
Internet Activity Requests by Line Managers V1.0

Introduction

The aim of this document is to clarify procedures for HR and ITSERT when internet activity reports are requested on staff ICT use by line managers in the following circumstances:

- when concerned about a staff members potentially excessive personal use of the internet
- when offensive or otherwise inappropriate use of ICT facilities is suspected.

Internet activity reports can only be requested by line managers after discussion with HR due to the potential for disciplinary action against an individual.

Simply because internet activity is recorded does not necessarily mean that this should be the first or only mechanism to identify if staff are not completing their workload or abusing ICT facilities. Internet activity reports should only be requested after the line manager has had an initial discussion with an individual following either direct observation or information received from other sources about possible breach of the ICT Acceptable Use Policy (AUP). It is possible that excessive use of the internet may be a leading indicator of overall role performance issues and rather than wait until a potential problem manifests itself, the line manager may decide that further information is required. The line manager must discuss their concerns with HR and be clear why it is believed internet use may be excessive, the outcome of any informal conversations had with the individual on internet use, and why detailed internet usage information is required.

Process

1. Line managers wishing to obtain details of internet activity of a member of staff should first contact HR.
2. It is the responsibility of the line manager to demonstrate to HR the grounds for such a request and that this is the most appropriate means of action.
3. HR shall only approve such a request where they consider it is justified and can be supported as a legitimate means of investigating a member of staff's conduct.
4. Line manager requests an internet activity report using the ITSERT Investigation Authorisation form (see Top Forms list <http://www.its.salford.ac.uk/servicedesk/>)
5. The form must be appropriately authorised by the line manager and relevant Head of School/Division.
6. The only HR staff authorised to approve such requests are
 - HR Business Partners,
 - The HR Operations Manager,
 - The HR Associate Director: Strategy & Operations,
 - The Executive Director for Human Resources.

7. The completed form must be signed, then scanned and emailed to ITSERT@salford.ac.uk.
8. Following authorisation by the Associate Director IT Services an investigation shall be commenced: a secure investigations folder shall be used to manage forms, correspondence and all other relevant data.
9. The ITS Network Manager will provide an initial assessment of the likely response time to the relevant HR member.
10. The internet activity report and analysis will then be undertaken.
11. Relevant members of the ITSERT will then meet with the HR member and Line Manager to discuss the results.

Considerations

- There may be occasions when investigation by a third party organisation is more appropriate (e.g. when forensic examination is required). Circumstances such as these require further discussion of investigation costs and timescales.
- Should any illegal material be found, it will be passed immediately to the Police to await review and advice.
- The number of Internet Activity requests should be reviewed between Governance/ITS/HR on an annual basis with a view to ensuring that the process is working effectively.

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Mark Rollinson	University Secretary	Governance Services
Mark Hilditch	Associate Director	IT Services
Keith Watkinson	Executive Director	Human Resources