

**Q277**

## **LOCAL SYSTEM ADMINISTRATION POLICY**

### **Policy statement**

Local System Administrators are staff provided with additional rights to access, configure and manage IT resources of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service. These resources include network resources, desktop and laptop systems, and shared equipment / systems. Appropriate technical knowledge and ability, combined with a high degree of ethical and systematic decision-making, must accompany any actions undertaken as a Local System Administrator

This policy describes the roles and accountabilities of staff assigned with Local System Administrator rights in Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service.

This document complies with NDIS Practice Standards and Quality Indicators 2020, Standard 2 Provider Governance and Operational Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service including The Boards.

<b>Policy context:</b> This policy relates to	
Contractual obligations	Business Continuity / Risk Management
Legislative obligations	Australian Privacy Principals Privacy Act 1988

Local System Administrators of Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service must comply with the following requirements:

- Compliance with organisational policy and procedures, NDIS compliance frameworks and relevant legislation must be maintained at all times when undertaking local system administration tasks.
- Local system administration accesses or rights (including sharing Administration passwords) should not be allocated to other staff without prior approval from the Chief Executive Officer or Chief Operations Officer.
- IT security systems must not be circumvented or compromised in any work undertaken as a local system administrator.
- Software and software updates requiring an Administration password should not be directly installed without prior approval from the Chief Executive Officer or Chief Operations Officer.

**Q277**

**LOCAL SYSTEM ADMINISTRATION POLICY**

- Tasks should only be undertaken at a level commensurate with the Local System Administrator's knowledge, experience and understanding of the particular task. When it is identified that a task is beyond the skill or understanding of the Local System Administrator, the task should be deferred to a more highly skilled local administrator or to an IT service contracted by Enhanced Lifestyles or Lifestyles Assistance and Accommodation Service.
- All system administration tasks must be undertaken with a high degree of diligence, completeness and attention to detail, with appropriate communications being undertaken with staff and with the organisation's contracted IT System Administrator prior and subsequent to each task.
- Any errors (confirmed or expected) caused by a Local System Administrator must be immediately reported to the Chief Executive Officer and, as relevant, the organisation's contracted IT System Administrator.
- Local system administrators must act with the highest ethical standards when undertaking system administration tasks, observing privacy, confidentiality and data integrity guidelines at all times.
- If system administration tasks uncover a breach of organisational policy, NDIS standards or state / Commonwealth legislation, the breach must be reported to the appropriate authorities in a timely manner.

Enhanced Lifestyles and Lifestyles Assistance and Accommodation Service are to maintain a register of staff who possess local system administration rights, either as a full Local System Administrator or as a staff member with accesses and permissions at levels higher than the standard level for administrative staff.

Breaches of this policy will be subject to disciplinary action as appropriate.

**Documentation**

<b>Documents related to this policy</b>	
Related policies	Q212 – Organisation Structure: Responsibilities and Accountabilities Q276 – Data Breach Policy
Forms, record keeping or other organisational documents	Local System Administration Staff Register

**Q277**

**LOCAL SYSTEM ADMINISTRATION POLICY**