Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
SUPPLEMENTARY BUDGET ESTIMATES 2012-2013

Finance and Deregulation Portfolio

Department/Agency: Department of Finance and Deregulation
Outcome/Program:
Topic: Social Media

Senator: Ryan
Question reference number: F80
Type of question: Written
Date set by the committee for the return of answer: Friday, 30 November 2012

Number of pages: 1

Question:

a)   Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.

b)   Does the department/agency monitor usage of social media?
     i.   If yes, provide details of the useage (for example details could include average hours per employee, hours when useage peaks)
     ii.   If no, will the department/agency monitor useage in the future?

c)   Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

a)   No.
b)   Yes.
     i.   Finance monitors internet usage by the number of internet connections and volume of traffic to and from a number of internet sites.
     ii.   N/A.
c)   Staff supervision addresses all areas of staff performance and productivity including the use of ICT facilities. All staff are required to adhere to Departmental ICT usage policies.

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Finance and Deregulation Portfolio

Department/Agency: Australian Electoral Commission
Outcome/Program: General
Topic: Social Media

Senator: Ryan
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  i. If yes, provide details of the useage (for example details could include average hours per employee, hours when useage peaks)
  ii. If no, will the department/agency monitor useage in the future?
c) Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

a) No.
b) Yes.
  i. Yes. The AEC logs all activity by AEC staff but does not monitor time spent on social media. Most AEC staff have view-only access for social media.
  ii. N/A.
c) No.

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ANSWERS TO QUESTIONS ON NOTICE
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Finance and Deregulation Portfolio

Department/Agency: ComSuper
Outcome/Program:
Topic: Social Media

Senator: Ryan
Question reference number: F80
Type of question: Written
Date set by the committee for the return of answer: Friday, 30 November 2012

Number of pages: 4

Question:

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b)   Does the department/agency monitor usage of social media?
      i.   If yes, provide details of the useage (for example details could include average hours per employee, hours when useage peaks)
     ii. If no, will the department/agency monitor useage in the future?

c)   Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

a)   Yes. On 22 October 2012, ComSuper commenced a three month trial which allows staff to access selected social media sites between the hours of 12:30pm and 1:30pm. The permitted sites include: Facebook, Twitter, YouTube, Instagram and Flickr. The sites LinkedIn, GooglePlus and MySpace continue to be blocked, as do any sites that provide webmail facilities or are known to host, or are suspected of hosting, malicious, harmful or pornographic content. See Attachment A 'CIO advice to All Staff'.

b)   Yes.

i. The trial only commenced on 22 October 2012, but initial monitoring has shown an increase in Internet usage between the hours of 12:30 p.m. and 1:30pm. Details of the growth in the use of social media are quite complex to break down, for example, with non-social media sites triggering Social media 'hits' through advertising and links. We will continue to refine our reporting during the course of the trial.

ii. N/A.

c) No. Access to social media sites is only permitted over lunch times so any potential impacts on staff productivity are contained. Further, the monitoring conducted to date indicates that access to social media sites has had no impact on the performance of ComSuper's systems more broadly, due to good capacity planning in advance of the commencement of the trial.

Email from ComSuper Chief Information Officer to all staff

Purpose

To inform you that a three month trial of broader Internet access will commence on
22 October 2012.

Details

In the interests of providing a more progressive work environment, the Executive Committee
have agreed to support a three month trial broader of internet access. The trial will commence
on 22 October 2012, with an interim review point in December 2012.

During the trial, you will be granted access to a broader range of secure websites along with a
selection of social media sites. For social media, you will be able to access the following sites
between 12.30 and 13.30 each day,

- Facebook
- Twitter
- YouTube
- Instagram
- Flickr

There are a few restrictions that you need to be aware of,

- Secure sites that are known to be infected with malware will continue to be blocked.
- Certain functions within social media sites have known security issues (including
  apps, chat and file uploads), so these will not be available.
- Although we'll be providing access to secure and social media sites, we're unable to
  provide support if you encounter problems with them.

Internet access will continue to be subject to the ComSuper IT Security and Acceptable
Usage policy and usage will be monitored. Relevant logs and reports will be made available
to managers to assist them in managing their teams. Reports will be available through the
Business Intelligence (BI) portal.

Next Steps

Access to secure and social media sites will be available from within the ComSuper network
from Monday, 22 October 2012.

Before accessing these sites, please familiarise yourself with our updated IT Security and
Acceptable Usage Policy, including,

- The User Privacy section which notes that every activity performed on the ComSuper
  network is logged, including Internet browsing and downloads
- The Automated Scanning section which notes that ComSuper uses automated
  scanning tools on the network and will scan inside all incoming and outgoing emails
  and web traffic, even where the web traffic is encrypted. This includes encrypted
  online banking transactions, online purchases and social media traffic. Rest assured

that this information will never be misused, but it is required in order for us to be able to effectively protect the ComSuper network against malware and/or intrusion attempts.

We will conduct an interim review in December 2012 and this will be used to inform a decision on how to proceed with this access longer term.

If you have any further queries, please call the Service Desk on x9111 or log a 'IT Security' issue (in 'Security Requests') using the Multi-request form.

Regards,

Chief Information Officer
ComSuper
www.comsuper.gov.au

Senate Finance and Public Administration Legislation Committee
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Finance and Deregulation Portfolio

Department/Agency: Commonwealth Superannuation Corporation
Outcome/Program:
Topic: Social Media

Senator: Ryan
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b)   Does the department/agency monitor usage of social media?
    i.   If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks)
    ii.   If no, will the department/agency monitor usage in the future?

c)   Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

a)   Yes. CSC is conducting a social media pilot for the members of MilitarySuper between 1 November 2012 and 1 March 2013 using Facebook and YouTube. Content relates to Scheme education and information.

b)   Yes.
    i.   i) CSC only monitors the use of social media in relation to the pilot and does not anticipate monitoring general social media usage in the future.
    ii.   N/A.

c)   No.

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Finance and Deregulation Portfolio

Department/Agency: Future Fund Management Agency
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Topic: Social Media

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c) Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

a) No.
b) No.
    i. N/A.
    ii. The Agency will continue to review whether monitoring is required in future.
c) There is no indication that it does and we will continue to review whether monitoring is needed.