



# INFORMATION COMMUNICATION TECHNOLOGY (ICT) STRATEGY

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Lacrosse Scotland

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## SECTION 1: INTRODUCTION

1.1 An ICT Strategy gives a planned and strategic approach to possibly the most important contributory factor to any modern organisations success. This strategy also creates a datum against which true progress can be monitored. However it is vitally important that ICT serves the needs of the organisation rather than becoming an end in itself.

1.2 A good way to think about ICT is to consider all the uses of digital technology that already exist to help individuals, businesses and organisations use information.

1.3 ICT covers any product that will store, retrieve, manipulate, transmit or receive information electronically in a digital form. For example, personal computers, digital cameras, emails. So ICT is concerned with the storage, retrieval, manipulation, transmission or receipt of digital data. Importantly, it is also concerned with the ways these different uses can work with each other.

### Lacrosse Scotland Services

1.4 In Lacrosse Scotland terms, ICT is categorised into two broad types of product: -

- (a) The traditional computer-based technologies e.g. things you can typically do on a personal computer (PC).
- (b) The more recent and fast-growing range of digital communication technologies which allow people and organisations to communicate and share information digitally.

1.5 Category one includes the following services:

- (a) Word processing delivered using Microsoft Word - Outcomes include the preparation of meeting agendas, minutes, letters and reports.
- (b) Spreadsheets delivered using Microsoft Excel - Database delivered using Microsoft Access and Word including the production and monitoring of financial reports including Budget, Profit & Loss, Prior Year and VAT Reports.
- (c) Presentations delivered using Microsoft Power Point - Outcomes include presentations to partners and members.
- (d) Emails communicated with Microsoft Outlook – Outcomes include the sending of electronic communications and scheduling of meetings.
- (e) Document Management using Adobe Acrobat Professional - Outcomes include document security.

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1.6 Category two includes the following services:

- (a) E-mail Administration
- (b) Website Administration
- (c) Production of Electronic Newsletters
- (d) Production of Electronic Surveys
- (e) Digital voice communications and online meetings
- (f) Facebook Communication
- (g) Twitter Communication



## SECTION 2: THE LACROSSE SCOTLAND ICT ORGANISATION

2.1 The main ICT hub for Lacrosse Scotland is organised by the Business Development Officer. The ICT systems are operated by the staff with assistance from various volunteers. (See Appendix A)

### Hardware Purchase and Replacement

2.2 All Lacrosse Scotland hardware will be written off over a period of three years. An audit of ICT needs will be conducted each financial year to determine the organisation's needs and determine the PC specification required to meet said needs. Lacrosse Scotland will make every effort to replace PCs that fall below the standards with all new PCs using the new specification. (See Appendix A for a list of all Lacrosse Scotland hardware)

### Software Policy

2.3 Lacrosse Scotland will not use illegal copies of software. Where functions are common, software will be standard across all office PCs. Any abuse of ICT equipment or systems by staff will result in disciplinary action being taken. (See Appendix A for a list of software)

### ICT Support

2.4 Technical support for phones, email, PCs and internet is currently supplied on an ad hoc basis due to the infrequent need for support. All incoming and outgoing emails are scanned for viruses. Incoming emails are also checked for spam using a regularly updated filter. Research will be conducted every 3 years to ensure Lacrosse Scotland is receiving a competitively priced and appropriate service for its needs.

### Loss or Damage of Information

2.5 All Lacrosse Scotland data files are stored across multiple devices to a backup copy is always available in the event of a system failure.

### Budgeting for ICT

2.6 A budget will be allocated for the preparation of the yearly audit with all other expenditure being dealt with on a project to project basis. Any major purchases will only go ahead when a budget has been identified and allocated. In addition to purchasing requirements for that year, a minimum amount (to be agreed) will be allocated annually to build a fund to replace Lacrosse Scotland hardware on a three year cycle.

### ICT Training

2.7 New recruits will be expected to have knowledge of ICT as a basic condition of employment. Further staff training needs will be identified during the appraisal meetings with staff.

