



POLICY 3-1

VERSION 3

INFORMATION TECHNOLOGY DEVELOPMENTS

Approved: Brad Fish
Chief Executive Officer

Date: 14 / 06 / 2006

Considered by the Board at the May 2006 Board meeting.

PURPOSE:

This policy defines the roles and responsibilities of employees with regard to proposing, developing, upgrading, implementing and maintaining information technology systems. This policy is also intended to provide a guide which enables individual managers to develop proposals for development of our information systems.

POLICY FRAMEWORK:

PCQ's business is to provide safe, cost-effective, competitive seaport services to existing and potential port users. Any adoption of Information Technology (IT) in PCQ is to support a business need of PCQ.

Unlike other businesses, Information Technology is not a strategic weapon of PCQ. Rather, it is a tool that is intended to enhance decision making by improving access, integration and presentation of information while ensuring all information and data remains secure.

As a small user, PCQ's first option is to try to identify appropriate packages and solutions which fit our requirements without needing customisation and which are compatible with commonly used products in the market and have a significant user base. It is considered that this "staying with the herd" approach will provide us with the best means of continuing upgrades and development in areas appropriate to our business.

Cultural Considerations

PCQ is concerned that our business has an appropriate culture. Information management and the availability of information are some of the key cultural influencers impacting on a particular work group. A self managing environment is dependant on good information flow regarding both speed and quality of information provided.

Our business culture is based largely on pragmatism. It is important that the information system reflects these values. We are not interested in developing systems for their own sake. We are interested in working effectively, in improving the capabilities of our organisation as they relate to our mission statement and in providing benefits to our customers.

APPLICATION:

This policy applies to all PCQ employees. This policy applies to all systems to be resident on PCQ equipment or purchased by PCQ funds and to be utilised by PCQ employees and consultants engaged by PCQ.

POLICY:

1. Provision of Basic IT Platform

PCQ 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; and
- Presentations

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 free to utilise these products at their discretion to assist them in performing their personal work. When they 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 PCQ.

The MIS Committee is responsible for the corporate IT strategy. The Committee reviews all proposed corporate system submissions for alignment with the corporate IT strategy. Completeness of the submission under the policy is also addressed

The MIS Committee will, at its discretion, conduct 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.

2. Corporate Systems

PCQ encourages use of the basic IT platform for systems where there is benefit to the individual in performing their role within PCQ. These systems are individually created and manipulated to assist an individual employee to perform their duties. The individual decides if the IT platform provides benefit. If the individual were to change organisations, for example, those systems would not normally be retained by PCQ. They are purely for personal support.

Corporate systems are different in that they either:

1. are utilised by more than one person in a structured manner.

OR

2. the output is used as input to other corporate systems or to support decision making of PCQ which cannot be addressed by other sources of information.

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

2.1 User Responsibilities

All Information Technology facilities provided by PCQ 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 PCQ's property. Allowing restricted private use is a concession to employees.

Privacy is not guaranteed by PCQ. Users should be aware that PCQ may access and review any material users create, store, send, or receive on the computer. Users understand that PCQ may use human or automated means to monitor use of its computer resources. This includes any information stored on the H: drive or the C: drive.

Prohibited Activities

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 PCQ's computers.

Prohibited uses. Without prior permission from the CEO, PCQs 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.

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.

Misuse of software. Without prior written approval from the CEO, users may not do any of the following:

- Copy software for use on home computers.
- Provide copies of software to any independent contractors or clients of PCQ or to any third person
- Install software on any of PCQ's workstations or servers.
- Download any software from the Internet or other online services to any of PCQ's workstations or servers.
- Modify, revise, transform, recast or adapt any software.
- Reverse-engineer, disassemble, or decompile any software. Users who become aware of any misuse of software or violation of copyright law should immediately report the incident to their supervisor.

3. Criteria for New Corporate Systems

In pursuing PCQ'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 the following criteria:

Criteria	Objective	Checklist
The submission satisfies a business need of PCQ (linking to organisational mission and objectives).	Business case.	

Criteria	Objective	Checklist
The submission demonstrates a net benefit to PCQ providing a cost / benefit analysis of major alternatives including non IT or no change alternatives and considering long term compatibility issues	Cost / Benefit.	
	Define Scope.	
	Compatibility with current system.	
	Review alternatives.	
A detailed implementation plan must be provided so the project is implemented in such a manner as to maximise its success by: <ul style="list-style-type: none"> planned (and often staged) implementation maintaining compatibility with existing systems, or where is demonstrated that existing systems cannot support the initiative, new systems consistent with PCQ's long term change plan will be considered; consultation and involvement of all staff affected by the change identifying all components of implementation and assigning responsibility for their delivery including hardware requirements, software requirements, testing, data conversion, on-going update, security and training. utilising qualified external resources where either work demands or lack of appropriate skill precludes use of internal staff. appropriate training for all staff. <ul style="list-style-type: none"> testing prior to implementation to ensure pre-determined results are obtained and existing systems are not degraded. 	Implementation Schedule.	
	Assigning responsibility for tasks.	
	Training	
	Testing	
	Milestones.	
Complies with any relevant legislation or policies (eg Privacy Act, Trade Practices Act)	Compliance	
Complies with corporate standards for information storage and retrieval.	Compliance	
Continues to provide benefit to PCQ via post implementation audit and periodic review.	Post implementation review and/or audit.	
Note: Because of the variation in the scope of IT projects within PCQ, some of the above criteria may not apply to every project.		

4. Roles and Responsibilities

4.1 Project Approval

Any Manager (usually system owner) may undertake the initial investigations and propose a corporate system for approval. Corporate systems must be considered by the Management Information System (MIS) Committee and approved by the CEO prior to any significant direct or indirect expenditure and prior to the system going live. If software is to be trialed before a formal project approval is submitted then the installation of the trial software also requires CEO approval via the MIS Committee.

The Manager must, for any proposed corporate system, refer a formal proposal through the MIS Committee prior to its presentation to the CEO. The extent of the submission will depend on organisational impact being proposed. The submission at a minimum must address those issues listed in Section 3.

For larger projects (ie. systems where total expenditure will be greater than \$50,000) or where there will be significant change to work practice which require resources to investigate, implement or promulgate, the MIS Committee will need to be involved at the project planning and feasibility stage.

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

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

4.2. System Administration

The System Administrator from the Corporate Strategy 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.

PROCEDURAL IMPLICATIONS:

Related policies:

- Information Management Systems
- Use of E-mail and Internet
- Private Use of Motor Vehicles and Other Corporation Equipment
- Purchasing Policy

REVIEW DATE:

This policy will be reviewed no later than 1 July 2011.