**GORDON POLICIES AND PROCEDURES**

**Information Technology Policy**

**Purpose**

This policy defines the rules that must be observed while conducting GORDON MENTORING activities using information technology.

**Scope**

This policy applies to all GORDON MENTORING University students and staff including staff and students of controlled entities, temporary employees, contractors, visitors and third parties (suppliers) and agents of the organisation who have access to GORDON MENTORING’s information systems or information, regardless of whether the information is held on GORDON MENTORING’s premises or at other locations, and/or are bound by GORDON MENTORING policy where their contract of engagement with the University specifically provides for this.

**Policy Provisions**

**1. Information Security**

1.1. All staff, students and contractors must ensure GORDON MENTORING information assets are handled in accordance with its information classification set out in the Privacy and Information Management policy.

1.2. Purpose built information processing facilities and equipment must be housed in secured areas, protected by a defined security perimeter, with appropriate environmental conditions. Only authorised individuals will be granted physical access to these secured areas.

1.3. The transfer of GORDON MENTORING information must be conducted in accordance with the Privacy and Information Management Policy.

1.4. Business and system owners are responsible for ensuring Information security-related controls are applied to GORDON MENTORING services, infrastructure, applications and information assets. This includes internally and externally hosted services.

**1.5. Security Culture**

1.5.1. Staff and students are responsible for keeping information secure and must follow the ITS security requirements.

1.5.2. Staff and students must complete any mandatory compliance course and attend information security training as required.

1.5.3 GORDON MENTORING must periodically inform students and staff on their accountabilities, responsibilities and appropriate information security practices.

**1.6. Third Party Security**

1.6.1. Information security clauses must be included in all contracts with third parties if they will have access to our students or GORDON MENTORING information.

1.6.2. Third party organisations accessing, storing, servicing GORDON MENTORING information/systems must comply with the Information Technology policy and information security requirements outlined in the contractual agreements.

1.6.3. All third parties who handles or stores student or GORDON MENTORING information must undergo a periodic information security review.

**1.7. Secure System Development**

1.7.1. All systems and services must be developed in accordance with GORDON MENTORING’s Information Security Systems Development Lifecycle (SSDLC).

**1.8. Reporting Information Security Incidents**

1.8.1. All actual or suspected information security breaches must be reported immediately using the GORDON MENTORING Information security incident process

**1.9. Access Management**

1.9.1. The Chief Information Security Officer is responsible for establishing and maintaining the password control statement.

1.9.2. The owner of the application or system is responsible for the safekeeping of the (privileged) Administrator password, including the combination of username and password for authentication purposes.

1.9.3. Access owner is responsible for ensuring that provision of access is based on business needs only and granted under the principle of “least possible access”.

1.9.4. End user password(s) must be kept secure and in accordance with the intent of this policy and the Ethics and Integrity Policy.

1.9.5. User’s credentials are reviewed for appropriateness on a periodic basis. It is the responsibility of Line Manager/Asset Owner to ensure user access is maintained for job function only

**2. Sourcing New Systems**

2.1. Prior to consideration of new technology or changes to existing technology, stakeholders must discuss with their designated Business Technology Partner possible existing system solutions.

2.2. All ICT assets sourced or procured must be assessed by ITS to ensure strategic alignment with Technology Architecture principles and standards defined by the Chief Technology Officer and outlined in the ICT Plan.

 **ICT Plan**

The experience demanded by today’s student is rapidly changing, and becoming increasingly dependent on leading edge technology. That’s why the GORDON MENTORING ICT Plan 2020 is so important.

The ICT 2020 plan has been developed in alignment with Shape GORDON MENTORING 2020 and anchors around the following five goals - designed to deliver a global model, better user experience, reduced cost and reduced risk.

1. Best in class digital student experience – Invest in new technologies which transform the student experience and underpin the digital strategy
2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation
3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model
4. Data to fuel differentiation & decisions – Ensure quality data and integrated systems are available to support data based decision making, and enable personalised and contextualised services
5. Simple & secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure

**3. Corporate Mobile Devices**

3.1. The Cost Centre manager authorises a corporate mobile device to be assigned to an employee. The mobile device remains the property of GORDON MENTORING at all times.