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## ICT Risk Assessment

2.8 A yearly risk assessment of ICT will take place which covers:

- (a) The nature of information
- (b) The management of information
- (c) Data Protection Act
- (d) Loss or damage of information
- (e) Physical theft
- (f) Unauthorised access to information
- (g) User password protection

## Health & Safety

2.9 All Lacrosse Scotland staff will have access to a yearly eye test to determine if any eye strain has occurred. Office furniture is to be ergonomically suitable and fit for purpose. Staff are to be made aware of issues affecting repetitive strain injury sometimes caused by bad posture. (See Lacrosse Scotland's Health and Safety Policy)

**APPENDIX A: ICT INVENTORY****SECTION 1: STAFF / OFFICE BEARER EQUIPMENT**

(a) Business Development Officer

	<b>Product</b>	<b>Purchased On</b>	<b>Value (£)</b>
Hardware	HP Desktop PC	Unknown	£500.00
Software	Office 2010	Unknown	£100.00
Software	Norton Anti-Virus	September 2013	£20.00

**SECTION 2: ONLINE ACCOUNTS / SERVICES / TOOLS**

<b>Provider</b>	<b>Service</b>	<b>Purchased On</b>	<b>Paid</b>	<b>Annual Cost</b>
123reg.com	Domain Name & Services	N/A	Annually	£15.00
Formsite	Online Membership Services	N/A	Annually	£120.00
Google Apps	Email Services	N/A	Monthly	£250.00
Twitter	Social Media communications	N/A	Free	£0.00
Facebook	Social Media communications	N/A	Free	£0.00
Dropbox	Online document storage/backup	N/A	Free	£0.00
Total Annual Cost				£385.00

**SECTION 3: GENERAL OFFICE EQUIPMENT**

	<b>Product</b>	<b>Purchased On</b>	<b>Value (£)</b>
Hardware	HP Office Jet Pro 8600	Unknown	£200.00



## APPENDIX B: EMAIL & INTERNET SECURITY

### Policy Statement

1.1 As an employer Lacrosse Scotland expects that all its computer facilities be used in a professional and appropriate manner. Although Lacrosse Scotland is legally liable for employees' and volunteers' activities when using e-mail, social media or the internet at work, it is the responsibility of each employee and volunteer to ensure that the technology provided for their use is used for proper work purposes and in a manner that does not compromise the organisation or its employees in any way.

1.2 The following procedures and information are intended to advise employees and volunteers of the types of e-mail, social media and internet use which Lacrosse Scotland considers appropriate and the possible consequences for employees and volunteers using e-mail, social media or the internet in a way considered unacceptable. Accordingly, this policy document should be read in conjunction with Lacrosse Scotland's Disciplinary, Grievance and Appeals policy.

### Benefits of E-mail and the Internet

1.3 Although e-mail communication and social media has the same speed and apparent informality as using the telephone, it also has the permanence of written communications and as such must be controlled to ensure that it meets the same standards as other Lacrosse Scotland documents. The advantages of e-mail and social media include:

- (a) It is a fast and inexpensive way of delivering messages and documents long and short distances;
- (b) Information can be shared quickly and consistently between any number of people;
- (c) It removes the excessive need to print and distribute information.

1.4 The disadvantages of e-mail and social media include:

- (a) If it is used inappropriately, employees may suffer from "information overload", with vital information being lost amid excessive irrelevant messages;
- (b) It can stifle face to face communication or be used to abdicate the responsibility of communicating messages that should be done in person.

1.5 The advantages of the internet include:

- (a) Access to large amounts of information from a wide variety of sources;
- (b) Information which is often more up-to-date than that found in traditional sources like libraries;

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(c) Speed of access to information.

1.6 The disadvantages of the internet include:

- (a) Misuse which puts the organisation at technical and/or commercial risk;
- (b) The information posted on the internet is unchecked and may be inaccurate;
- (c) Complex copyright issues.

### **Internet, Social Media & Email Access**

1.7 All permanent employees of Lacrosse Scotland have access to e-mail, social media and the internet on the PCs provided. It is expected that during working hours that access to e-mail, social media and the internet be used for work-related purposes. Taking a realistic attitude, Lacrosse Scotland accepts that there may be occasions when individuals respond to personal e-mails or make arrangements through e-mail during working hours. However, this must not be excessive and usage may be monitored. These privileges can be removed or amended at any time at the discretion of Lacrosse Scotland.

