

CITY OF PAGE

Information Technology Policies and Procedures

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Purpose:

To establish a policy to ensure the proper use of the City of Page's computer and telecommunication resources and services by its employees, independent contractors, and other computer users. All computer users have the responsibility to use the computer resources in an efficient, effective, ethical, and lawful manner. In an effort to avoid computer system configuration instability, every new and existing computer on the network will be designed or modified to meet the Information Technology Department "standard" configuration of hardware, operating system and client applications. System standardization reduces service and support resolution times, while "non-standard" configurations introduce an open ended "hardware/software conflict discovery" time component which increases the complexity of the service call. The following policy, rules, and conditions apply to all users of the City's computer and telecommunication resources and services, wherever the users are located.

Policy:

The City of Page has the right to monitor any and all aspects of the computer system, including employee e-mail, to ensure compliance with this policy. The computers and computer accounts given to employees are to assist them in the performance of their jobs. Employees should not have an expectation of privacy in anything they create, send, or receive on the computer. Computer users are governed by the following provisions, which apply to all use of computer and telecommunication resources and services. Computer, telecommunication resources and services include, but are not limited to, the following: host computers, servers, workstations, standalone computers, laptops, software, and internal or external communications networks (Internet, commercial online services, bulletin board systems, voice mail, and e-mail systems) that are accessed directly or indirectly from the City of Page's computer and telecommunication facilities. This policy may be amended or revised periodically as the need arises.

Definitions:

- The term "**users**" as used in this policy, refers to all officials, employees, independent contractors, and other persons or entities accessing or using the City of Page's computer and telecommunication resources and services.
- The term "**IT**" as used in this policy, i.e. "IT Work Order" is an abbreviation for information Technology.
- The term "**Information Technology Department**" as used in this policy refers to the City of Page Information Technology Department.
- The term "**IT Work Order**" as used in this policy refers to work order forms provided by the Information Technology Department to have work done on the City of Page's computer and telecommunication resources and services.
- The term "**standard**" refers to Information Technology Department approved hardware and software. This approval process is achieved through testing and research by the Information Technology Department. Since technology is constantly changing, the standards for hardware are also constantly changing. The Information Technology Department maintains a set of standards for hardware which will be provided upon request. The following list indicates, but is not limited to, the current "standard" software (network and client operating system and applications) as of November 1, 1999. Updated lists will be provided from the Information Technology Department as they become available.
 - "STANDARD" Network Operating System: MS Windows NT Server 4
 - "STANDARD" Client Operating System: MS Windows NT 4 Workstation

- “STANDARD” Application Software: MS Office 97 (Excel, Word, Access, Power Point, etc)
 - “STANDARD” Application Software: MS Office 2000 (Excel, Word, Access, Power Pt., etc)
 - “STANDARD” Application Software: Corel Office 7/8 (Quattro, Wordperfect, Paradox, etc)
 - “STANDARD” Application Software: Knowledge Point (Performance Now)
 - “STANDARD” Antivirus: Innoculate IT by CAI
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- Official City of Page Web Site Address: www.ci.page.az.us
 - Department specific applications, but not limited to, (Universe, CISCO, SENSYS, Laser Fiche, AutoDesk)
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- The term “**non-standard**” refers to hardware or software not approved by the Information Technology Department.
 - The term “**native file format**” refers to the means by which each computer program originally stores data in a proprietary file that only they can read. Over time the major software developers provided their customers with a way to read files created with competitive computer programs. The following list indicates, but is not limited to, the current “approved” native file formats” and extensions as of November 1, 1999. Updated lists will be provided from the Information Technology Department as they become available.
 - “APPROVED” All Standard Word Processors: Corel Word Perfect 6.0/6.1, “wpd”
 - “APPROVED” All Standard Word Processors: MS Word 6.0/95, “doc”
 - “APPROVED” All Standard Word Processors: Rich Text Format, “rtf”
 - “APPROVED” Graphic files and photos: “gif” and “jpg”
 - “APPROVED” Web Pages: “Html” or “Htm”

Provisions:

