



## POLICY/PROCEDURE

TITLE <b>ELECTRONIC COMMUNICATIONS &amp; TECHNOLOGY RESOURCES</b>		NUMBER 400-10-01
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### 1.0 PURPOSE

- 1.1 This policy establishes guidelines for the use of City electronic communications, computers, networks and other information technology resources.
- 1.2 This policy shall apply to all City employees and volunteers as defined herein.
- 1.3 This policy is initiated by City Administration, the Information Technology Department, and the Human Resources Department.

### 2.0 POLICY

- 2.1 The City electronic communications and technology resources are provided for the purpose of conducting City business. City officers and employees are obligated to conserve and protect City electronic communication and technology resources for the benefit of the public interest. Responsibility and accountability for the appropriate use of City electronic communication and technology resources ultimately rest with the individual City officer or employee or with the City officer or employee who authorizes such use.

Improper use of the City's electronic communications and technology resources may result in discipline, up to and including termination.

- 2.2 City electronic communications and technology resources include computer systems, telecommunications systems, networks, supporting equipment, and services such as e-mail, telephones, cell phones, voice mail, data storage, and Internet use.
- 2.3 Cellular Telephones

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- A. Cellular telephones are issued to City staff when their current job justifies receiving or making calls away from their office or work base.
- B. The cellular telephone is the responsibility of the employee or group of employees to which it was issued.
- C. The cellular telephone is to be used solely by the employee or the group of employees to which it was issued.
- D. The cellular telephone is to be used for calls that pertain to the specific job, project, or work assignment for the business of the City of Everett.
  - a. Cellular telephones assigned to an employee – Personal cellular telephone call(s) are permitted when appropriate, with the understanding that the total cost of the call(s) will be reimbursed to the City of Everett within 30 days of the employee's receipt of the cellular telephone detail report.
  - b. Cellular telephones assigned to a group of employees – Personal cellular telephone calls are strongly discouraged but are permitted when appropriate, with the understanding that the total cost of the call(s) will be reimbursed to the City of Everett within 30 days of the employee's receipt of the cellular telephone detail report.
- E. Use of a cellular phone should be limited to instances when a less costly means of communication is not available.
- F. Employees are to immediately report the loss of a cellular phone to their manager and to the Telecommunications Division. This will allow the Telecommunications Staff to stop the cellular service for that device in an attempt to prevent unauthorized use and cost to the City.
- G. As cell phone text messaging presents a potential records retention requirement, the use of City owned or personal cell phones to send text messages to conduct City business is prohibited without prior approval of the Mayor or the Mayor's designee. Such approval will only be considered when the benefits of texting outweigh the burdens and risks of texting. Any requests for exemption must include a proposed procedure for meeting records retention requirements.

2.4 Smart Phones

- A. All Cellular Telephone polices described in Section 2.3 also apply to smart phones.

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- B. IT will establish smart phone equipment and carrier standards. These standards will be made available on the City Intranet.
- C. In addition to reporting the loss of a smart phone, users are to immediately report any incident of unauthorized access to a City owned smart phone that may have resulted in the unauthorized access to City resources, databases, networks, passwords, etc.
- D. The City reserves the right to disable without notice any cellular access to the City's network that puts the City's systems, data or users at risk.
- E. All e-mail and Internet access acceptable use described in this policy also applies to smart phones.
- F. The IT Department does not support privately owned smart phones.
- G. Smart phone users are required to follow all security procedures established by the IT Department. Smart phone users are not to load unauthorized software and are not to change security configurations on the smart phone.
- H. Smartphone devices can be useful communications tools for providing access to e-mail and calendar appointments as well as being a cell phone. When using these devices it is important to remember to be respectful of other City employees and citizens. As with a standard cell phone, set the device to vibrate when attending meetings. Attention should be on the matter being discussed in the meeting rather than reviewing e-mail on a smart phone. If you must take a call or respond to a time sensitive e-mail, excuse yourself in a manner that does not disrupt the meeting.

