



IT Policy & Procedure

There is no “off the peg” IT policy. Each organisation will need to take a view as to how its IT equipment is used by its staff. Some elements are laid out by legislation, whilst others are a matter for how much freedom, trust, effort, cost and management your organisation wishes to invest in the policy and procedures it develops.

Policy and procedure are intended to help an organisation by protecting its staff, its own reputation and that of its clients or service users.

IT policies and procedures need not be long documents — perhaps two pages per policy.

An over-arching “IT policy” can be the sum of each of its parts or contain sections within it.

Written evidence that your organisation has considered the points raised within this course may help to avoid litigation and/or expensive legal actions defending claims of unfair dismissal.

The following list of what we believe to be the necessary IT policies is not an exhaustive list. All policies need regular review to keep them up to date.

- Health & Safety
- Data Protection
- Acceptable use
- E-mail use
- Internet Use
- Information security
- Backing up

Policy and procedures need to be living documents – there is little point developing them if the following questions are not addressed;

- Do your staff know what your policies and procedures say?
- Is there a staff handbook with updated versions of these?
- Does your staff induction cover these policies and procedures?
- Are the staff involved in reviewing policies and procedures?
- Are they reviewed regularly — by who?
- Who monitors the policies and procedures?

Managers need to be given time to monitor and train staff in all aspects of policy and procedure.

Staff need time to be trained and familiarise themselves with all policy.

All policy and procedure documents should be made available to new staff, volunteers and clients (where applicable). It is good practice that the documents are signed by both managers and staff in acknowledgement of the roles and responsibilities within them.

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