



ADMINISTRATIVE POLICY AND PROCEDURE

TITLE: INTERNET & ELECTRONIC RESOURCES/ EQUIPMENT USE			SUBJECT: INFORMATION SERVICES	
			INDEX NUMBER: 200-16	
EFFECTIVE DATE 05/22/09	SUPERSEDES 01/25/09	PAGE 1 OF 7	PREPARED BY: Brenda Heineman	MAYOR'S APPROVAL

1.0 PURPOSE

To establish a policy and identify the principles of acceptable use of the Internet and other electronic communications resources/equipment provided in the course of employment to city employees.

2.0 ORGANIZATIONS AFFECTED

All departments/divisions

3.0 REFERENCES

Auburn Policy and Procedure 2003, 2004, 2007, 200-11, 200-81
 RCW 42.17
 RCW 40.14
 RCW 9.73

4.0 POLICY

4.1 Use of the Internet and other electronic communication resources/equipment provided during the course of employment to city employees is intended for business purposes and limited personal use. Employees are entrusted with public facilities and equipment and are expected to exercise good, sound judgment in use of the same. With the use of City electronic equipment, it is recognized that occasional personal use may be made of such equipment by City employees. It is the purpose of this policy to define the reasonable parameter for such personal use of such electronic equipment, in terms of both duration and frequency, as well as using reasonable precautions to preserve security of City records, and to prevent inappropriate use of such electronic equipment.

4.2 Blackberry devices provided by the City may have the capability to record conversation. Blackberry devices shall be used in such a manner as to be compliant with State law involving right to privacy. There may be circumstances where an employee desires to use the City-provided Blackberry to record a conversation. If the employee intends to use this feature, he/she must comply with State law (Chapter 9.73 RCW), which prohibits, with few exceptions, the recording of any

personal/private conversations (even if only with the employee) without permission of the other participant(s).

If an employee is in a position where he/she feels it advantageous to record a conversation, he/she needs to get permission of the person(s) being recorded. Consent shall be considered obtained whenever one party has announced to all other parties engaged in the communication or conversation, in any reasonably effective manner, that such communication or conversation is about to be recorded or transmitted. In addition, this announcement shall also be recorded.

The prohibition of recording conversations does not apply to "open public meetings" of the City Council or Council Committees.

- 4.3 It is the intention of the City to allow staff to use City computers for internet access during non-work hours including before and after shift, during breaks and lunches. This can be accommodated with certain restrictions to protect the integrity of the business systems and available bandwidth for business use. Employees are prohibited from using City equipment to visit or attempting to visit inappropriate sites or to conduct banned activities (See definitions in Paragraph 7.0). Information Services will block inappropriate sites. As warranted, other sites may be blocked to protect City resources.
- 4.4 Any software authored or otherwise developed by regular, temporary, or temporary contract employees on City time, or for City purposes, is the property of the City, and the City shall hold all rights and, privileges regarding its use and distribution. All such projects should bear an inscription designating it as copyrighted by the City.
- 4.5 Employees shall further ensure their use of the Internet and other electronic communication resources/equipment provided in the course of employment complies with the intent of the City of Auburn Administrative Policies and Procedures.
- 4.6 Access to the City e-mail (Outlook web access) from any remote computer that has internet access may be granted only to City officials (by the Mayor) and exempt employees, as approved by Department Head and the Director of Human Resources, or designee. Those approved to have this access must maintain virus protection software on their connections. Failure to maintain virus protection may result in the access being revoked.
- 4.7 Employees shall respect the legal protection provided to programs and data by copyright and license. No personal software/programs or software/programs from the Internet or outside sources may be loaded onto City electronic communication resources/equipment without prior permission from the Information Services Director. No personal hardware will be used without prior permission from the Information Services Director.
- 4.8 All cellular phones and services will be acquired by the Information Services Department. Cellular phone use is billed on a time-used basis and is intended for

City business only. Emergency personal use should be limited to 2-3 minutes. The City reserves the right to audit cellular phone use and billings. Cellular phone use by a driver of City-owned vehicles or by a driver of a privately owned or leased/rented vehicle, when driving to or from city business, is prohibited unless "hands-free" is used.

- 4.9 Employees shall protect data from unauthorized use or disclosure. If e-mail is delivered to the wrong person, he/she should stop reading as soon as he/she realizes the message was not meant for him/her and notify the sender or system administrator immediately.
- 4.10 There is a need for City officials and certain employees to have the ability to be in contact at all times for public safety, emergencies and other urgent or time sensitive issues.
- 4.10.1 Therefore, authorized employees and officials issued a Blackberry device are required to be available 24/7 for the benefit of the public and will be permitted diminimus personal use within the allotted time limit per month. Personal use by an individual issued a blackberry device exceeding the allotted time limit per month will be reimbursed to the City. The City reserves the right to audit Blackberry device use and billings.
- 4.10.2 For the purposes of establishing a redundant communications capability during City emergencies, specific City officials and staff assigned City-issued cell phones will have priority access subscription service added to their respective plans as approved by the Mayor. City officials and staff assigned this service capability shall only activate it when the standard cell phone network is unavailable due to high volume in emergency situations and the need to communicate via telephone is directly related to City business.
- 4.11 Information Services will install a reporting tool that tracks internet usage of all computer users in the City, and provides for automated reporting set that will provide monthly reports to Directors for review of internet usage by their staff members. This information will also be available to the Mayor, Human Resources Director and Information Services Director.
- 4.12 Employees shall not use or develop programs, or send messages, that are offensive, harassing, or disruptive to others; or that violate political activity, policies or regulations; or infiltrate a computer or computing system; and/or damage or alter the software components of a computer or computing system.
- 4.13 Users are responsible for all activity on the userid and password. For security purposes, users are expected to "lock" or log off their systems when away from their computer.

