



Public Access Internet Computer Standardisation Policy

Version No	1.0 August 2014
Endorsement	Executive, 17 April 2014 Policy Review Panel 30 September 2014
Authorisation	Council 21 October 2014
Review date	21 October 2018
Responsible officer	Customer Engagement Manager
Policy owner	Customer Engagement Manager

1. Purpose

To establish minimum requirement standards for public access computers allowing internet access.

2. Scope

This policy applies to all council staff and contractors who have any responsibility for the provision or support of public access computers allowing internet access, including associated services.

3. Definitions

Term	Definition and Description
Authentication Method	Method used for authenticating and validating users to allow them to access computers.
Council	Melton City Council.
Member	A person who joins council facilities as a user.
Public Access Internet Computer	A computer that is provided and supported by Council at a Council facility that members of the public can use for accessing the internet.
Temporary User	A user who requires a one-time or temporary use of a public access internet computer.

4. Policy Statement

Melton City Council has established minimum requirement standards for public access computers allowing internet access in order to mitigate security, privacy and performance risks.

4.1 Operating System and Software

Public internet computers must have a licensed and supported version of Microsoft Windows or alternative operating system as appropriate.

Installed software, applications and internet browsers must be licensed where required, and supported by the vendor.

Security patches for all software must be updated on a regular basis.

4.2 Antivirus

Public internet computer must have a licensed and supported version of antivirus software installed.

Security patches and virus definitions must be updated on a regular basis.

4.3 Hardware requirements

Computers must not be older than seven (7) years and must meet the minimum hardware and configuration recommendations for the installed operating system and software at the time of deployment.

4.4 System Restore

Public access internet computers must have a system restore capability that automatically restores the original computer configuration (including all software and data files) each time a user logs-off.

4.5 Authentication

All public access internet computers must be able to authenticate and validate users. For temporary users, a log, recording the session date and time, and user information must be maintained.

Logs must be retained in accordance with Council Records and Document Management Policy.

4.6 Administration accounts

Computers and wireless facilities must be protected from unauthorised access to administration functions using known and recorded administration accounts protected by complex passwords. This account and any additional accounts with administration privileges must be managed by authorised staff with the knowledge and capability to maintain the computers and wireless facilities.

4.7 Network Connections and Wireless

Public access internet computers must only be connected using public network data ports or public wireless network.

4.8 Browsing history

Public internet computers must be configured to keep historical browsing information and during the user session. This will be deleted automatically by the System Restore (Item 4.4).

5. Responsibility/Accountability

5.1	Customer Engagement Manager
	<ul style="list-style-type: none">The Policy owner is responsible for the maintenance, currency and promotion of this policy, ensuring organisational compliance.
5.2	Business Unit Managers and Coordinators
	<ul style="list-style-type: none">Business Unit Managers are responsible for ensuring staff comply with and implement this policy within their business unit.

5.3	Technical Support Staff
	<ul style="list-style-type: none"> Council staff and contractors who have any responsibility for the provision or support of public access internet computers and associated services must comply with this policy.

6. References and links to legislation and other documents

Name	Location
Public Internet Policy	Council Intranet \\mel-fps\public\Policies and Procedures Intranet\Policies and Procedures Home Page2.htm
Privacy Policy	
Records and Document Management Policy	