



Prepared (also subject responsible if other) DEK/Robert Bunn		No. DEK-12:0016		
Approved DEK/Robert Bunn	Checked	Date 2015-05-05	Rev C	Reference

DEK Technologies ICT Policy

Context	Information and Communications Technology is the core enabler for DEK Technologies to provide the services that our customers rely on us to deliver on a day to day basis.
Purpose	<ul style="list-style-type: none">• We maintain a structured process view of our ICT operations, in order to provide a reliable, secure and adequate infrastructure to serve the needs of our clients, our employees and our company.• We require that all staff of DEK Technologies use our ICT facilities in a professional and responsible manner.
Benefits	<ul style="list-style-type: none">• Efficiency of operations.• Meeting client mandatory requirements (eg. security of information).• Better prepared for emergencies and future requirements.• A system which balances operational needs with capital costs and expenses.• Coordination across the various DEK sites.
Principles	<ul style="list-style-type: none">• We have an organization in place to manage ICT infrastructure at a central level, with appropriate support at local sites.• All aspects of our ICT are well documented at administration and user level.• DEK facilities should only be used for business (ie. not private) uses.• 'Information' must be protected in accordance with its security level. Management approval is required before information is released for public access.• ICT problems are logged and dealt with in accordance with user impact.• Security, cost, growth and maintainability will be considered in all decisions relating to ICT.• Customer needs are known and complied with, otherwise escalated to the DEK Management team.
Responsibilities	<ul style="list-style-type: none">• The DEK Technologies ICT Manager will ensure that all aspects of the ICT infrastructure run smoothly on a day to day basis, and that future requirements are planned in advance.• DEK employees must be fully aware of the contents of the ICT User manual, and be able to reach it via the below link.
Policy Scope	<ul style="list-style-type: none">• This policy applies to all sites within the DEK Group. Local site addendums to the User Manual may also exist.
Related Documents	<ul style="list-style-type: none">• DEK Technologies ICT User Manual, DEK-09:0021• DEK Technologies ICT Administration is managed through the ICTwiki, with archival of documents in the Alfresco ICT Management site
Related Links	ICT User information can be found at http://dekdoc.dektech.internal/ Alfresco ICT Au Management: http://alfresco.dektech.internal/page/site/ict-au/documentlibrary Alfresco ICT Global Management: http://alfresco.dektech.internal/page/site/global-ict/documentlibrary ICTwiki (Management): http://ictwiki.dektech.internal/