

Information Technology Management Policy

Policy Type:	<input checked="" type="checkbox"/> Council <input type="checkbox"/> Operational
Policy Owner:	Director, Organisational Services Manager, Information Technology Services
Effective Date:	16 April 2025
Strategic Alignment:	Legislation: N/A, Code of Conduct, A Vision/Plan: Corporate Plan 2021-2026
Review Timeframe:	2 years from the date of adoption or date of last review

1 Purpose

To provide principles that guide Council in the management of information technology in support of [Council's Corporate Plan](#).

These principles balance three important goals: appropriate information security, value for money and business flexibility.

2 Scope

This policy applies to all Councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors.

Users of Council's IT Assets will be subject to terms and conditions unique to each offered service. As appropriate, these terms and conditions will stipulate IT arrangements and controls to be observed in using the service.

This policy applies to all information and Information Technology service/component, hardware, software, cloud-based service, communication device, end-user device, data centre or network component that is owned, leased, leveraged, or operated by Council.

Whilst this policy includes all information that is transmitted, consumed, processed and stored within the boundaries of the defined IT assets, this policy should be read in conjunction with the Information and Records Management Policy, which will provide additional specific controls around the handling of information.

3 Policy Statement

Council recognises that information technology is a strategic service that is crucial in delivering efficient, effective, secure, compliant, and innovative services to the community.

Council is committed to the effective, secure, and centralised governance of information and information technology assets. Council is committed to nine guiding principles, each with statements of intent that elaborate on how Council will demonstrate these principles. Council recognises that without these guiding principles, the full benefits of information technology services will not be achieved.

4 Principles

Information first

- Information is the critical asset and will be used to support productivity and innovation, enhance service delivery and accelerate decision making.
- Information is a shared enterprise resource and cannot be owned by a group, team or individual.
- Information will be shared and managed in accordance with the principles and capabilities in the Information Management Framework.
- ICT architecture decisions will prioritise and promote trusted (high quality), accessible and secure corporate information over application functionality and features.

Digital by design

- We are willing to challenge old ways of working so that contemporary digital practices can be adopted.
- We will encourage and educate stakeholders to adopt digital services and consolidate or phase out poorly aligned practices wherever possible.
- Where appropriate we will focus on digital solutions to business problems
- We will avoid developing isolated, standalone solutions and focus on solutions that enable connected, straight through processing.

Simple and simplified technology portfolio

- We will actively select, deploy, and manage systems with simplicity and sustainability as a priority.
- We will seek to reduce systems complexity, fragmentation and duplication and promote the redesign of business processes to support this goal.
- We will, to the greatest extent possible, work with and leverage 'out-of-the box' features rather than undertake extensive and expensive customisation or configuration.
- We will educate stakeholders on the long-term cost of technical duplication and seek to reduce technical debt, cyber and business risk and long-term cost.

Core and corporate platforms

- We will prioritise an appropriate set of core platforms, maximising their use before considering specialised business applications.
- Our focus will be on utilising shared core platforms to help manage and reduce technical diversity, leading to increased stability and maintainability.

- We will work with platform vendors to see niche/differentiating features developed into their product roadmaps.
- Decisions will be prioritised based on the broader council and community benefits over individual branch benefits.

Cloud right

- We will use cloud services where cost, risk and benefit allow, ensuring our solutions align with long-term cost efficiency and scalability requirements.
- Selecting the most suitable storage tier based on specific data requirements, we will optimise both performance and expenses. This approach ensures that our cloud appropriate principals balance immediate needs with future growth and sustainability.
- We will develop capability to ensure Cloud services are secure, integrated and well governed.

Secure by design

- We will design security into our solutions from initiation.
- We will implement role-based access to information in Council's systems to ensure staff have all the access necessary to perform their role, but no more. We will leverage digital identity for easy, secure and auditable access.
- All new solutions must comply with Council's Information Security Management System (ISMS) and implement all controls to be compliant.

Pragmatism over perfection

- Design decisions will be proportional to the business strategy and project business case, balancing business value, risk and architectural merit.
- We will avoid overemphasising non-mandatory requirements which preference niche solutions and always work to the 80/20 rule.
- We will be prudent and practical in evaluating new technology and preference 'right-sized' solutions that are well supported in our region.

Customer oriented

- We will include the voice of the customer in all technology decisions at Council.
- We will manage the change impact on our people as part of all technology changes.

Compliant and risk appropriate

- We will ensure Council's technology solutions are compliant with relevant statutory obligations and prioritise obtaining approvals in any exceptional circumstances.
- We will make technology decisions within Council's risk appetite or obtain appropriate approval for any exception.
- We will seek to leverage technology to improve the risk profile of Council.

Council is committed to upholding this policy, related operational policies and their related standards. We recognise that a breach of any of these documents may be considered a breach of Council's Code of Conduct for Staff.

5 Application of this Policy

Not Applicable

6 Reporting

Not Applicable

7 Roles and Responsibilities

Author: Program Lead Strategy & Governance

Approver: Information Technology Services Manager

8 Human Rights

Under the *Human Rights Act 2019*, Council must not make a decision without considering and assessing the potential impact to human rights and giving consideration to any impacts before making a decision. Council will ensure that no human rights are impacted by this policy.

9 Definitions

The following definitions apply to this Policy.

Term	Definition
IT Asset	Any IT service/component, hardware, software, cloud-based service, communication device, end-user device, data centre or network component that is owned, leased, leveraged, or operated by Council.
Information	A collection of data in any form that is maintained by an agency or person and which may be transmitted, manipulated, and stored - records are the subset of information that constitutes the evidence of activities.

10 Document Control

Version Control	File No.	Document No.	Council Min No.	Description of Change	Effective Date
1.0	1288567-1	15641790	22/06/2022 (minute number 61/2022)	Original version	22/06/22
2.0	1288567-1	15641790	32/2025	Update Principles Aligned to new template	16/04/25
3.0					