

# **Queensland Government employee access to SmartMap Information Services (SMIS)**

**Policy and Procedure  
for the access and use of SMIS**

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Version 2.01**

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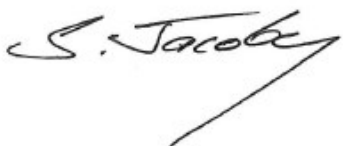
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## Version History

Version	Date	Amended By	Notes
Draft	26/02/2013	Mary Pippas Snr Project Officer, LS&SIA	Initial draft
1.00	02/04/2013	Mary Pippas Snr Project Officer, LS&SIA	Document updated post review by Land Systems and Spatial Information Access Managers
1.01	16/12/2015	Jemma Holcombe A/Snr Information Officer, LSSS	Document update for Machinery of Government (MoG) changes
2.00	18/01/2016	Wayne Fry Director, LS&SIA	Minor edits
2.01	01/02/2019		Rebranded to new template due to departmental name change.

## Approval

<p>Steve Jacoby</p> <p>Executive Director, Land and Spatial Information</p>	 <p>25 May, 2016</p>
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## 1. Purpose

The purpose of this policy and procedure is to define the conditions under which Queensland Government employees can access and use SmartMap Information Services (SMIS) provided by the Department of Natural Resources, Mines and Energy (DNRME).

This policy has been prepared so that authorised users and managers understand their responsibilities and the expectations of DNRME. This policy should be read in conjunction with the *Public Sector Ethics Act 1994*, the *Public Service Act 2008* and the *Code of Conduct for the Queensland Public Service*.

Access by any other party will be governed by an appropriate agreement.

## 2. Background

SMIS is a linking network that brings together a selection of key elements from different departmental databases. Some of the databases networked at the present time are the Digital Cadastral DataBase, Aerial Photography DataBase, Automated Titles System and Queensland Valuation and Sales. SMIS provides the ability to concurrently access these databases and once accessed it is possible to display the information on screen, print a condensed textual report of that information and/or request a map showing that information spatially and/or produce a copy of the survey plan over any area of interest.

From SMIS a number of standard map products are available:-

- Cadastral maps;
- Surveying maps;
- Valuation maps;
- Property Sales SmartMaps and
- the facility to customise a client request to meet specific requirements.

## 3. Policy

- Access to SMIS is provided to Queensland Government employees for the sole purpose of undertaking official duties. Personal use is not permitted.
- No inter-agency agreement is required to permit other Queensland Government (non-DNRME) employees access to SMIS. Government Owned Corporations are not considered Queensland Government employees.

## 4. Principles

Use of SMIS must conform to the following principles:-

1. Use and/or access must be for authorised purposes, as defined by this policy and procedure.
2. Queensland Government employees must conform to ethical work practices as outlined in the Queensland government Code of Conduct when using SMIS;
3. Queensland Government employees must not use the services for private use as defined by this policy and procedure.
4. Queensland Government employees found to be engaging in unauthorised use may be subject to disciplinary action.

## 5. Authority

*Criminal Code Act 1899*

*Information Privacy Act 2009 (Qld)*

*Public Records Act 2002 (Qld)*

*Public Sector Ethics Act 1994 (Qld)*

*Public Service Act 2008 (Qld)*

*Code of Conduct for the Queensland Public Service*

## 6. Scope

This policy and procedure applies to all authorised DNRME employees and any other Queensland Government employees using SMIS, inclusive of:-

- permanent, temporary and casual employees;
- contractors and consultants;
- trainees and cadets;
- work experience and industry placements;
- volunteers.

## 7. Procedure

Access to SMIS must be requested by the relevant manager/supervisor of the staff member. Due to Machinery of Government changes, there are different ways for DNRME and other Government employees to request access to SMIS.

### 7.1 Obtain access

- Employee (or their manager) must email Land and Spatial Systems Support at [LandandSpatialSystemsSupport@dnrme.qld.gov.au](mailto:LandandSpatialSystemsSupport@dnrme.qld.gov.au)
- Land and Spatial Systems Support will reply with a "System Access Request" form
- Employee completes, electronically signs and emails the form to their supervisor/manager
- The supervisor/manager electronically signs and emails the form to [LandandSpatialSystemsSupport@dnrme.qld.gov.au](mailto:LandandSpatialSystemsSupport@dnrme.qld.gov.au)

Should the form not be able to be electronically signed, please print, sign, scan and then email it to: [LandandSpatialSystemsSupport@dnrme.qld.gov.au](mailto:LandandSpatialSystemsSupport@dnrme.qld.gov.au).