2.5 Department Directors will be responsible for assuring compliance with this policy.

### 3.0 DEFINITIONS

3.1 For the purpose of this policy, the following definitions apply:

- A. Telecommunications equipment: Any telephone (including cellular devices), pager, fax machine, or voicemail service.
- B. Cellular Device: Cellular communication devices include, but are not limited to, cellular phones, smart phones and cellular data communication cards.
- C. Smart Phone: A Blackberry or Blackberry-like hand held device that is capable of voice and e-mail wireless communications. All references to cellular telephones in this policy also apply to smart phones.

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- D. IT: Information Technology
- E. Computers: Any programmable electronic device that contains or transmits electronic data, messages, text, ideas, or images.
- F. Electronic Mail (e-mail): E-mail is a method of exchanging digital messages. E-mail systems are based on a store-and-forward model in which e-mail server computer systems accept, forward, deliver and store messages on behalf of users. The term e-mail applies to Internet based systems as well as systems internal to the City of Everett.
- G. Misuse or inappropriate use includes, but shall not be limited to the following:
1. violating copyright license agreements or other contracts;
  2. interfering with the intended use of information resources;
  3. seeking to gain unauthorized access to information resources;
  4. using any telecommunication, computer, or network resources under false pretenses;
  5. using any telecommunication, computer, or network resources for any campaign or political use; for the purpose of conducting an outside business; for commercial uses such as selling or advertising; for any illegal activity; for the purpose of supporting, promoting, or soliciting for an outside organization or group, unless provided for by law or authorized by the Mayor's Office or designee.
  6. destroying, altering, dismantling or otherwise interfering with the integrity of electronic information and/or information resources without authorization, or using telecommunication or computer resources in a negligent or intentional manner that could introduce viruses to the network, circumvents system protection facilities, or produces system failure or degraded performance;
  7. transmitting or causing to be transmitted, communications that may be construed as being harassing or disparaging to others, or otherwise offensive, demeaning, insulting, or sexually suggestive; and
  8. visiting Internet Web sites that are pornographic in nature or involve on-line gambling.
- H. Internet: A worldwide, publicly accessible network of interconnected computers and computer networks that transmit data by packet switching and use the standard Internet Protocol (IP). The Internet carries various information and services such as electronic mail, file transfer and interlinked Web pages and other documents of the World Wide Web.
- I. Network resources: The City's computer and network systems, shared/network drives, shared/network programs, databases, calendar and e-

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mail systems, shared/network printers, and all other resources associated with the City network, and/or subsequent City systems.

- J. City employees: All full-time, part-time, and seasonal employees of the City. References in this policy to employees are also intended to include volunteers; namely, all persons assisting the City in a non-pay status, whether direct or indirect, who have occasion to use the City resources that are the subject of this policy. Contract employees or consultants that are granted access to City electronic communications and technology resources are also subject to this policy.
- K. Wireless access point: Any device that provides access to the City's network resources using wireless technology.

### 4.0 GUIDELINES AND PROCEDURES

#### 4.1 General

- A. The City furnishes electronic communications and IT equipment and related services for the purpose of conducting City business or activities. Improper use of the City's electronic communications and IT systems and equipment may result in discipline, up to and including termination.
- B. Employee communications must be consistent with conventional standards of ethical and proper conduct, behavior, and manners, and are not to be used to create, forward, or display any offensive or disruptive messages, including photographs, graphics, and audio materials.
- C. All City electronic communications and network equipment and services, including the messages transmitted or stored by them, are the property of the City. No employee should have any expectation of privacy regarding the information stored, sent, or received on a City-owned voice processing system, personal computer, personal digital assistant, smart phone or network storage system. The City reserves the right to access, read, use, monitor, and disclose employee communications, files, and other use without prior notice as it considers appropriate. The City may access information that is normally under an individual's control without the consent of the individual when necessary to carry out normal business functions, or when misuse is suspected.
- D. The use of City telecommunications services, computer services, software, and equipment for private gain is prohibited. Soliciting via telephone, e-mail, or the Internet is also expressly prohibited, as is the unauthorized transmission or disclosure of confidential or proprietary information belonging to or entrusted to the City.

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- E. If an employee has questions regarding the proper conduct and use of City telecommunications equipment, computer networks, e-mail, and Internet resources, guidance can be obtained from the employee's supervisor, the Information Technology Department, or Telecommunications Division.

