



IT POLICY

IT service provision

The Ministry provides IT Services in partnership with essensys, our technology partner. Use of the WiFi, physical network, internet access and unified communications equipment and services is subject to compliance with our technology partner's End User Policy. Breaches of the EUP published at <https://essensys.tech/eup/> may result in restrictions being placed on the use or complete revocation of access to The Ministry's IT facilities and services.

WiFi

Guest and social members WiFi

A shared connection is provided for building Guests and Social Members. You are responsible for the activity of your Guests on our network. We restrict access to inappropriate websites and internet traffic (e.g. torrents and the dark web). We may disconnect anyone from the WiFi should they breach our policy.

Secure WiFi

We provide segregation between each Client company by means of VLANs. You must not disclose the credentials used to connect to the Secure WiFi. Only 3 devices may be connected to the Secure WiFi per Member. Guests may not connect to Secure WiFi without assigning a Membership to each Guest you wish to connect.

3rd party Wi-Fi

You may not operate your own Wi-Fi system (or other equipment that broadcasts in the radio frequency spectrum with the exception of GSM-compatible mobile telephones and Bluetooth-certified devices) in the building as this may cause interference with the building's systems.

Cabled access

Depending on your Membership you may be able to access the network via a network port assigned to you. You must not connect or disconnect any equipment to ports which are not assigned to you. Should you wish to connect you will be required to provide an RJ45-terminated Cat-6 certified network cable. Cables should be in good order and you must follow the cable routing instructions provided by our staff.

Shared internet connection

By default, internet access is provided over a shared superfast connection. If your usage is considered to impact the service provided to others The Ministry may apply restrictions to your internet access or require that you upgrade your internet access to an exclusive connection so that all members benefit from the service equally. We restrict access to inappropriate content and network protocols (e.g. torrents and the dark web)

Exclusive internet connection

Members wishing to obtain a dedicated internet connection speed should upgrade to an Exclusive Internet Connection which provisions non-contended internet access.

Dedicated public IP address

Should you require custom firewalling and port configuration you will need to purchase a Dedicated Public IP address and Exclusive Internet Connection and configure your own firewall.

Hosting internet services

If you wish to host services accessible from the internet you must have a Dedicated IP Address and Exclusive Internet Connection. You may not host services provided to the public on The Ministry network nor should the expected traffic consumed by your service exceed the size of your Exclusive Internet Connection, The Ministry reserves the right to temporarily disconnect your service should the traffic negatively impact our infrastructure.

Network security

The Ministry and our technology partner secure the network by means of a firewall and logical segregation of systems on our network infrastructure by means of VLANs.

Connections to the WiFi network are secured by 802.1X. Further details of the security implemented across our network is available on request.

You are responsible for securing your own systems and data and should not solely rely on the measures that The Ministry puts in place. The Ministry will not be liable for any damage to systems or data arising from network access, Members should take appropriate steps to secure their systems and data. You, or any third party instructed by you, may not test the security, performance or resilience of our systems by any means.

Printing

A printer is provided on each floor. To release pages from a printer requires that you identify yourself to the printer by means of your Membership Card. The cost of each printed page is added to your monthly Fee, a schedule of page printing costs is available on the Member Portal. Do not attempt to disconnect or tamper with the smart card readers attached to any printer. Should a printer not operate or require consumable supplies, such as paper or toner, please request assistance from our staff, do not attempt to resolve the issue yourself.

Members taking a Space or Private Office may bring their own printer.

Unified communications

Phones are provided in meeting rooms. You must log on to the conference phone with your Authorisation Code to make calls. You are responsible for logging off the phone after you have finished using the room. You will be liable for payment of any call charges incurred from a meeting room phone while the phone is logged in under your credentials.

For a monthly charge you can request a softphone or telephone handset (unavailable for Social Members) this will connect to the network port assigned to your desk, a network port on the handset provides LAN pass-through to your computer. If you have an existing telephone number or DDI range we can assist you with porting the number(s) to our system, a one-off charge will be made for this. You will be liable for all service charges attributed to the handsets and telephone numbers assigned to you, a telephony rate card is published on the Member Portal. If you have a desk in an open space or fixed desk we recommend that you log off your phone when you are away from your desk. Phones in

closed offices can be protected by ensuring the door to your office is locked when unoccupied.

Further details of the features of the Unified Communications system is available on the Member Portal.

Third-party phone systems

We will attempt to assist you in the setup of third-party phone systems, however we may not be able to configure our network to work with both our system and yours. In which case you will need to port your number(s) to us and subscribe to our UC system or port your numbers to another provider known to be compatible.

Meeting room audio video equipment

You may connect your laptop or mobile device to the screens in meeting rooms wirelessly, this requires the installation of an app on your device. The wireless connection will be suitable for most presentations; however, we recommend using a cabled connection for content that contains video.

It is possible to connect to all screens via an HDMI port in each meeting room (you may need to request an HDMI cable from our staff) we provide connectivity via HDMI, Mini Display Port and USB-C, you will need to provide an adapter for other video connection types.

In meeting rooms where a webcam is provided connectivity is via a USB-A cable.

Please ask The Ministry staff for assistance with the equipment, do not connect any other equipment, disconnect our equipment or attempt to reconfigure any of the meeting room systems. We may make a charge to your Account for the reconfiguration of any equipment should you or your Guests interfere with the meeting room systems.

Technical support

Our staff will help you utilise the IT facilities in the building; The Ministry does not warrant that your devices will connect to our network, AV equipment and printers should your device fail to do so after following known-good operating procedures. We are unable to provide support for your systems and applications.

System downtime

To maintain and improve our systems we and our technology partner may schedule planned system downtime. Normally planned downtime will be scheduled to take place during Non-Primary Hours and 8 hours' notice will be given. In the event of a system failure or to prevent an impending failure or address security issues we reserve the right to carry out emergency maintenance and resultant downtime, we will provide Members with as much notice as possible before emergency maintenance takes place.

Definitions

Member

A person holding a valid Membership.

Guest & Guests

A non-member invited to The Ministry by a Member, members are responsible for the supervision and actions of their Guests.

Membership

A subscription to The Ministry.

Membership Card

A non-transferable smartcard issued to each member providing access to the building its facilities.

Account

Your periodical subscription fees and any product and services charge incurred within the period or raised in arrears of a prior period.

Dedicated public IP address

A publicly routable IP address as issued by IANA.

Exclusive internet connection

A uncontended connection to the public internet which will operate at speeds up to a maximum specified bit rate.

Non-primary hours

8pm to 8am Monday to Friday and all-day Saturday, Sunday and Bank Holidays in England & Wales.