

NOT PROTECTIVELY MARKED

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

<i>Title & Version</i>	Personal Use of MPS Information, Communication and Technology Systems, (SOPs) Version 2.4
<i>Contact Point</i>	Information Compliance, Dol 2(3), (020) 7091 5084 (Internal Network 78-5084)
<i>Location</i>	Room 1 East, Edinburgh House
<i>Summary/Purpose</i>	SOPs to inform all MPS Personnel, business agents & partners about the professional standards to be used in the extent of personal use that may be made of MPS information and communication systems by all authorised users.

Personal Use of MPS Information, Communication and Technology Systems

**STANDARD OPERATING PROCEDURES (SOPs)
Version 2.4 – July 2008**



Working together for a safer London



NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

CONTENTS

Section	Title	Page
1	INTRODUCTION	2
2	PERSONAL USE	2
3	PERMITTED PERSONAL USE	3
4	PROHIBITED PERSONAL USE	4
5	PRIVACY AND MONITORING	6
6	RESPONSIBILITIES	6
7	ASSOCIATED DOCUMENTS	6
8	FEEDBACK	6

1. INTRODUCTION

1.1 The information, communication and technology systems operating within the Metropolitan Police Service (MPS) are a resource provided to authorised users of these systems to facilitate the work of the MPS.

1.2 It is understood that authorised users may occasionally need to attend to urgent unforeseen personal difficulties during the working day. As a concession to authorised users, limited and reasonable personal use of MPS information, communication and technology systems will be permitted as is set out in these standard operating procedures (SOPs).

2. PERSONAL USE

2.1 The only information systems in relation to which any personal use will be permitted are the Metphone telephone system, MPS Mobile phones, facsimile (fax) machines, and the use of the Microsoft Word, Excel, and Outlook (email) applications on AWARE.

2.2 Web browsing for personal purposes remains prohibited.

2.3 Browsing of sites approved by the Infrastructure Senior User Assurance Group (listed under 'www links' on the MPS Intranet) is not considered as personal use.

2.4 The work of the Police Federation, staff associations, the unions and any communication relating to union business is permitted, provided that the use is in relation to the organisation's core business, not for advertising or other non-core

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

activities. You must be aware that privacy cannot be guaranteed for communications and files on MPS equipment (See Section 5.)

2.5 The use of any other MPS or national Information, communication, and technology system (e.g. browsing PNC, CRIS, TRIS, CRIMINT, etc.) for personal purposes is strictly forbidden and may lead to disciplinary action up to and including summary dismissal for 'gross misconduct'. It may also constitute a criminal offence.

3. PERMITTED PERSONAL USE

3.1 During working hours, you may send emails, text or fax messages or make telephone calls and deal with Incoming emails, text messages, faxes or telephone calls for personal purposes, only so far as is necessary to deal with urgent and unforeseen personal matters.

3.2 During permitted breaks from your working time, you may make occasional telephone calls, send brief text or fax messages, and use the Microsoft Word, Excel and Outlook (email) applications on AWARE for personal purposes.

3.3 The personal use at 3.1 and 3.2 is only permitted provided that such use is;

- reasonable;
- does not interfere with your work or that of anyone else;
- is lawful;
- is not for outside business purposes or for personal financial gain;
- does not breach any MPS policy or standard operating procedures, and
- in the case of personal use for urgent and unforeseen matters at 3.1, is limited to a few minutes at a time.

If you are in any doubt as to what constitutes a 'permitted break', or what is deemed to be 'reasonable' use, then you should consult with your line management. You should consider informing line management about the circumstances at 3.1, as they may need to know for welfare related reasons.

3.4 Any personal email, text message, or fax message must be brief, normally consisting of only a few lines of text. The sending of images, sounds, or video files is prohibited. You must take care not to over-burden MPS information systems by processing, storing or transmitting large quantities of personal material or large files.

3.5 Any personal telephone calls must similarly be brief. You must obtain permission from your line manager before you make any personal call to a premium rate or international number, or send a personal fax message at international rates. You may be asked to pay for the call or fax. For audit purposes line managers must keep a local record of such calls, to include; time, date, extension, number called and duration.

NOT PROTECTIVELY MARKED

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

3.6 Long-term storage of personal Word or Excel documents, or personal emails (sent or received) is not permitted. You must exercise good housekeeping and delete all such documents/emails as soon as they have served their immediate purpose, or when you leave the MPS, whichever is the sooner. If you wish to retain such documents/emails as a record then you must make a back-up onto your own storage media (See also 3.9). The MPS reserves the right to delete such information if you fail to do this, without prior notice to you.

3.7 You must identify personal emails by the inclusion of the word "[Personal]" (including the square brackets) in the 'subject' field of the email. Email not marked as personal in this way will be treated as business email for all purposes including monitoring and archiving/retention. You must identify personal documents on AWARE by creating a folder under 'my documents' which you will name 'personal'. Any documents not saved to this folder will be treated for all purposes as business documents.

3.8 All email will be retained in accordance with MPS Retention Rules, including those that are personal. The MPS Email Retention Rules will routinely specify longer retention period for MPS Business related email. The MPS will routinely delete email, personal or business, at the end of its specified retention period.