4.2 Voice mail and e-mail

- A. Voice mail and e-mail messages (including attachments) should not be regarded as private communications. Any message sent or received can be forwarded on to anyone else on the system. Even after a voice mail or e-mail has been deleted, it may still be possible to retrieve it and review it. Public disclosure laws in Washington may be interpreted to permit the sharing of content of voice mail and e-mail messages with the public. Therefore, the content of all messages should be tailored accordingly. Employees are not to delete files (e-mail or other files) that do not belong to them.
- B. Improper use of the City's electronic communications and IT resources may result in discipline, up to and including, termination. Improper use includes any misuse as described in this policy, as well as harassing, disparaging, offensive, demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages.
- C. Voice mail or electronic mail should not be used in such a way that it directly or indirectly strains the network or interferes with other users.
- D. Voice mail or e-mail should not be constructed or sent in such a way as to make it appear that the communication is from someone other than the sender.
- E. Electronic mail to or from the City's lawyers (both the in-house legal staff and special counsel retained to represent the City) for the purposes of obtaining legal advice or handling pending or threatened lawsuits should be marked both in the subject header and in the body of the message as "Privileged Attorney-Client Communication." Communication to or from the City's lawyers for the purposes of obtaining legal advice or handling threatened or actual lawsuits is usually privileged from disclosure. Just as privileged communications on paper should be clearly marked as privileged, so too should privileged electronic mail be marked as privileged. Privileged paper communications should be filed separately from other records to prevent inadvertent disclosure. Should privileged electronic communications be filed separately and then printed onto paper, the paper copies should be kept in a separate folder in the file that consists of only similarly privileged communications.
- F. Whether sending a paper letter through the mail or an electronic mail message, a recipient will often view the communication as representing the official and formal stance and position of the City. Authors of e-mail should,

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therefore, be just as careful when drafting e-mail as when writing a paper letter on City letterhead. If the author is communicating his or her own opinion, and not necessarily the position of the City, an appropriate disclaimer should be added, such as "These statements are mine, and not the position of the City of Everett."

- G. Individuals must be aware of, and at all times attempt to prevent, potential City liability in their use of voice mail or e-mail. It is the personal responsibility of each individual using voice mail and e-mail to ensure no misunderstandings occur as to representations made by such individuals.

4.3 Internet

- A. With prior authorization of the department director, use of the Internet is permitted provided that the employee ensures adequate protection of City resources and does not engage in inappropriate use of City network resources. Inappropriate use includes a violation of generally accepted business standards for the use of publicly owned and operated resources. Specifically prohibited are inappropriate activities as defined above in Section 3.1.G. Except for City business related purposes, visiting or otherwise accessing the following sites is prohibited:
  - a. "adult" or sexually-oriented web sites,
  - b. sites associated with hate crimes, or violence,
  - c. sites that create discomfort in a reasonable person in the workplace,
  - d. personal dating sites
- B. When connected to the City's computer network, circumventing the City's standard Internet access through the use of an individual modem to access an alternate Internet Service Provider (ISP) is prohibited.
- C. Individuals must be aware of and at all times attempt to prevent potential City liability in their use of the Internet. It will be the personal responsibility of each individual using the Internet to ensure no misunderstandings occur as to representations made by such individuals. Any correspondence to be transmitted via network resources or the Internet that purports to represent the views of the City of Everett will require review and approval of the department directors or their designees.
- E. Each City department is provided a location on the City's official website ([www.ci.everett.wa.us](http://www.ci.everett.wa.us)) to post department related information and content. Other Internet based web sites shall not be created or used by employees to post City related information or content without prior approval of the Mayor or his/her designee.
- F. The use of personal Internet accounts including, but not limited to personal e-mail accounts and personal social networking sites to conduct City business

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presents a potential records retention requirement which could result in an employee's personal e-mail or social networking site being subject to a public disclosure search. As such, using a personal e-mail account or personal social networking site to conduct City business is prohibited without prior approval of the Mayor or the Mayor's designee. Such approval will only be considered when the exception serves an important City purpose and that purpose cannot be reasonably achieved by a different technology solution. To meet records retention requirements, unsolicited City business related electronic communications received by an employee's personal Internet account should be forwarded to the employee's City provided e-mail account.

