

Policy and Procedure Register updates

Summary of changes to:

Use of ICT services, facilities and devices procedure

1. Reason for new/updated policy or procedure <i>(select all that apply)</i>		
<input checked="" type="checkbox"/> Change of policy/procedure requirements	<input checked="" type="checkbox"/> Audit/review recommendation	
<input type="checkbox"/> Change to legislation/delegations	<input checked="" type="checkbox"/> Due for review	<input type="checkbox"/> Other
<p>The Use of ICT services, facilities and devices procedure (the procedure) replaces the Use of ICT systems procedure, which was due for review in November 2018. Revision was needed to reflect recommendations from the Crime and Corruption Commission (CCC)'s Operation Impala Report on misuse of confidential information in the Queensland Public Sector – February 2020 and changes to policies under the Queensland Government's Enterprise Architecture.</p> <p>Updates to the procedure aim to provide a more comprehensive process for the use and management of ICT services, facilities and devices for students and employees. More recent technologies have been added to the definitions for services, facilities and devices to ensure the procedure continues to provide relevant guidance for employee and student use of ICT.</p> <p>The procedure is supported by the Use of ICT services, facilities and devices guideline (the guideline) which has been updated with minor changes to include the Managed print services and Backup procedure sections from the outgoing procedure.</p>		
2. Summary of changes		
<p>The procedure has been updated to align to PPR requirements.</p> <p>The Managed print services, Closed circuit television and other video surveillance, Network utilities, Email signature block and Metadata schemes sections have been removed. This information is now adequately covered by other procedures in the PPR, OnePortal, the guideline or is no longer mandatory.</p> <p>The titles of some sections have been updated to clarify the purpose for the audience, for example the 'Internet' section has been renamed to 'Departmental websites' and the 'Identity (ID) and access management' section is now the 'Managing access to ICT services, facilities and devices' section. Sections have been expanded to provide more process information for employees to follow, and sub-sections have been added to help distinguish different steps in the process.</p>		
3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities <i>in any way?</i>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, select the type of change: (select all that apply)</i>		
<input checked="" type="checkbox"/> Revised responsibilities	<input checked="" type="checkbox"/> New/additional responsibilities	<input checked="" type="checkbox"/> Removed responsibilities
Position title	Summary of change	Page#
Employees	Responsibilities related to managed print services are now in the guideline.	2

	Responsibilities have been streamlined.	
Business System Owners	Renamed from 'Owners and/or custodians when implementing or updating an ICT business system' and removed from Responsibilities section, now mentioned throughout the procedure. Definition of Business System Owner provided. Responsibilities within the procedure have been reduced due to section removals.	3, 11
Principals	Responsibilities now clearly defined for monitoring school websites and social media for the purposes of school groups and activities.	2
Managers, principals, directors or above	Responsibilities section for all roles are more clearly defined.	2
Director, ICT Infrastructure Services, Digital Innovation Division	Removal of direct responsibility for managed print services. Responsibility now lies with principals, directors or above and is now in the guideline.	2

4. Communication and support for implementation

Changes to the procedure have been communicated with the relevant internal stakeholders. Consultation was conducted across the department and included input from subject matter experts and relevant directors within the Digital Innovation Division (DID).

Department wide communication via OnePortal and ConnectEd will be developed in consultation with the DID communication team.

For further assistance, please contact:

- Policy/procedure contact:
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