3.9 The security and integrity of any personal e-mails or files cannot be guaranteed and you must ensure that you back-up onto your own storage media any personal information you need to retain. Neither the Metropolitan Police Authority nor the Commissioner of Police of the Metropolis can accept any liability for any loss sustained in connection with any personal use of MPS information or communication systems. Only in highly exceptional circumstances will any technical support (e.g. recovery of a deleted file) be provided in connection with personal use.

3.10 Official MPS business will take priority at all times. Where personal use is being made of a workstation, fax machine, printer or telephone and it is required for an operational or business reason the personal use must be discontinued immediately.

3.11 All users of computer equipment within the MPS should already be aware of the need to take regular short breaks from keyboard and mouse use and from reading material displayed on computer screens. These breaks help reduce the risk of injury as well as relieving mental and physical fatigue.

3.12 You must reimburse the MPS for the cost of any personal calls made using an MPS-issued mobile telephone. Your local Finance and Resources Manager will be able to advise you accordingly.

3.13 You may only print your personal document or email if it is genuinely necessary to do so and if the document or email is short.

4. PROHIBITED PERSONAL USE

4.1 It is strictly forbidden to make any personal use whatsoever of any MPS information, communication or technology system other than the limited use outlined in

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

section 3 above of these SOPs. Browsing of the World Wide Web remains prohibited. Personal use of email on AWARE does not extend to use of any web-based email.

4.2 Airwave users must not use Airwave telephony for personal purposes under any circumstances.

4.3 In relation to the use of any MPS information, communication and technology system for personal purposes, it is strictly forbidden to:

- transmit any MPS Information (including 'personal data' as defined by the Data Protection Act, 1998) other than for official MPS purposes;
- transmit anything that could harm the MPS, its staff or officers, its effectiveness or its reputation;
- create, adapt, store, view, display or transmit any material that is defamatory, racist, sexually explicit or pornographic, sexist, homophobic, religiously offensive, illegal, in breach of the MPS diversity and equal opportunities policies or otherwise offensive;
- harass, bully, intimidate or offend others;
- open, execute, store or install onto any MPS information systems, transmit or solicit from others any software or executable files;
- author or transmit to any individual or organisation any material or message that could bind the MPS into a contract to purchase goods or services;
- impersonate another individual or organisation;
- engage in any activity which may mislead others as to your rank, grade, status, level of authority or responsibilities;
- author, store, solicit or circulate chain letters or chain e-mails, junk e-mails, electronic greetings cards or electronic 'games';
- engage in the activity known as 'spamming';
- enrol on e-mail mailing lists (except for work purposes) or for marketing or junk e-mail;
- create, adapt, store, view, display or transmit any file or attachment (including a virus or worm etc.) other than a Microsoft Word, or Excel document;
- create, adapt, store, view, display or transmit any image, sound (e.g. MP3) or video file;
- further any business interests (including your own);

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED.

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

- ❑ conduct, or to assist another or others, in any illegal or immoral activity.
- ❑ Connect any personal device (e.g. Camera or MP3 player) to MPS equipment, without the specific permission of the MPS Information Security Officer.

It is also forbidden to engage in any of these activities for MPS business use, although individuals may be officially authorised to engage in some of them if their current official duties require it, see also GEN5 of The METSEC Code.

4.4 This personal use policy is a concession and not an entitlement. Any abuse, misuse or negligence in the use of MPS information, communications and technology systems is likely to result in the removal of this concession, without further notice, for those who are reasonably believed to be involved. Failure to comply with this policy may also result in disciplinary proceedings, which may result in a penalty up to and including your dismissal. Anyone who makes unauthorized use of personal data, or the information contained within it, is liable to prosecution under the Data Protection Act, 1998.

5. PRIVACY AND MONITORING

5.1 You should clearly understand that marking an email '[personal]', or saving a document into a 'Personal' folder, does not necessarily mean that it will remain private. There may be occasions where the MPS will be entitled to review emails, documents and files, including those marked 'personal', and disclose any information within them.

5.2 As part of the proper management of the MPS, its public functions and its resources, MPS information and communication systems are monitored to the extent permitted by law. Any e-mail and/or attachments as well as files created or used may be read by monitoring staff for the above purposes as well as, for example, to detect misuse of the MPS systems, for the purposes of preventing or detecting crime or in the interests of national security.

5.3 If you wish to keep any personal e-mail correspondence or file completely private, then you must use your own computer equipment to access your own private email address away from MPS premises in your own time. Similarly, telephone calls and/or messages may be monitored or accessed, and you must use your own telephone in order to keep your communications completely private.

6. RESPONSIBILITIES

Ownership: Information Management Steering Group (IMSG)

Implementation: Information Compliance, DoI2(3-1)

Reviewing SOPs: Information Strategy and Policy Development, DoI2(2)

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

Personal Use of MPS Information, Communication and Technology Systems Standard Operating Procedures, Version 2.4

7. ASSOCIATED DOCUMENTS

The METSEC CODE (MPS Security Policy Manual), section GEN5 and section TCO2.
The Information Code of Conduct.

8. FEEDBACK

To offer feedback or suggested improvements for these SOPs please use the online form on the Information Strategy and Policy Development page on the DoI Intranet site.