**TECHNOLOGY POLICIES**

**SECTION 1: TECHNOLOGY**

**POLICY 7: LOGGING IT ISSUES**

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| **Policy Rationale** | This policy sets expectations, obligations and acceptable use practices for managing issues concerning all information technology within the organisation. |
| **Policy**  | IT service, software or hardware failureWhere there is failure of any of the [organisation]’s technology service/s, software or hardware that impacts on staff’s ability to complete their duties, this must be referred to [insert relevant job title here] immediately.It is the responsibility of [insert relevant job title here] to [insert relevant actions that should be undertaken here].Virus or other security breachIn the event that the organisation’s information technology is compromised or disrupted by a software virus or [insert other relevant possible security breaches here] such breaches are to be reported to [insert relevant job title here] immediately.It is each staffs responsibility to promptly advise of any risks or issues, as this is key to preventing a wider scale impact or breach to our organisation.[insert relevant job title here] is responsible for ensuring that any security breach is dealt with within [insert relevant timeframe here] to minimise disruption to organisation operations.Website disruptionIn the event that [organisation] website is disrupted, the following actions must be immediately undertakenContact website administrator [insert details]  |
| **Review Protocol** | Policy Owner:Policy Reviewed By: Date Reviewed: Next Review Date:  |