3.2. Occasional and low-cost personal use is acceptable when related to work activity (for example, when working away from the office or outside of normal working hours to confirm safe arrival or notify delay.) Unacceptable and high-cost personal use may be subject to reimbursement.

3.3. GORDON MENTORING will not reimburse the cost of phone calls made on behalf of GORDON MENTORING on personal mobile phones.

3.4. It is the responsibility of the authorised user and relevant cost centre to arrange repairs on damaged devices.

3.5. Mobile devices must not be bought using GORDON MENTORING issued credit cards.

3.6. The following rules apply for GORDON MENTORING Melbourne:

3.6.1 All new mobile services and devices must be arranged through GORDON MENTORING

3.6.2. GORDON MENTORING is responsible for ensuring all new or replacement corporate mobile devices and associated services are recorded in the central register.

3.6.3. Changes to existing devices and services, such as reallocation to a new user, must be recorded in the central register by following the Corporate mobile device policy process established and maintained by the Director, Technology-Learning, Teaching and Research.

3.6.4. It is the responsibility of the Cost Centre manager to ensure that a mobile device and SIM is returned by employees when they leave GORDON MENTORING using the Corporate mobile device policy process established and maintained by the Director, Technology-Learning, Teaching and Research.

3.6.5. Damaged devices must be repaired at an authorised service agent. Details for service agents can be obtained through ITS. Costs associated with repair are the responsibility of the owning cost centre.

3.6.6. Lost or stolen devices must be reported immediately via the Corporate mobile device policy process established by ITS.

3.6.7. Authorised users requiring international roaming services on a University mobile device whilst travelling overseas must complete a Mobile device international travel request as outlined in the Corporate mobile device policy process at least 5 days prior to departure.

3.7. The following rules apply for GORDON MENTORING Overseas Locations:

3.7.1. All new mobile services and devices must be arranged through HR.

3.7.2. HR is responsible for ensuring all new or replacement corporate mobile devices and associated services are recorded in the central register.

3.7.3. Changes to existing devices and services, such as reallocation to a new user, must be recorded in the central register by following the process established and maintained by the HR.

3.7.4. It is the responsibility of the Cost Centre manager to ensure that a mobile device and SIM is returned by employees when they leave GORDON MENTORING using the process established and maintained by the HR.

3.7.5. Damaged devices must be repaired at an authorised service agent. Details for service agents can be obtained through HR. Costs associated with repair are the responsibility of the owning cost centre.

3.7.6. Lost or stolen devices must be reported immediately via the process established by HR.

3.7.7. Mobile device users have an allowance of VND 200000 per month for all phone calls including international roaming.

3.8. The following rules apply for GORDON MENTORING Training:

3.8.1. All new mobile services and devices must be arranged through IT Operations and Support Manager.

3.8.2. IT Operations and Support Manager is responsible for ensuring all new or replacement corporate mobile devices and associated services are recorded in the central register.

3.8.3. Changes to existing devices and services, such as reallocation to a new user, must be recorded in the central register by following the process established and maintained by the IT Operations and Support Manager.

3.8.4. It is the responsibility of the Cost Centre manager to ensure that a mobile device and SIM is returned by employees when they leave GORDON MENTORING using the process established and maintained by the IT Operations and Support Manager.

3.8.5. Damaged devices must be repaired at an authorised service agent. Details for service agents can be obtained through IT Operations and Support Manager. Costs associated with repair are the responsibility of the owning cost centre.

3.8.6. Lost or stolen devices must be reported immediately via the process established by Director, IT.

3.8.7. GORDON MENTORING Training employees travelling overseas must book a time to visit an Infrastructure and Helpdesk Administrator in the GORDON MENTORING Training IT Group no less than five working days prior to their departure so devices such as smartphones, tablets and laptops can be configured correctly to support them while travelling overseas.

3.9. The following rules apply for GORDON MENTORING Europe:

3.9.1. All new mobile services and devices must be arranged through the Finance Officer with approval from the Senior Manager, Planning and Resources.

3.9.2. The Finance Officer is responsible for ensuring all new or replacement corporate mobile devices and associated services are recorded in the central register.

3.9.3. Changes to existing devices and services, such as reallocation to a new user, must be recorded in the central register by following the process established and maintained by the Finance Officer.

