

CITY OF TUMWATER
POLICY MANUAL - PART 2: OPERATING POLICIES

SECTION 5
INFORMATION TECHNOLOGY USE

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5.01 Purpose

The purpose of this policy is to implement guidelines for the use of the City's information technology. This policy sets forth telephone, voice mail, computer, and computer-related network resource restrictions. All City communications, both internal and external, should reflect the City's commitment to quality service and the highest degree of professionalism.

5.02 Definitions

- 5.02.01 “*ER&R Management:*” the Equipment Rental and Replacement program of the City, under the management of the Finance Department.
- 5.02.02 “*Hardware:*” the mechanical devices that comprise a computer system, such as the central processing unit, monitor, keyboard, and mouse, as well as other related equipment like printers and speakers. For purposes of this policy, the definition of "hardware" shall also include the operating system software such as Windows.
- 5.02.03 “*Information Technology Division:*” a division of the Administrative Services Department that services all information technology that is in the ER&R program.

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5.02 Definitions

5.02.04 “*Information technology:*” all desktop and laptop computers, local area networks (LANs), routers, operating systems, data and application software, the internet, e-mail and on-line information services, copy machines (digital imagers), FAX machines, network printers, cabling, wireless antennas, City-owned conduit, fiber, and other networking resources. It includes any information in digital electronic format. It includes all land-line telephones, City-owned cellular phones, pagers, two-way radio phones, telephone systems, including the connectivity wiring, and the voice mail system. It also includes all two-way radios and radio base stations, and intercom systems.

5.02.05 “*Software:*” a computer application other than an operating system that provides specific functionality, such as spreadsheet or word processing programs. Operating system software such as Windows is considered “hardware” under this policy.

5.03 Policy

5.03.01 Information technology resources are made available to City officials, staff and qualified volunteers. These resources are provided in order to improve communications and information exchange within and from without the City, other local, state and federal officials, professional and business associates, and to provide information and research resources. Information technology resources are intended for official City business purposes. Prohibited uses are set forth in Section 5.04. The exception to prohibited uses are those permissible personal uses set forth in Section 5.05.

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5.03 Policy

5.03.02 The Department Managers reserve the right to review their employee's information technology use to determine whether the use of the resources is appropriate and conforms to this policy. If an employee is not complying with this policy, the Department Manager has the choice to remove the employee's access to the information services resources or to proceed with other disciplinary action, up to, and including, termination. The City Administrator reserves the right to review the use of information technology resources by Department Managers to determine whether their use is appropriate and conforms to this policy.

5.03.03 All software installations must be approved prior to acquisition by the Information Technology Division of the Administrative Services Department. This includes programs such as screen savers, computer games, weather services or news updates. This is to avoid system conflicts, anticipate necessary upgrades to hardware, etc.

5.03.04 The Information Technology Division only supports hardware, software, and telephones that are in the ER&R program.

5.03.05 Employees are responsible to establish and maintain passwords consistent with City requirements. User accounts and passwords must be unique to each employee and kept confidential.

5.04 Prohibited and Inappropriate Use

5.04.01 Information technology resources are intended for the conduct of City business. Exceptions to prohibited and inappropriate uses are those permissible uses set forth in Section 5.05. Examples of prohibited and inappropriate use include but are not limited to:

- A. Seeking to gain or gaining information for criminal purposes. Seeking access to City passwords belonging to others.

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5.04 Prohibited and Inappropriate Use

- B. Unauthorized attempts to break (“hack”) into any computer or voicemail system whether of the City or another organization.
- C. Using information technology resources or knowingly allowing another to use the resources to advertise or promote a personal business, for commercial product advertisement, for promotion or distribution of information about non-City affiliated organizations when such organizations are unrelated to any activity or professional organization that is necessary for or adjunct to the employee’s job or professional certification, or for religious purposes.
- D. Using an information technology resource to assist a campaign for election of any person to any office or for the promotion of or opposition to any ballot proposition, except as set forth in RCW 42.17.130.
- E. Processing, distributing, transmitting, or displaying inappropriate stored electronic media such as obscene, libelous or defamatory materials. This includes downloading, transmission and possession of pornographic, profane or sexually explicit materials.

