

SFJCCDF1.1

Maintain the security of data through your own actions



Overview

This standard is about taking personal responsibility for protecting information in your area of responsibility. It includes protecting sensitive information both within the workplace, and if required, outside the workplace.

Who this standard is for

This standard applies to anyone whose responsibilities include accessing, using, sharing or transferring sensitive information.

SFJCCDF1.1

Maintain the security of data through your own actions

Performance criteria

You must be able to:

- P1 ensure that areas where information is stored are only accessed by authorised personnel
- P2 ensure sensitive information is only seen or heard by authorised personnel
- P3 keep documents, computers or electronic equipment containing sensitive information secure
- P4 ensure information is not changed in any unauthorised way
- P5 assess the benefits and risks before sharing information with others
- P6 share relevant information only with those who need to use the information
- P7 check that you have the authority to release any information to others and that when required, it is sent securely
- P8 carry sensitive information outside the workplace only when really necessary and it can be adequately protected
- P9 retain information only as long as it is required, in accordance with organisational policy
- P10 ensure that information is destroyed properly when it is no longer required
- P11 seek guidance about maintaining the security of data when required

SFJCCDF1.1

Maintain the security of data through your own actions

Knowledge and understanding

You need to know and understand:

- K1 the different forms in which information can exist
- K2 the value and sensitivity of the information you deal with
- K3 why protecting information is important to you, your organisation and others outside your organisation
- K4 the potential implications of an information security incident to you, your organisation and others outside your organisation
- K5 the purpose of a protective marking system and how it indicates the value and sensitivity of information
- K6 why documents containing sensitive information should never be left lying around
- K7 how to protect information held on a computer, including the use of passwords
- K8 how to keep passwords secure and what action to take if you suspect someone has found out your password
- K9 when permission is needed before information sharing can take place
- K10 methods of sending information securely according to the value and sensitivity of information and the level of protection it needs
- K11 how and when to edit documents or records to remove sensitive information before sharing it with others
- K12 why sensitive information must not be emailed to, or stored on a home PC
- K13 the circumstance when you may be allowed to take sensitive information outside the workplace
- K14 how to minimise the risks of carrying sensitive information outside the workplace
- K15 how to obtain guidance about maintaining the security of data
- K16 how to properly dispose of paper documents
- K17 how to arrange for computer media (eg CDs, DVDs, USB memory sticks and floppy discs) to be made unreadable before being disposed of properly
- K18 how to arrange for all information to be properly removed from computers, hard drives and other ICT equipment before disposal
- K19 your organisation's policies and guidelines for the retention, protection and disposal of information
- K20 current and relevant legislation setting out how sensitive information should be handled, shared and transmitted

SFJCCDF1.1

Maintain the security of data through your own actions

Additional Information

Behaviours

- 1 You take personal responsibility for maintaining the security of data at all times
- 2 You remain alert to the possible consequences of carrying sensitive information and never take unnecessary risks
- 3 You keep documents, computer media or electronic equipment with you at all times if they need to be taken outside the workplace

SFJCCDF1.1

Maintain the security of data through your own actions

Developed by	Skills for Justice
---------------------	--------------------

Version number	1
-----------------------	---

Date approved	June 2010
----------------------	-----------

Indicative review date	June 2013
-------------------------------	-----------

Validity	Current
-----------------	---------

Status	Original
---------------	----------

Originating organisation	Government Skills
---------------------------------	-------------------

Original URN	CC DF1.1
---------------------	----------

Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
-----------------------------	---

Suite	NOS for Operational Delivery Contact Centre roles
--------------	---

Key words	Operational Delivery, Contact Centre, Information, data, sensitive, security, protecting
------------------	--