



2.1.3

Intranet Content Development and Management

1 Rationale

- 1.1 The NSW Rural Fire Service ("the Service") has implemented a computer based system, ("Intranet") to manage the dissemination and sharing of key corporate and operational information / documents to its staff and duly authorised volunteers.
- 1.2 This Intranet has been designated a critical corporate support system for the Service and as such it must be accurate, reliable and available at all times.
- 1.3 As a Government agency the Service is the custodian of Government information and is required to designate internal custodians to take responsibility for specific information resources
- 1.4 Accordingly the principle outcome of this policy is to ensure that the information / documents available within the Intranet are current, accurate, relevant and that the system is secure and reliable.

2 Policy Principles

- 2.1 The principles of Management of the Intranet Content need to be clearly understood as it relates to the authoring , approving, reviewing and removing of documents / forms that are to be posted to the Intranet. Failure to properly manage this will result in the Intranet losing relevance with a resultant decrease in efficiency and effectiveness of this capability.
- 2.2 The Content of the Intranet is protected by a variety of security systems, policies, service standards and legislation. As public officers, Service Staff are also accountable for the manner in which this information is used and the purposes to which it is put. Service staff shall be efficient, economical and ethical in their use and management of these resources.
- 2.3 The Service Intranet is provided for business and operational use only.



- 2.4 All use must be lawful, efficient, and ethical.
- 2.5 Any identified use of information thought to be inconsistent with Service Policies and Standards or in violation of any Australian or State regulations or laws could be the subject of an investigation. Inappropriate use may be subject to disciplinary action and a range of penalties, including criminal prosecution, could apply.
- 2.6 The Service reserves the right to audit, add and/or remove material to/from its Intranet without notice.
- 2.7 The Intranet will be accessed by staff and authorised Volunteers
- 2.8 This Policy should be read in conjunction with:-
 - Service Policy:* -
 - 1.1.7 Code of Conduct and Ethics
 - And Service Standards:* -
 - 1.1.2 Discipline
 - 1.1.14 Privacy and Personal Information
 - 1.1.19 Access to Service Databases

3 Procedures

- 3.1 All documents/forms, reference material and links shall comply with agreed standards for format and content.
- 3.2 Content authoring and/or approval of documents/forms for posting to the Intranet shall be the responsibility of each Directorate.
- 3.3 Within each Directorate a designated author/s shall prepare documents/forms submit them to the Manager / Executive Director for review and approval.
- 3.4 Only approved documents/forms will be posted to the Intranet.
- 3.5 Each Directorate shall define hyper links ("Links") that they require to other Web based resources.
- 3.6 The development and management of the Intranet "Home Page" shall be the responsibility of the Information Services Manager.



- 3.7 The design and content of Intranet documents/forms shall be governed by the Services' approved templates and/or Style Guidelines.
- 3.8 The Information Services Manager has the authority to remove any document / form that does not comply with the standard and/or style guidelines.
- 3.9 The designated authors shall be responsible for the regular review of documents/forms for relevance and the regular removal of irrelevant documents/forms from the Intranet.
- 3.10 The responsibility for the security of the Intranet documents/forms and links shall be with the Information Services Manager.
- 3.11 The Information Services Unit will provide appropriate training for designated authors or arrange for such training as required.

4 Who is responsible for implementing the Policy?

Executive Directors, Directors, Business Managers, Managers

5 Issue

This Policy was considered by the Corporate Executive Group on 5 November 2002.

6 Legislation and references

- Providing Information and Services Using the Internet: A Guideline for NSW Government Agencies. NSW Government Office of Information Technology. Issue # 3.0
- NSW Rural Fire Service Policy 1.1.7 Code of Conduct and Ethics
- NSW Rural Fire Service Service Standards
 - 1.1.2 Discipline
 - 1.1.14 Privacy and Personal Information



- 1.1.19 Access to Service Databases

7 Amendments

Nil

8 Document owner

Executive Director Strategic Development

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Commissioner

Dated this _____ day of _____, 2002