Activities of the police department related to criminal investigations, or authorized personnel investigations by a Department Manager, would not constitute a prohibited or inappropriate use.
- F. Sending messages that constitute criminal activity, including but not limited to threatening or harassing messages.
- G. Sending or posting confidential materials outside of the City, or posting City confidential materials inside the City to non-authorized personnel.

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5.04 Prohibited and Inappropriate Use

- H. Infringing on third party copyrights or other intellectual property rights, license agreements or other contracts; for example, illegally installing or making available copyrighted software.
- I. Utilizing City information resources in a manner that potentially reduces the internet bandwidth available for City business such as streaming media for non-work purposes.
- J. Installing unauthorized software such as games, internet based services or other personal software on City owned equipment.
- K. Accessing online gambling websites in order to gamble.

5.05 Permitted Personal Use

5.05.01 Limited use of information technology is permitted subject to the following limitations:

- A. Such use shall be reasonable, as determined by management, and shall not occur during regularly scheduled employee work hours but is permitted before and after work hours and during scheduled work breaks. Exempt employees that do not have a regular schedule are allowed reasonable use of information technology resources.
- B. Such use is permitted only to the extent that the City does not incur user charges. Personal long distance calls, except for those necessitated by unanticipated overtime, shall be billed directly to the employee's home phone.
- C. Personal use remains subject to the "prohibited and inappropriate use" policies set forth in Section 5.04.

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5.05 Permitted Personal Use

- D. The City provides an electronic bulletin board to employees for their personal use. The bulletin board may be used to sell personal items, post announcements, and for other uses that would not fall within the definition of a prohibited or inappropriate use as set forth in Section 5.04.

5.06 Use and Privacy Caution

5.06.01 Information technology users are advised that almost any communication on publicly owned equipment is a public record subject to disclosure under Washington state law. Users should be aware that any information technology resource, whether networked or stand alone, may be accessible to other users. The City does not guarantee the privacy or confidentiality of e-mail or voice mail communications, whether internal or external. Never assume that e-mail or voice mail can be read/heard by no one except yourself; others may be able to read or access these communications. Users should assume that any communication, whether deleted or unsaved, may be retrieved. This can include copies of documents that were produced on a City copy machine (digital imager) and saved in the memory of the copy machine. All users should compose communications with the expectation that they could be made public.

5.06.02 For personal safety and the safety of others, exercise caution when communicating with others. It is inadvisable to give out your home phone number, your address or credit card numbers whether on the internet or on email.

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5.06 Use and Privacy Caution

- 5.06.03 The following guidelines are established for sending and receiving electronic mail:
- A. If you feel uncomfortable about the receipt of any particular e-mail, please discuss it with your supervisor.
 - B. Do not send angry messages. Take a minute before you enter an e-mail message. Be careful about the words you use and how you say them. Remember that messages can be printed or forwarded.
 - C. Be careful when sending replies; make sure that mail is addressed to the individual or group you want to receive it.
 - D. E-mail is best for short messages. A message that takes only one screen is more likely to be read. Also, mail takes up space. Learn to use the archive system if you want to save messages; otherwise, delete them.

5.07 Information Technology Security Protocols and Oversight

- 5.07.01 A virus checker will be running on all computers that are connected to the Internet, in order to check downloaded files, e-mail, and attachments for embedded viruses.
- 5.07.02 The Information Technology Division does the routine system administration of all telephone, computers, networks and servers. This review includes system administration oversight including daily monitoring of Internet usage by employees according to the policy. All violations discovered through such monitoring shall be reported to the appropriate Department Manager and other necessary City staff. Appropriate action will follow, according to this and other relevant City policies.

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5.07 Information Technology Security Protocols and Oversight

5.07.03 As a condition of using the City's information technology resources, all employees agree and understand that they have absolutely no expectation of privacy from City management with respect to any information stored on City equipment. Employees are authorized to use passwords to protect their information from access by others, but passwords are not provided as a means of assuring privacy to the employee from access by City management.