1.8 Employees may also use the internet for reasonable personal purposes. However, employees using the internet for personal use must ensure that they are not using their access for illegal activities (e.g. computer hacking, attempting to disable or compromise security of information) or accessing inappropriate sites (e.g. pornography, betting/gambling sites, "hate" sites). Such use will result in a Disciplinary Investigation being carried out which may result in a formal Disciplinary Hearing being convened. This investigation may, in turn, lead to formal disciplinary action or dismissal.

### **Passwords**

1.9 Employees and relevant volunteers (including Board members) are provided with an individual, confidential password. Employees and volunteers must not disclose their passwords to anyone else other than their line manager to ensure ICT services can continue in the situation of a member of staff or volunteer leaving. If there is any suspicion that password confidentiality has been breached, the employee or volunteer must contact their line manager as soon as possible to inform him/her and arrange a new password. Employees and relevant volunteers should also be aware that they are responsible for the security of their own terminal and should not allow any unauthorised person to use it.

### **Confidentiality**

1.10 E-mail and social media tends to be used in a more informal way than many other forms of communication. Employees and volunteers should ensure that this informality does not lead to a lack of standards or a breach of confidentiality. As a rule, employees and volunteers representing Lacrosse

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Scotland should not transmit anything by e-mail and social media that they are not comfortable writing in a letter or memorandum. It should never be assumed that e-mails and messages over social media are completely private and confidential, even if marked as such. Matters of a sensitive or personal nature should not be transmitted by e-mail unless totally unavoidable and never by social media. Employees and volunteers should note that electronic messages are admissible as evidence in legal proceedings and have also been successfully used in libel cases.

1.11 Internet messages should also be treated as non-confidential. Anything sent via the internet passes through a number of different computer systems, each with different levels of security. The confidentiality of messages may be compromised at any stage unless messages are encrypted. It is imperative that any posted information reflects the organisation's standards and policies. Employees and volunteers are advised that under no circumstances should information of a confidential or sensitive nature be placed on the internet. Employees and volunteers should be aware that information posted or viewed on the internet may constitute published material and therefore reproduction of such information may be done only with permission of the copyright holder.

### **Disclaimers**

1.12 In order to reduce the risk of prosecution for transmitting incorrect or inappropriate information, all Lacrosse Scotland e-mails should be sent with a disclaimer attached. The disclaimer should read as follows: "This document is confidential and intended solely for the use of the individual(s) to whom it is addressed. If you are not the intended recipient, please inform the sender immediately and be advised that any unauthorised use of this document is strictly prohibited."

1.13 However, employees and volunteers are reminded that the same laws apply to e-mail as any other written document and accordingly employees and volunteers must avoid sending inaccurate or defamatory statements or inappropriate material under the Lacrosse Scotland banner, irrespective of the status of the intended recipient or their relationship to the sender.

### **Viruses**

1.14 Viruses pose a serious threat to Lacrosse Scotland's entire network, systems and property, with the greatest risk lying in downloaded programs and executable files. All software for Lacrosse Scotland use must be obtained from controlled legal sources and authorised by the Board. Employees and volunteers should note that the spreading of viruses is subject to prosecution under The Computer Misuse Act 1990.

### **Copyright Laws**

1.15 Much of what appears on the internet is, or claims to be, protected by copyright. The Copyright, Designs and Patents Act 1988 states that only the owner of the copyright is allowed to copy the information and copying without permission, including electronic copying, is prohibited. Employees and volunteers should be aware that the copyright laws apply not only to documents but also to software and are strongly encouraged to contact their line manager for clarification.

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## Content

1.16 E-mail and social media is commonly used as a quick and informal way of contacting individuals or groups. However, because the communication is not face to face and there is no indication of tone/irony/body language etc, it carries the risk that the recipient will be offended, albeit unintentionally.

1.17 Lacrosse Scotland employees and volunteers must therefore not send offensive, demeaning or disruptive messages. Employees and volunteers should not place on the system any message, which could be regarded as potentially offensive. Abusive e-mails are sufficiently common to be given a name – flames – and Lacrosse Scotland employees must not send or respond in kind to flames.

