

Queensland Government employee access to SmartMap Information Services (SMIS)

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

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Version 2.02

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Version History

Version	Date	Comments
Draft	26/02/2013	Initial draft
1.00	2/04/2103	Document updated post review by Land System and Spatial Information Access Managers
1.01	16/12/2015	Document update for Machinery of Government (MoG) changes
2.00	18/01/2016	Minor edits
2.01	1/02/2019	Rebranded to new template due to departmental name change
2.02	12/01/2021	Review as result of Machinery of Government changes and to meet the review period requirement.

Approval

Position	Name	Date
Steven Jacoby Executive Director, Land and Spatial Information		12/1/21

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1 Purpose

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

This policy has been prepared so that authorised users and managers understand their responsibilities and the expectations of the department. 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 times are the Digital Cadastral Database, Automated Titles System and Queensland Valuation and Sales Gateway. SMIS provides the ability to concurrently access these databases and once accessed it is possible to display the information on screen, print a condensed textural report of that information and/or request a map showing that information spatially and/or produce a copy of the survey plan or title search 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. Queensland Government employees are considered those working for the departments listed at: <https://www.qld.gov.au/about/how-government-works/government-structure> . Government Owned Corporations are not considered Queensland Government employees.
- Personal use of SMIS is not permitted.
- No inter-agency agreement is required to permit other Queensland Government (non-Department of Resources) employees access to SMIS.

4 Scope

This policy and procedure applies to all authorised Department of Resources employees and all 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.

5 Procedure

Access to SMIS must be requested by the relevant manager/supervisor of the staff member.

5.1 Obtain access

- Employee (or their manager) must email Land and Spatial Systems Support at LandandSpatialSystemsSupport@dnrme.qld.gov.au .
- Land and Spatial Systems Support will reply with a “System Access Request” form.
- Employee complete, 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 .

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

5.2 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 to access SMIS.

If a password reset is required, email LandandSpatialSystemsSupport@dnrme.qld.gov.au . This process may take up to 2 Business Days to action.

5.3 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 by emailing LandandSpatialSystemsSupport@dnrme.qld.gov.au .

5.4 User changes personal details or agency

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.

5.5 Personal access to SMIS generated products

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 Department of Resources business centre.

6 Responsibilities

All requests are directed initially to LandandSpatialSystemsSupport@dnrme.qld.gov.au where they are then forwarded to the appropriate unit for action. Responsibilities relevant to the access and use of SMIS are as listed below:

6.1 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, ensuring the application is not utilised for personal use while logged on via their 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.
- Comply with the Queensland Government Code of Conduct and any related departmental policies, standards and guidelines when using SMIS.
- Reapply for access if modification are required to access, position/role, name change, agency, email address to ensure access relates to current role.

6.2 Managers/Supervisors of authorised users

- Approve requests for access to SMIS.
- Maintain appropriate records 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 (including possible disciplinary action).
- Monitor the use of SMIS and where misuse is suspected, request 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 leaves their team).

6.3 Manager, 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 access the application 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.
- Ensure that periodic reminder notification are sent to all authorised users to remind them of their responsibilities on using SMIS.

6.4 Manager, Access Solutions

- Assist with any investigation regarding unauthorised or inappropriate use of SMIS.
- Ensure appropriate tools are available to ensure logging and monitoring of SMIS requests.
- Maintain appropriate login advice regarding authorised users responsibilities.

6.5 Director, Land Systems and Spatial Information Access

- Maintain and make accessible this policy.
- Ensure regular review of access is undertaken.

7 Authority

Public Sector Ethics Act 1994 (Qld)

Public Service Act 2008 (Qld)

Code of Conduct for the Queensland Public Service

8 Review

This policy will be reviewed every two years, with the next review due in January 2023 unless required earlier due to operational changes.

9 References

Code of Conduct for the Queensland Public Service – <https://www.forgov.qld.gov.au/code-conduct-queensland-public-service>

10 Keywords

SMIS; DCDB; Smartmaps; property sales;