### 4.4 Software Restrictions

- A. Only City provided software is to be installed on a City computer system. Acquisition of software that falls outside of the City's adopted standards must be submitted for approval to the IT Department.
- B. Employees are expected to comply with licensing agreements for use of all City provided software and computer resources. Any misuse or suspected misuse of software licensing agreements should be reported to your supervisor.

### 4.5 Hardware and Network Restrictions

- A. In order to ensure protection of the City's data network, only approved electronic devices may be connected to the City's data network.
  - a. Electronic devices include, but are not limited to, computers, wireless access points and data storage systems.
  - b. Electronic devices not purchased through the City's Purchasing Division will require prior approval of the Information Technology Director or designee before being connected to the City's data network.

### 4.6 Director and Supervisor Responsibility

- A. Directors and supervisors shall be responsible for distributing this policy to employees and for monitoring employee compliance with the policy's provisions.
- B. Each employee has the responsibility for complying with this policy and to immediately notify his/her supervisor of any apparent violations.
- C. Department directors may authorize occasional, incidental personal use of City electronic communications and technology resources only if:
  - 1. There is no cost to the City.

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2. The use of City resources does not interfere with the performance of the employee's duties.
  3. The use is brief in duration and does not disrupt or distract from the conduct of City business due to volume or frequency.
  4. The use does not compromise the security or integrity of City IT systems.
- D. Department directors may review usage on a case by case basis to determine compliance. If violations are found, an employee's occasional usage may be limited or eliminated and/or subject to further monitoring.

4.7 Security

- A. Passwords: Each employee that needs to access City data network resources will be assigned a userid and password. The employee is responsible for maintaining the privacy of that password and shall not attempt to circumvent the minimum password requirements set by the IT Department. The unauthorized use of another employee's userid or attempting to capture other user's passwords is prohibited.
- B. The City will take necessary steps to protect the confidentiality, integrity, and availability of all of its critical information. Critical information is defined as information which if released could damage the City financially, put staff at risk, put citizens at risk, put facilities at risk, or could cause legal liability. Examples of critical data include, but are not limited to employee health information, social security numbers, credit card holder information, banking information, citizen medical incident information, and police crime investigation information.
- C. Employees with access to critical information are responsible for its protection. Critical information should not be stored on laptops or removable memory devices unless absolutely necessary. Staff must take reasonable steps to ensure the safety of any critical information that is copied or electronically transmitted outside of the City's data network including encrypting said data to prevent inadvertent access or viewing of that information. Any loss of control of, or incident of unauthorized access to critical information must immediately be reported to the responsible employee's manager and to the IT Director.
- D. Access to the City's IT network and to software applications is authorized by Department Directors or their designees via the IT Helpdesk system which can be found on the City's Intranet. Access to the payroll system or payroll information must also be approved by the Human Resources Manager.

4.8 Cellular Communication Device Procedures

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- A. Requests for new cellular lines of service should be submitted during the budget process using the Telecommunications Budget Request Form. Each request will be reviewed and if additional information is required during this process the department will be asked to fill out the Cellular Telephone Request Form. The request will be either approved or denied before the end of the budget process and the requesting department will be notified as to the status of their request.
  
- B. When a requirement exists after the budget process, the department will request a new cellular line of service using the Cellular Telephone Request Form. This 2-page form must be completed and approved by the department Director. The forms will then be forwarded to the Telecommunications Division for informational comments and pricing. The Telecommunications Manager and the IT Director or designee, will review and approve/deny the request. Requests for multiple phones will be reviewed on an individual basis with the possibility of approving/denying all or part of the request. At any time, the Telecommunications Manager and the IT Director can and will bring requests to the CAA or Executive Director for review and guidance. The requesting department is responsible for the purchase and use of the cellular telephone and cellular accessories.
  
- C. Requests for smart phones, in addition to following the Cellular Telephone Request procedure, will also require that a "Smart Phone Request Form" be submitted. The City supports the use of smart phone devices for certain employees when there is a compelling City business interest to do so such as:
  - a. Immediacy of access to systems such as e-mail and meetings calendar is of significant value to the City.
  - b. Essential work assignments are often out of the office and/or outside normal business hours. Smart phone capabilities are needed to allow employee immediate and timely conduct of business.
  - c. Emergency Operations Center (EOC) procedures require that the employee be able to respond to e-mail outside of normal business hours.
  