### 7.2 Password use and resetting

Passwords issued must not be provided to any other person.

Employees in the ITP cluster (LANDS domain) should use their network login details to access SMIS.

If you require a password reset email [LandandSpatialSystemsSupport@dnrme.qld.gov.au](mailto:LandandSpatialSystemsSupport@dnrme.qld.gov.au). This process may take up to 2 Business Days to action.

### 7.3 Removing and reinstating SMIS access

The SMIS administrator undertakes periodic reviews of SMIS user access. If a user does not access SMIS for a period of six months, the SMIS administrator will automatically remove their access.

Reinstatement of a deleted account will require a Manager/Supervisor to re-authorise as if the user is a new user.

If the relevant manager/supervisor deems the removal of SMIS access rights to a previously authorised user is necessary, the manager/supervisor must request this as per the procedures outlined above.

If a user changes their position, agency, name or email address, the SMIS administrator will automatically deactivate their account. They must reapply for access as per the procedures outlined above.

#### **7.4 Removing and reinstating SMIS access**

Personal use of SMIS using your logon credentials is not permitted. Any employee can officially obtain SMIS information for non-business use by paying the appropriate fees at a DNRME departmental business centre. A listing of all departmental business centres can be found at - <https://www.dnrme.qld.gov.au/our-department/contact-us>.

### **8. Responsibilities**

All requests are directed initially to [Land and Spatial Systems Support](#) where they are then forwarded to the appropriate unit for action. Responsibilities relevant to the access and use of SMIS are as listed below:-

#### **8.1 Authorised Users**

- Must sign a "System Access Request" form and submit this to their manager before a new user account is created;
- Only request SMIS access for official purposes;
- Only use SMIS for official purposes;
- Ensure the system is not utilised for personal use while logged on via their personal logon credentials.
- Be aware that their use of SMIS must be able to withstand peer and public scrutiny and/or disclosure, which may require an authorised user to explain any alleged misuse.
- Ensure they abide by Information Privacy Principles in the Information Privacy Act 2009 and Queensland Government Code of Conduct provisions when accessing SMIS.
- Comply with the Queensland Government Code of Conduct and any related departmental policies, standards and guidelines when using SMIS.
- Reapply for access if modifications are required to access; position/role, name change, agency, email address to ensure access relates to current role.

#### **8.2 Managers/Supervisors of authorised users**

- Approve requests for access to SMIS.
- Maintain appropriate records of reasons why they approve a staff member to have access to SMIS.
- Ensure authorised users under their supervision have read and are familiar with the requirements of this policy and procedure regarding business purposes only and conform to ethical work practices in accordance with the Code of Conduct and are aware of and understand the consequences of non-compliance.
- Monitor the use of SMIS and where misuse is suspected; request the appropriate investigation into SMIS access and use.
- Take appropriate action regarding identified breaches of this policy and procedure.
- Request the removal of SMIS access rights where appropriate (including when the user leave their team).

### **8.3 Managers, Land and Spatial Systems Support**

- Manage the email account where government employees must apply for access.
- Undertake periodic audits of SMIS system administrators.
- Assist and advise in relation to the technical needs and difficulties faced by users e.g. use of the system or reporting of error messages.
- Remove SMIS access to users who have not accessed the system for a period of six months, or have left the employment of Queensland Government or have changed agencies or roles without obtaining approval in their new role.

### **8.4 Director, Land Systems and Spatial Information Access**

- Maintain and make accessible this policy.
- Assist with any investigation regarding unauthorised or inappropriate use of SMIS.
- Ensure appropriate tools are available to enable logging and monitoring of SMIS requests.
- Maintain appropriate logon advice regarding authorised users responsibilities.
- Ensure regular review of access is undertaken.

### **8.5 Executive Director, Land and Spatial Information**

- Ensure that periodic reminder notifications are sent to all authorised users to remind them of their responsibilities in using SMIS.

## **9. Review**

This policy will be reviewed every two years, with next review due in January 2018.

## **10. References**

Code of Conduct for the Queensland Public Service -

<http://www.psc.qld.gov.au/library/document/catalogue/equity-ethics-grievance/gps-code-conduct.pdf>

QGCIQ, Information Security Standard –

<http://www.qgcio.qld.gov.au/products/qgea-documents/549-information-security/2704-informationsecurity-is18>

## **11. Keywords**

SMIS; DCDB; Smartmaps; property sales;