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- 4.14 Employees shall safeguard their accounts and passwords. Accounts and passwords are normally assigned to single users and are not to be shared with any other person without authorization. Users are expected to report any observations of attempted security violations.
- 4.15 Employees may make reasonable use of the Internet or other electronic communication resources provided in the course of employment as long as:
 - 4.15.1 The direct, measurable cost to the public is none or negligible or access supports the mission of the City.
 - 4.15.2 There is no negative impact on employee performance of public duties.
 - 4.15.3 In areas where citizens and or City customers may observe staff internet use (such as counters, field use computers, etc.) non-business internet use is prohibited. Staff that use counter computers as their primary computer should move to a shared computer for personal Internet use. If staff is unsure of available resources in their area they will contact their supervisor(s) for direction.
- 4.16 All computerized records, including e-mail and Internet usage logs, are public records subject to public disclosure. Employees have no expectation of privacy in their use of the Internet or other electronic communication resources provided in the course of employment, and all such use may be monitored or audited at anytime without notice.
- 4.17 Sayings, quotes, excerpts, extracts, etc., other than the City tag line, used as part of closings, are not permitted on City computerized records/documents (including e-mail), for City business, or on documents reproduced by or transmitted on City electronic equipment.

5.0 ENFORCEMENT

Failure to adhere to this policy may result in restriction from, or revocation of, access to City electronic equipment and/or disciplinary action up to and including termination of employment and/or significant civil and criminal penalties.

6.0 PROCEDURE

- 6.1 Access to City e-mail (Outlook Web Access) will be granted to an employee upon the helpdesk receiving an e-mail message from the Department Director authorizing the access.
- 6.2 Department Directors will be responsible for confirming with Human Resources that the employee is an exempt employee prior to requesting access for that employee from the helpdesk.

6.3 If an employee receives spam messages or messages he/she believes is spam, he/she will take the following precautions:

- 6.3.1 Do not open the message; do not forward the message to another employee
- 6.3.2 Forward the message to IS with a note that the message is/might be spam so that IS can block the site.

7.0 DEFINITIONS

7.1 Inappropriate Site Categories

- 7.1.1 Gambling
- 7.1.2 On-line gaming
- 7.1.3 On-line movies
- 7.1.4 Music sites, including radio stations and other multimedia sites
- 7.1.5 Full or partial nudity
- 7.1.6 Religious
- 7.1.7 Cult/Drug Culture
- 7.1.8 Blogs/Chat room when not specifically related to City business
- 7.1.9 Instant messaging (IM)

7.2 Banned Activity – The following activities violate the City's Internet & Electronic Resources/Equipment Use Policy:

- 7.2.1 Using, transmitting, receiving, or seeking inappropriate, offensive, vulgar, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory (harming another person's reputation by lies), or misleading language or materials.
- 7.2.2 Viewing/Downloading of non-business related information
- 7.2.3 Revealing personal information of another person unless it is business related.
- 7.2.4 Making ethnic, sexual preference, sexual orientation, or gender-related slurs, jokes or comments.
- 7.2.5 Engaging in illegal activities, or encouraging others to do so.
- 7.2.6 Causing harm or damaging others' property
- 7.2.7 Jeopardizing the security of access, the Network, or other Internet Networks by disclosing or sharing passwords and/or impersonating others
- 7.2.8 Accessing or attempting to access controversial or offensive materials.
- 7.2.9 Engaging in commercial activity, religious causes, charitable contributions, political activities, support for outside organizations or other activities unrelated to City business
- 7.2.10 Wasting the City's computer resources (to include time and supplies)
- 7.2.11 Encourage others to violate banned activities
- 7.2.12 Personal use of computer designated for field use (including public safety vehicle laptops, inspector laptops and remote access laptops.)
- 7.2.13 Accessing or attempting to access sites that affect bandwidth for City business (i.e. gaming sites, online movies, music sites including radio stations and other multimedia sites).

- 7.3 Solicitation - The purchase or sale of personal items through advertising on the member's Internet/E-mail.
- 7.4 Political Activities - The use of the Member's Internet/E-mail for partisan political purposes
- 7.5 Misinformation/Confidential Information – The release of untrue, distorted, or confidential information
- 7.6 Viewing/Downloading of Non-Business Related Information – The accessing, viewing, downloading, or any other method of retrieving inappropriate information, unless business related.

ACKNOWLEDGEMENT (0209)

This is to acknowledge that I have read, understand, and will comply with the City of Auburn's Internet & Electronic Communications Use Policy 200-16, Etiquette Guide, and Internet Questions and Answers.

I understand that failure to follow the provisions of Policy and Procedure 200-16, Etiquette Guide, and Internet Questions and Answers may result in restriction from, or revocation of, access to City electronic equipment and/or disciplinary action up to and including termination of employment.

I understand that the City of Auburn depends upon users to bring to its attention abuses of the system, and I agree to promptly notify my supervisor or the Systems Administrator if such abuses come to my attention.

Further, I hereby consent that the City of Auburn or its authorized representative may monitor, review, and/or copy any information on the electronic data processing system, including the electronic mail system, whether stored or in transit, at any time, and may, without further notice, disclose such information to any third party or parties, including government and law enforcement agencies.

Printed Employee Name: _____

Title: _____

Employee Signature: _____

Date: _____