3.9.4. It is the responsibility of the Cost Centre manager to ensure that a mobile device and SIM is returned by employees when they leave GORDON MENTORING using the process established and maintained by the Finance Officer.

3.9.5. Damaged devices must be repaired at an authorised service agent. Details for service agents can be obtained through Finance Officer. Costs associated with repair are the responsibility of the owning cost centre.

3.9.6. Lost or stolen devices must be reported immediately to the Senior Manager, Planning & Resources.

3.9.7. International roaming must be requested in advance and approved by the Cost Centre manager.

**4. Policy Exemption**

4.1. Exemptions from this policy and other GORDON MENTORING policies relating to ITS use must be sought using the [ITS Policy exemption request policy process](http://www1.rmit.edu.au/browse;ID=xxs4fzo81ht9) determined by the Chief Information Security Officer. Exemptions must be sought prior to undertaking investigation of alternative

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1. **Definitions**

**Asset:** Anything that has value to the organisation.

**Information Asset:** Information assets are any data and information as well as related equipment, storage media or mechanisms, containing or processing data or information, relevant to GORDON MENTORING’s business functions.

**Information System:** A combination of application, service, information technology asset, or any other information handling component.

**IT Security Services:** A security system consisting of a combination of hardware and software that limits the exposure of a computer or computer network to attack from someone who seeks and exploits weaknesses in a computer system or computer network; commonly used on local area networks that are connected to the internet.

**Mobile devices:** All mobile phones, tablets and mobile broadband devices.

**Principle of “Least Access” (POLA):**The principle means giving a user account only those privileges which are essential to that user’s work.

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**Supporting Resources**

Supporting documents

[**ICT Plan 2020**](http://www1.rmit.edu.au/browse;ID=k0knthezprqz)

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Feedback link

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**Accountability**

All process, programs and other accountability will be allocated as appropriate and as agreed by appropriate governance or senior management.

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# **Frequently Asked Questions**

Here are some answers to questions you may have about the mentoring program.

**Who can be a Mentor?**

This program is open to Industry Professionals who typically have three or more years of professional workforce experience in a supervisory, management or leadership capacity and who have a willingness to share their expertise and experience.

**What will my time commitment be?**

The amount of mentoring time you devote to your partnership is flexible, but a minimum contact time of one hour per month is required. You may be able to meet more frequently or agree to email or phone contact between meetings. Mentoring partnerships will typically run for 12 weeks, but may be ended early if all their questions are answered or extended, if both parties agree.

**What guidance will my student Mentee require?**

Mentees are expected to drive the relationship as they may have different mentoring needs – general career advice, career planning, information on further studies, personal encouragement and confidence building, and/or specific guidance on sourcing jobs and internships.

Your first meeting will offer the perfect opportunity to discuss your Mentees specific needs and expectations. You may find the Mentoring Agreement which lists potential mentoring topics and offers a good starting point and structure for your discussions. This will be sent to you when your partnership commences.

**My Mentee and I are not located in the same city - what are our options?**

If you are located outside of Melbourne, you may want to connect with your Mentee through “remote mentoring” via email or video conference technology such as SKYPE or Google Hangouts for example.

**Will I be inundated with requests from Mentees?**

When a student requests a partnership, you have 5 days to accept or decline the request before it expires. When you receive a request, please review and “accept” or “reject” as soon as possible. If the second Mentor accepts the request from the student first, the partnership request to you will automatically close. If for any reason, you are unable to mentor a student, we recommend that you decline the request and provide a reason.

**Can I work with more than one Mentee at a time?**

Yes absolutely. You can control how many students can approach you to be their Mentor.

**What if I am concerned about an aspect of my partnership?**

We encourage you to discuss this with your Mentee in the first instance. Identify your areas of concern regarding the partnership. If you are unable to resolve an issue between you and your Mentee, you can seek advice and guidance from the GORDON MENTORING team – contact details: paulgordonpro@gmail.com T: 07960 185 212. We will provide our full support to resolve the situation in a positive manner for both parties.

**Can international students work in London?**

Working while studying in London is a great opportunity for international students to learn about the English work place, further develop skills and start developing a professional network. Work restrictions and conditions may apply, depending upon the student’s visa.