

ACCESS TO ICT SYSTEMS GUIDANCE FOR MANAGERS

Version History			
Version	Date	Detail	Author
1.0	31/01/11	Approved document published	Nigel Hughes
2.0	20/04/15	Updated document to reflect revised processes	Gina Knowles/Nigel Hughes
3.0	04/04/2018	Revision to new starters procedure.	Tracey Wall

Access to ICT Systems - Guidance for Managers

This guidance sets out the agreed procedures for access to ICT systems for:

1. Starters and leavers
2. Employees on Disciplinary Suspension, Maternity leave, Long-term Sickness or Unpaid Leave
3. Partner Organisation Employees

Separate guidelines on access to ICT systems for agency workers can be found on Dnet.

1. Access to ICT Systems for:

Starters

Network and email accounts and access to SAP will be set up via SAP and the Transformation Service's incident management system.

When a new starter's instruction has been processed through SAP, the manager will be sent an automated email which will provide the new starter's details and a link to an ICT access request form on Dnet. Once the ICT request form has been filled in by the manager a Service Request will be generated and the call will be forwarded to the relevant individuals in Transformation Service who will provide ICT access for the new starter.

Leavers

The Transformation Service will be automatically alerted of the need to remove ICT access for leavers. The manager of the leaver will be notified by an automated email of the effective leave date and will be asked to recover any items loaned before the employee's last working day, whether they leave or transfer to another job.

Items recovered should be recorded by completing the "Equipment loaned form" which should specify whether items have been returned, reallocated or destroyed. The form will be sent as an attachment to the automated email or can be found on Dnet under 'Forms'.

The form should be retained by the manager and a copy should be forwarded to the Adjustments and Leavers Team at the Shared Services Centre by email to pay@derbyshire.gov.uk.

The above processes for starters and leavers will also apply to employees moving between jobs within the Council.

2. Access to ICT Systems for those Employees subject to:

- **Disciplinary Suspension**

Or on:

- **Maternity Leave**

- **Long-term Sickness**
- **Long-term Unpaid Leave**

All decisions to close or re-open access to ICT systems for employees subject to any of the above variations should be actioned by sending a request to the Transformation Service Desk via Service Desk Online.

Disciplinary Suspension

The Disciplinary Procedure requires that any employee suspended should not communicate with work colleagues without our consent. We should however consider requests for access to make contact with, for example, witnesses. Departmental guidelines on suspension also require that suspended employees should not use Council equipment without permission.

You should therefore:

- Ensure that the suspended employee is aware that they should not use the Council's ICT systems to undertake their normal duties or for any other reason - unless you decide it is necessary for communication that the employee has access to email.
Your decision should take account of the disciplinary offence being investigated and the fact that disciplinary suspension is a neutral act and not part of disciplinary action.
- Inform the Transformation Service Desk of the required removal of ICT access via the Dnet form.

On return to work from suspension you should:

- Ensure the employee has access to systems from day one by informing the Transformation Service Desk via the Dnet form.

Maternity Leave

The Leave for Working Families Policy advises that reasonable contact should be maintained with the employee during maternity leave so that we can keep them informed of any significant work developments, training opportunities and job vacancies. The type and frequency of contact should be agreed prior to the employee commencing maternity leave.

You may decide the employee should retain access to all ICT systems to allow them to keep up to date with work developments. Alternatively you may choose to retain employee access to email systems only, to encourage communication.

Long-term Sickness

The Attendance Management Guidelines require managers to maintain contact with employees throughout any long-term sickness absence. An effective way of doing this may be to maintain email contact and this should therefore be considered when deciding which ICT systems employees should retain access to. The length of the proposed absence will also be relevant to this decision.

Long-term Unpaid Leave

The Unpaid Leave Scheme requires that employees will be invited to attend regular catch-up meetings and have regular contact with their manager.

An effective way of maintaining contact may be to maintain email contact and this should therefore be considered when deciding which ICT systems employees should retain access to.

The length of the agreed period of leave will also be relevant to this decision.

For all these variations to the existing contract, you should inform the Transformation Service Desk of the required removal or reinstatement of ICT access by sending a request to the Transformation Service Desk via Service Desk Online.

Items on Loan – Disciplinary Suspension, Maternity Leave, Long-Term Sickness, Long-Term Unpaid Leave

You should consider which items on loan you may need to recover for these periods of absence and record them using the form found on Dnet under 'Forms'.

The nature of the case, the length of the period of absence and the type of items will determine which you choose to recover. Items to consider initially may be ID badges, keys, other security passes and the cancellation/suspension of contracts e.g. for mobile phones.

3. Partner Organisation Employees

Where you have established a business need for an employee of a partner organisation to have access to DCC ICT systems, you should:

- Inform the Transformation Service Desk direct of the partner organisation employee's requirements for ICT access.
- Specify the opening and closing dates of access required.
- Brief the partner organisation employee on the Council's Information Governance policies and procedures.
- Contact the Transformation Service Desk to confirm the required ICT access termination date.