Staffordshire County Council (*People*)

Families First (Targeted Services)

Policies and Procedures – ICT Acceptable Use & Guidance

1.   **Introduction**

SCC is committed to protecting its users, partners, contractors and the County Council from illegal or damaging actions by individuals, either knowingly or unknowingly.

Effective security is a team effort involving the participation and support of every SCC employee and affiliate who deals with information and/or information systems. It is the responsibility of every user of SCC systems to understand the appropriate guidelines, and to conduct their activities accordingly.

2.   **Social Networking**

If negative comments or complaints are posted into a discussion forum or on a wall these must be dealt with in the usual manner and responded to in a timely fashion. If a comment is completely inappropriate, outwardly rude and unconstructive, consideration may be given to removing it and blocking the user if comments of a similar nature persist. The facility to remove comments, content and block users is available on all social networking sites. Users that behave highly inappropriately can also be reported to website administrators.

All social networking pages should link back to the main Staffordshire County Council corporate page (www.staffordshire.gov.uk) to help provide context and background as well as to help drive traffic onto the main site. It may also be useful to signpost these pages on an area of the SCC main website to show external visitors that they can find us communicating on other channels also.

If you become aware of a possible or suspected security-related issue, whether it relates to a problem with a computer or an individual's actions then please report it immediately and in confidence to the Staffordshire ICT Service Desk on 01785 278000 or if appropriate to your Line Manager.