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# SOCIAL MEDIA GOVERNANCE TOOLKIT CONTENTS LIST

## Document Control

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### Social Media Governance Documents

ISMS DOC 1 Protection and Control of ISMS Documentation  
SMG DOC 2 Social Media Records Management  
SMG DOC 3 Branding and Style Guidelines  
SMG DOC 3.1 Social Media Metrics  
SMG DOC 4.6 Social Media Roles and Responsibilities  
SMG DOC 5.1 Social Media Policy  
SMG DOC 6 Social Media Governance Framework  
SMG DOC 7.3 Social Media Communications Policy  
SMG DOC 7.12 Social Media Blogging Guidelines  
SMG DOC 7.13 Social Media Facebook Guidelines  
SMG DOC 7.14 Social Media LinkedIn Guidelines  
SMG DOC 7.15 Social Media Instant Messaging Guidelines

SMG DOC 7.16 Social Media Instant Messaging Guidelines 2  
SMG DOC 7.17 Social Media Skype Guidelines  
SMG DOC 7.18 Social Media Twitter Guidelines  
SMG DOC 7.19 Social Media YouTube Guidelines  
SMG DOC 8 Social Media Training Policy Statement  
SMG DOC 11.3 Social Media User Guidelines  
SMG DOC 15 Social Media Legal Guidance  
SMG REC 9.1.1 Blog Proposal  
SMG REC 9.3.1 LinkedIn Group Proposal  
SMG REC 9.7.1 Twitter Page Proposal  
SMG REC 9.9.1 YouTube Proposal  
Social Media Strategy Framework  
ITG Branding Guidelines  
ITG Corporate Style Guide

### Social Media Governance Security Documents

SMG DOC 7.2 Social Media Acceptable Use Policy  
SMG DOC 7.6 Information Security Classification Guidelines  
SMG DOC 10.4 Privacy Procedure  
SMG DOC 10.12 Controls against Malicious Code (Malware)  
SMG DOC 10.13 Backup Procedures  
SMG DOC 10.18 Social Media Monitoring Procedure

SMG DOC 11.4 Username and Password Management  
SMG DOC 13.2 Social Media Incident Management  
SMG REC 13.1A Social Media Weaknesses, Events and Abuse Report  
SMG REC 13.5 Schedule of Information Security Events Report

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### Blank Templates

Basic Checklist Template  
Basic Meeting Agenda Template  
Basic Meeting Minutes Template  
Basic Policy Template  
Basic Procedure Template

Basic Schedule Template  
Basic Service Level Agreement  
Template  
Basic Work Instruction Template

### Other Documents

Social Media Governance Toolkit User Instructions  
Social Media Governance Toolkit Copyright License Agreement  
Roles and Responsibilities Matrix  
Contents Comparison Table

### **Change History Record**

Issue	Description of Change	Date of Issue
1	Initial issue	April 2010
2	Multiple Minor Changes throughout all documents to enable better integration with all toolkits.	31 August 2010