1. Users must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property. All licenses and licensing information will be maintained by the Information Technology Department.
2. Fraudulent, harassing, embarrassing, indecent, profane, obscene, intimidating, or other unlawful material may not be sent by e-mail or other form of electronic communication or displayed on or stored in the City of Page’s computers. Users encountering or receiving such material should immediately report the incident to their supervisor and/or the Management of Information Technology Department.
3. Users shall use the same care in drafting e-mail, voice mail and other electronic documents as they would for any other written/verbal communication. Anything created on the computer can and may be reviewed by others.
4. Users may not install “non-standard” software onto their individual computers or the network without first submitting an “IT” Work Order and then receiving express written authorization to do so from the Management of the Information Technology Department. “Standard” software support levels are as follows:
 - **LEVEL 3: Fully supported software.** Management of Information Technology Department will purchase (license), install and test software for compatibility with all supported server and desktop environments. Upgrade software when new releases become available, and provide both classroom training and one-on-one assistance. The “Standard” software includes, but is not limited to: operating systems, word processors, spreadsheets, e-mail/schedulers, office suites, and browsers.
 - **LEVEL 2: Acceptable alternative software.** Software that fully supports the “native file formats” of Level 3 software generally falls into this category. The requesting department buys this software through the Information Technology Department or by the approval of the Management of the Information Technology Department. The Information Technology

Department will install the software (depending upon vendor conditions) and the upgrades as they become available unless prior arrangements have been made through a department head in writing via "IT" Work Orders. The Management of Information Technology Department does not, however, provide classroom training or one-on-one support when the software does not meet the standards of Level 3. Training and support, however, can be provided or contracted through outside sources with the coordination of the Information Technology Department and the department head.

- **LEVEL 1: Departmental software.** Any department may choose to buy and support whatever software seems important to its organizational success as long as this software is compatible with, and not destructive to, the overall network, client, and system environment. The Information Technology Department will participate in the purchase and selection process. The requesting department shall assume full responsibility for the installation and management of the software (Management of Information Technology Department shall monitor and / or assist). The Management of Information Technology Department has no operational involvement.
 - **LEVEL 0: Software that is not acceptable in the organization.** This includes any "non-standard" application software, shareware, games, screen savers, utilities, etc., not supported by or compatible with the current network, client operating system, and other applications meeting the conditions of Level 1-3 above. Compatibility is determined through testing and research by the Information Technology Department. All software must have the approval of the Management of the Information Technology Department before being used or installed.
5. Users should not read, delete, alter or copy a file belonging to another user without first obtaining permission from the owner of the file. The ability to read, delete, alter, or copy a file belonging to another user does not imply permission to read, delete, alter, or copy that file.
 6. The computer and telecommunication resources and services of the City of Page may not be used for the transmission or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (viruses and/or self-replicating code), political material, or any other unauthorized or personal use.
 7. Users are responsible for safeguarding their passwords for the system. Individual passwords should not be printed, stored online, or given to others. Users are responsible for all transactions made using their passwords. All passwords must abide by the following guidelines.
 - a.) Must contain alpha-numeric characters
 - b.) Must be a minimum of 8 characters in length
 - c.) Users may not use passwords with personal or familiar references
 - d.) Users may use phrases meeting the conditions of a.) and b.)
 - e.) Users may use upper or lower case character or other acceptable symbols
 - f.) All passwords must be approved by the Information Technology Department
 8. A user's ability to connect to other computer systems through the network does not imply a right to connect to those systems or to make use of those systems unless specifically authorized by the operators of those systems.
 9. All changes, purchases, installations, upgrades, modifications, management and administration of the computer and telecommunication resources and services of the City of Page must be coordinated through the Management of the Information Technology Department in writing using "IT" Work Orders.

Internet Access:

This policy establishes guidelines for the proper use of The City of Page Internet resources. All employees have the responsibility to use these resources in a professional, ethical, and lawful manner.

Employees are given access to the Internet to assist them in the performance of their jobs. The computer and telecommunications system belong to The City of Page and may only be used for authorized purposes.

The Internet is a worldwide network of computers containing millions of pages of information and many diverse points of view. Because of its global nature, users of the Internet may encounter material that is inappropriate, offensive, and, in many instances, illegal. Employees are notified that they are responsible for the material they review and download on the Internet. Employees inadvertently entering inappropriate or offensive sites should immediately disconnect from such sites, and report the incident to a supervisor.

