

Coronavirus Pandemic

Information Security Measures – Home Working

Increased home working is highly likely due to the Coronavirus pandemic. It is important that we continue to work in line with Council security policy to ensure the continued protection of Council:

- equipment such as laptops, smartphones etc.;
- information we have access to both paper and electronic based;
- applications and systems we use.

IT Services are working hard to direct mobile and agile resources to those staff identified by departments who undertake critical functions that will have to be maintained during the pandemic.

This will result in those staff using Council owned and managed equipment ensuring security is maintained while accessing systems and information.

Working from home, or other non-Council locations, brings additional risk meaning we all need to take steps to ensure continued security.

Checkout the 10 Frequently Asked Questions below related to home working and how to stay safe while using Council and personal owned computing equipment.

FAQs

Q1: I've never worked from home before, what do I need to know?

A: Ensure you are familiar with the Councils [Acceptable use Policy for Home Working](#). There won't be any surprises in the policy which aims to ensure your working environment helps to ensure the continued security of Council equipment and access to applications and data.

Q2 Can I download information from my H:\ or I:\ drive to a Council Encrypted laptop?

A: Council policy already permits this where disruption in services is expected. As long as the Council equipment is encrypted – i.e. you are forced to put a PIN into device when you switch it on, you are permitted to work locally on the machine. Always make sure once connectivity is gained you move all data back over to secure data stores as nothing will be backed up while saved locally on the laptop.

Q3 Family members will be in the house during the pandemic, how do I deal with this?

A: Have a discussion with those in the household explaining that you are not on holiday you are working and your expectations related to interruptions etc. Advise that your “work” items such as equipment and paperwork is out of bounds for them.

Remember that Council policy applies for example:

- always lock your screen before leaving machine unattended;
- position screens to prevent accidental information exposure to others in the household particularly where that information is personal or sensitive (OFFICIAL-PROTECT);
- never leave paperwork lying around that is personal or sensitive (OFFICIAL-PROTECT), take steps to protect these from others;
- if talking on the phone or in a web conference before discussing private or sensitive issues make sure you cannot be overheard by others in the household.

Q4: I will be doing some web conferencing from home including some initiated by a 3rd party, what do I need to know?

A: Ensure you are familiar with the Councils [Acceptable use and Principles for webinars and conferencing](#). Additional documents can be located on the [Web Conferencing and Skype](#) page of the Intranet. Key things to remember:

- file sharing must be appropriate ;
- screen sharing must not expose Council information to unauthorised parties;
- anything recorded will be subject to Freedom of Information;
- before discussing private or sensitive issues make sure you cannot be overheard by others in the household;
- at the end of the session double check you have fully closed the session down.

If your home broadband is heavily used, for example by others streaming Netflix, this will have an impact on the quality of your conferencing. If connection is slow and quality affected, stop streaming video and use voice only.

Q5: I'm still working but I only work on OFFICIAL information. Can I use my home PC for this?

A: Council policy already [permits working on OFFICIAL information assets from a non-Council owned machine](#). Normal process is for line manager authorisation however if you are unable to gain this authorisation during the pandemic processing will be permitted. Just make sure you take a note of what documents you are working on to advise your line manager later.

It is key you understand what OFFICIAL and OFFICIAL-SENSITIVE information assets are and understand the key difference. Use the [flowchart](#) for assistance.

OFFICIAL-SENSITIVE assets are NOT permitted to reside on personal owned computing equipment or to be processed in personal applications such as personal email including Hotmail, yahoo mail etc.

Q6: Can I access O365 from my personal owned machine at home i.e. Teams (including chat)?

A: The Council has setup access to O365 for use from home on personal devices. However, if you have been provided with a Council owned device this MUST be used. Access via a personal device must only be undertaken where there is no other option.

Access is granted by using Multi Factor Authentication which you will have to configure in advance. Refer to [Configuring MFA Options](#) document. If you do not have access to a Council mobile phone you will be required to use a personal device to setup authentication i.e. to receive txt messages containing a login code.

IMPORTANT: you must take positive steps to ensure no unauthorised access is gained, including:

- never leave yourself logged in to O365 on a personal device, always [log out](#) of the session;
- never let your browser “remember password”;
- never download OFFICIAL-SENSITIVE information locally, always work on it from within the tenancy.

Q7: What will O365 give me access to from my own machine?

A: You will have access to all O365 applications such as Word, Excel, OneDrive, Teams (including chat) etc. When working within O365 stay within the application i.e. when using Word to create, save and update documents.

Remember OFFICIAL-SENSITIVE documents must not reside on your personal computing equipment, these should be saved within O365 applications such as: OneDrive, SharePoint, Teams etc.

Q8: What is Teams Chat?

A: Teams Chat gives you the ability to quickly instant message or chat with colleagues. Simply launch Teams, right click on the Chat icon or select the New Chat icon from the tool bar and start entering the contacts surname.

NOTE: if names are not found double check you are logged into O365.

Q9: How do I login to O365 from my own machine?

A: Go to www.office.com

Log in with your O365 login which will be <login name to network>@eastrenfrewshire.gov.uk (do not use your email address) i.e. bloggsj@ eastrenfrewshire.gov.uk

Enter your password which is the one you use to login to your computer.

Remember you will be asked to authenticate using your [MFA options](#)

Q10: How do I logout of O365 from my own machine?

A: While logged in select the My Account icon from the top right hand corner and select Sign Out.

This icon is normally a coloured circle with your initials in it.

If you are unable to log out from O365, the machine **must not** be used by any other household members until you have achieved this.