Support Officer.

All training necessary for the effective use for the SOE will be given before the new equipment is deployed.

A pre-deployment check sheet will be used to ensure that the equipment is correctly configured of the necessary software and printers, and any system changes required for the effective use of the equipment have been completed and tested.

The equipment user will sign the deployment sheet at the completion of the deployment to verify the equipment is functioning satisfactorily.

The deployment sheet will be scanned to the Electronic Document Management System.

2.7.5 Disposal

The disposal of surplus desktop and laptop equipment will comply with the guidelines provided by the Queensland Government Chief Procurement Office document "Disposal of surplus government assets".

3. ICT Guideline Policy, Procedure, Standard and Legislative Framework

NQBP is a Government Owned Corporation and port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures. This procedure should be read in conjunction with:

- a. Guideline 2.02 - Intellectual Property Management;
- b. Guideline 2.03 – Privacy;
- c. Guideline 4.03 – ICT Electronic Communication Acceptable Usage;
- d. Guideline 4.05 – ICT Security;
- e. Policy 2 – Compliance;
- f. Procedure 3.09 – Bullying, Harassment and Discrimination;
- g. Standard 2.01 - Code of Conduct;

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		Page		Page 5 of 6	
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Guideline 4.04 - Information Technology Guideline

4. Guideline Review Date

This Guideline should be reviewed by 30 June 2020.

5. Definitions

Contractors: means contractors or consultants engaged by NQBP under a personal services consultancy agreement or other similar arrangements.

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880 128.

NQBP Employee: means employees and Contractors of NQBP but does not include NQBP directors.

NQBP Personnel: means NQBP officers (for example NQBP directors) and NQBP Employees.

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