

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2013-2014

Finance and Deregulation Portfolio

Department/Agency: Department of Finance and Deregulation

Outcome/Program:

Topic: Social Media

Senator: Ryan

Question reference number: F89

Type of question: Written

Date set by the committee for the return of answer: Friday, 12 July 2013

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 issued.
- 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. Has there been a change to the department/agency protocols due to staff useage?
 - iii. If no, why not? 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) – c) Refer to response provided to F80 asked at the Supplementary Budget Estimates, October 2012.

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2013-2014

Finance and Deregulation Portfolio

Department/Agency: Australian Electoral Commission

Outcome/Program: General

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 useage peaks).
 - ii. Has there been a change to the department/agency protocols due to staff useage?
 - iii. If no, why not? 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. Few AEC staff have full access to social media.
 - ii. N/A.
 - iii. N/A.
- c) No.

Date:

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2013-2014

Finance and Deregulation Portfolio

Department/Agency: ComSuper

Outcome/Program:

Topic: Social Media

Senator: Ryan

Question reference number: F89

Type of question: Written

Date set by the committee for the return of answer: Friday, 12 July 2013

Number of pages: 4

Question:

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 - ii. Has there been a change to the department/agency protocols due to staff usage?
 - iii. If no, why not? 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. 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. See Attachment A 'CIO advice to All Staff - 22/10/2012'.

On 22 February 2013, ComSuper made these trial changes permanent. For Customer Information Centre staff however, access was enabled between 11:30 and 2:30 to not disadvantage them due to their shift based work.

A three month trial of all day access to YouTube has just been completed and ComSuper has made this access permanent also.

The permitted sites include: Facebook, Twitter, YouTube, Instagram and Flickr.

The sites LinkedIn, GooglePlus and MySpace are blocked, as are any sites that provide webmail facilities or are known to host, or are suspected of hosting, malicious, harmful or pornographic content.

b) Yes.

i. During the social media access trial, monitoring showed an expected increase in internet usage, but only between the hours of 12:30pm and 1:30pm.

Usage of social media is quite complex to break down; for example, hit rates on social media sites can be artificially high where non-social media sites trigger 'hits' due to advertising of, or embedded links to, social media sites.

There was no noticeable change when access to social media was made permanent. The increase caused by access to YouTube is minor.

ii. Yes

On 17 January 2013, staff were provided with a suite of Internet Usage Reports to enable self monitoring of their internet usage. Items reported include, websites visited, volume of downloads and number of hits on a site.

On 22 February 2013, Agency protocols were modified to support the permanent change enabling restricted access to approved social media sites only.

On the 7th of June 2013, the Agency's acceptable usage policies were updated to support permanent YouTube access.

iii. N/A

c) Not negatively.

Access to social media sites was timed to coincide with the lunch time period for staff so the impact on productivity is minimised.

Monitoring of the performance of ComSuper's systems indicates that providing access to approved social media sites has had negligible impact.

Access to YouTube has provided staff with increased access to work related material and as such enhances, rather than detracts from, productivity.

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

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ANSWERS TO QUESTIONS ON NOTICE
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Finance and Deregulation Portfolio

Department/Agency: Commonwealth Superannuation Corporation

Outcome/Program:

Topic: Social Media

Senator: Ryan

Question reference number: F89

Type of question: Written

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Number of pages: 2

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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, with the exception that CSC commissioned a social media program for the members of MilitarySuper from 1 March 2013 following completion of a pilot program from 1 November 2012. The content relates to Scheme education and information.
- b) No, except that CSC monitors the use of social media in relation to the MilitarySuper program
 - i. N/A
 - ii. No

- iii. There is no apparent evidence to support a need for monitoring of employee usage of social media. The organisation is enhancing its capacity to monitor internet use, and may monitor social media use by employees in the future if the need arises.

c) No

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Finance and Deregulation Portfolio

Department/Agency: Future Fund Management Agency
Outcome/Program:
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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) No
 - iii) 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.