Internet Provisions:

1. **Accessing The Internet.** Employees may not access the Internet without official authorization from their department head. The authorized employees may only access the Internet through an approved Internet firewall. Accessing the Internet directly, by modem, is strictly prohibited unless the accessing computer is not connected to the City of Page's network. Any outside connections via a modem, radio frequency or other means must be approved by the Information Technology Manager and Department Head.
2. **Prohibited Activities.** Employees may not use the City of Page Internet or electronic messaging systems to infringe the copyright or other intellectual property rights of third parties, to distribute defamatory, fraudulent or harassing messages, or otherwise to engage in any illegal or wrongful conduct. Employees encountering such material should report it to their supervisor immediately. Employees are prohibited from participating and/or communicating in any chat groups. Employees may not use City of Page e-mail or electronic messaging systems to download software unless they have prior approval from their department head and Information Technology Department. If an employee is given permission to download the software the employee will comply with established policies to check all such software for computer viruses or complete a work order for the Information Technology Department to perform the download. The unauthorized use of electronic messaging systems for purposes of "snooping" is forbidden and violation of any of the above is grounds for disciplinary action.
3. **Prohibited Uses.** Employees may not use the City of Page's Internet resources for commercial or personal advertisements and/or gain, solicitations, promotions, destructive programs (i.e., viruses and/or self-replicating code), political gain and/or campaigning purpose access, or any other unauthorized use. Employees will not deliberately or willfully cause damage to computer equipment, software or data files of another person or organization or assist others in doing the same.
4. **Personal Uses.** It is permissible to use the City of Page e-mail for incidental personal purposes. This does not include uses requiring substantial expenditures of time, uses for profit or uses that would otherwise violate city policy with regard to employee time commitments or city equipment.
 - A) Employees may use the Internet for personal use and/or read, write, send personal e-mail during their break time and off time as long as the employee does not violate parts two (2) and three (3) of this policy.
 - B) Employees must specially label any personal e-mail as such, or must send personal messages only by means that clearly identify the messages as personal in nature. Any messages sent without such labeling or identification may be assumed by the city to have been sent on behalf of the city. Such labeling will consist of placing the letters "PM" first under the subject category of an e-mail and placing the words "Personal Mail" somewhere in the body of the E-mail being sent.

- C) Employees are not allowed to download or open any files or attachments without prior authorizations from their department head and the Information Technology Department. Employees are not allowed to store personal files on any City of Page computer, network system, or server. Employees will not discuss any city business on the Internet during personal use.
 - D) The department head and/or Information Technology Department may access or disclose private electronic messages or files of an employee with good cause, provided that it follows appropriate procedures designed to assure compliance with city policies. Good cause shall include the need to protect system security, fulfill City of Page obligations, detect employee wrong doing, comply with legal process, or protect the rights or property of the City of Page. Applicable procedures shall include reviews by the department head and/or Information Technology Department to assure that employee privacy is not infringed without good cause.
5. **Communicating Information.** Employees should exercise the same care in drafting e-mail and posting items to news groups as they would for any other written communication. Anything created on the computer or Internet may be reviewed by the department head and/or Information Technology Department.
 6. **Virus Detection.** All material downloaded from the Internet or from computers or networks that do not belong to the City of Page MUST be scanned for viruses and other destructive programs before being placed onto the City of Page's computer system.
 7. **Export Restrictions.** Because of export restrictions, programs or files containing encryption technology are not to be placed on the Internet or transmitted in any way outside the United States without prior written authorization from their department head and the Information Technology Department.
 8. **Disclaimer Of Liability.** The City of Page will not be responsible for any damages, direct or indirect, arising out of the use of its Internet resources.
 9. **Waiver Of Privacy.** The City of Page has the right, but not the duty, to monitor any and all aspects of its computer system, including, but not limited to, monitoring sites employees visit on the Internet, news groups, reviewing material downloaded or uploaded by employees, and reviewing e-mail sent and received by employees. Employees waive any right to privacy in anything they create, store, send, or receive on any City of Page computer, network, or the Internet.
 10. **Compliance With Applicable Laws And Licenses.** Employees must comply with all software licenses, copyrights, and all other state and federal laws governing intellectual property and online activity.
 11. **E-mail Review.** Employees should review their e-mail in a timely manner and delete those files no longer required.
 12. **Amendments.** This Policy may be amended or revised from time-to-time. Employees will be provided with written copies of all amendments and revisions to this Policy.