1.18 If employees and/or volunteers receive unsolicited e-mails containing material that is offensive or inappropriate, they must be deleted. If the employee or volunteer knows the sender, they should delete the e-mail immediately and quickly inform the sender that they must not send such e-mails again. If the sender is unknown, the line manager should be informed before the e-mail is deleted.

1.19 In addition, if employees and/or volunteers receive jokes, video clips or games from friends via e-mail, they should delete them and not circulate them to the rest of the team. These files are often very large and can unnecessarily increase the used capacity on the server, slowing down the system for everybody.

1.20 Employees and volunteers must not commit Lacrosse Scotland to any form of contract when using e-mail or the internet for personal purposes and should be aware that both communication media are disclosable for the purposes of legal action. It is accepted that e-mail is routinely and properly used for minor contractual commitments such as ordering publications and data. Subscriptions to news groups and mailing lists are only permitted when the subscription is for a work related purpose. All other subscriptions (e.g. joke of the day, personal interest information) are strictly forbidden.

## Blocked Sites

1.21 Although it is possible to bar access to certain inappropriate websites, the internet grows so rapidly that it is impossible to automatically prevent all inappropriate access. Employees and volunteers are strictly forbidden to access any site deemed to be inappropriate by Lacrosse Scotland, including but not exclusively, pornography, betting/gambling sites, and “hate” sites. Lacrosse Scotland’s Disciplinary, Grievance & Appeals policy will ultimately determine what is ‘inappropriate’ in specific cases.

1.22 However, the organisation is aware that occasionally, employees or volunteers may access such sites by mistake (for example, during a legitimate search). Employees or volunteers who do so should inform their line manager of their mistake as soon as practicably possible. In addition, Lacrosse Scotland employees and volunteers are advised that it is strictly forbidden to download any offensive, obscene or indecent material from the internet. This includes both text and images.



## Monitoring

1.23 Lacrosse Scotland reserves the right to monitor both e-mail and internet usage subject to the rules of the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000. These Regulations authorise businesses to carry out monitoring for certain purposes provided reasonable steps are taken to inform employees and volunteers that monitoring will take place and what may be checked during this process.

1.24 Lacrosse Scotland will monitor internet and e-mail usage for the following reasons:

- (a) Checking compliance with regulations;
- (b) Quality control;
- (c) Employee and volunteer training;
- (d) Preventing or detecting crime;
- (e) Investigating or detecting unauthorised, inappropriate or excessive use;
- (f) Checking for viruses or other threats to the system.

## Appropriate email correspondence with Children and Vulnerable Adults

1.25 It is the responsibility of Lacrosse Scotland to ensure that all people associated with Lacrosse Scotland follow appropriate rules when emailing or contacting via social media children or vulnerable adults.

1.26 It is inappropriate to email or message through social media minors directly and all correspondence should be made through parents or appropriate guardians to ensure there is no opportunity for inappropriate behaviour, or the perception of inappropriate behaviour.

1.27 If there are any concerns regarding email or social media contact with children or vulnerable adults the Child Protection Officer should be advised immediately.

## Disciplinary Procedures

1.28 Lacrosse Scotland considers the procedures and recommendations contained within this policy to be extremely important to the efficient and lawful operation of the organisation. Any employee or volunteer suspected of making inappropriate use of e-mail, social media or the internet will be subject to formal investigation and subsequently, disciplinary action may be taken against them in accordance with Lacrosse Scotland's Disciplinary, Grievance & Appeals policy. In certain circumstances, breach of this policy may be considered gross misconduct and consequently may result in summary dismissal.



## APPENDIX C: RECOMMENDATIONS FOR 2014-2016

The Board of Directors will review the recommendations contained in Lacrosse Scotland's ICT Strategy on a bi-annual basis:

1. Lacrosse Scotland will carry out a yearly audit of its ICT hardware, software and online services (free and subscription based).
2. Lacrosse Scotland will integrate ICT into Lacrosse Scotland's Risk Strategy and Register so it is reviewed quarterly at every Board meeting.
3. Lacrosse Scotland will investigate purchasing a digital camera with video capabilities to be used for promotional purposes.
4. Lacrosse Scotland will investigate copying all essential paperwork to a secure electronic storage device to reduce storage requirements

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