- D. The IT Department will maintain an inventory that will be sent to each department annually for review. It is the responsibility of each department to notify the IT Department when a telephone is reassigned from one employee to another.
  
- E. IT Department will arrange and provide training in cellular telephone usage.
  
- F. The Telecommunications Division of the IT Department will pay for all cellular service relating to City business and charge each department on a yearly basis for their cellular costs through the "Interfund Matrix". The cellular costs will be based on actual prior year usage with a determined

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percentage increase based on the current market rate of service. If during a budget year, the department exceeds their allotted cellular budget, they will be requested to provide funding for the remainder of the year. Quarterly reports will be sent to each department, with additional reports to departments that show signs of exceeding their cellular budget.

- G. Cellular telephone service is based on the Washington State Contract or an appropriate government usage based rate plan with a cellular service vendor.

Employees are discouraged from making personal calls on their City issued cellular telephones. All personal calls on City issued cellular telephones are the responsibility of the employee to whom the phone is issued. All personal cellular telephone calls, as shown on billings for calls made on or after that date, regardless of the rate plan, shall be billed and reimbursed on a “per minute” basis in a predetermined amount plus the actual long distance and roaming charges. Reimbursement rates can be obtained through the Telecommunications Division of the Information Technology Department.

- H. Telecommunications will receive the City’s monthly cellular phone bills and stamp each one with a “certification” stamp. The bills will be separated by department and distributed with a cellular summary sheet summarizing the department’s monthly activity. The cellular summary sheet and bills will be sent to the department’s designated division representative.

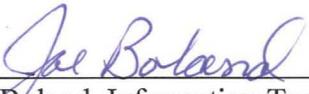
- a. Cellular telephone assigned to an employee – The department representative is responsible for distributing the cellular phone bills to the employees. The employees must review the detail billings, highlight any personal phone calls, include a personal check or money order for the amount of the personal calls, sign the billing as acknowledgement of review, and return the certified billing to the department representative within thirty (30) days. The signed billing must be returned to the department representative whether or not there are personal calls. The department representative must also acknowledge with a signature on the cellular summary sheet that all billings have been reviewed and signed by the users. The department Director must also sign the cellular summary sheet.
- b. Cellular telephones assigned to a group of employees – since personal phone calls are strongly discouraged, only the department Director’s or designee’s signature would be necessary on a group cellular phone bill. The department Director or designee must review the detail billings and identify any unusual phone calls. Unusual phone calls could include large dollar amounts, out of state calls, high minutes, etc.

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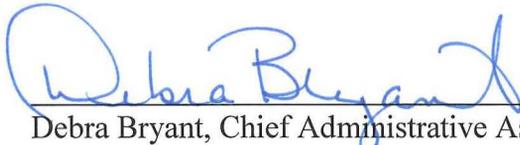
It is up to the department Director or designee, based on his/her knowledge of normal business for that particular group phone, to have other users review the bill as necessary or just sign the billings themselves. The certified billing must be returned to the division representative. The division representative must acknowledge with a signature on the cellular summary sheet that all billings have been reviewed and signed by the users. The department Director must also sign the cellular summary sheet.

- c. The division representative is responsible for sorting the returned certified cellular phone bills and placing the bills with personal calls directly under the cellular summary sheet followed by those bills with no personal activity. The division representative forwards the department's signed cellular summary sheet, the certified cellular phone bills, and the employee's payments made out to the "City of Everett" in the amount of the personal charges to the Telecommunications Division of the IT Department.
- d. Telecommunications will review each department's packet to ensure the division representative and the Department Director has signed the cellular summary sheet. The individual telephone bills are certified, and the checks total the personal phone calls identified.
- e. Telecommunications will prepare the deposit for the Treasurer's Office by totaling all of the checks by department and listing the amount being reimbursed to the City on the cellular bill deposit sheet. This deposit sheet and the checks will be brought to the Treasurer's Office and deposited.
- f. Telecommunications is also responsible for delivering a copy of the cellular bill deposit sheet, the cellular summary sheets, and the cellular telephone bills to the City Clerk's Office of the Finance Department. The records will be filed and maintained for review in the City Clerk's Office. A copy of the deposit sheet and the cellular summary sheets will also be filed with the City of Everett Auditor and the Telecommunications Manager.

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