

# CITY OF MARQUETTE, MICHIGAN

## ADMINISTRATIVE POLICY

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Date Approved: January 12, 2010	
Department: Administrative	

POLICY: **ACCEPTABLE USE – DATA & TECHNOLOGY RESOURCES**

### Overview

Information Services is committed to protecting the City and its employees from illegal or damaging actions by individuals, either knowingly or unknowingly. Effective use of data and technology resources is a team effort involving the participation and support of every City employee who deals with information and/or information systems. Inappropriate use exposes the City to risks including virus attacks, compromise of network systems and services, and legal issues. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

### Purpose

This policy identifies acceptable use of City resources, provides awareness of expected end-user behavior, and is also intended to safeguard IT data resources. This policy requires that end-users maintain respect for the privacy of citizen and employee information at all times. A cooperative effort from every employee is necessary to prevent misuse, eliminate the risk of liability to the City, and promote the efficient utilization of IT resources and information technology services. This policy establishes broad guidelines for the use of IT assets, resources and software. Your department may have requirements that further restrict access. Consult your supervisor for more information.

### Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at the City of Marquette as well as to all software and equipment that is owned or leased by the City of Marquette.

### Policy

#### A. General Use and Ownership

##### Privacy

While the City of Marquette's Information Services Department desires to provide a reasonable level of privacy, be aware that the data you create on the City's systems remains the property of the City of Marquette. Because of the need to protect the City's network, Information Services cannot guarantee the confidentiality of information stored on any network device belonging to the City of Marquette. Do not consider your electronic communication, storage or access to be private if it is created or stored on the City network.

### Monitoring

The City has the right to monitor and log any and all aspects of its computer network including, but not limited to, monitoring Internet sites visited by you, monitoring social media and blog sites, monitoring file downloads, and all communications sent and received by you. The City reserves the right to disclose e-mail information and images to courts, law enforcement agencies, and other third parties without your consent.

For security and network maintenance purposes, Information Services may monitor equipment, systems, network traffic, and audit logs at any time and reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

### Personal Use

You are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet systems.

It is permissible to use the City's e-mail system for some incidental personal purposes. This does not include uses requiring substantial expenditures of time, uses for profit, or uses that would violate City time or equipment policies. Such messages become the property of the City and are subject to the same conditions as City e-mail.

### Disclosure

The City reserves the right to use any e-mail found in its system for its business activities and to disclose e-mail content to appropriate personnel.

## **B. Security and Proprietary Information**

You have been granted access to City systems, applications and data according to your job requirements and responsibilities. As such, you have a responsibility to use the City's computer resources and the Internet in a professional, lawful and ethical manner. The following guidelines must be observed when accessing City systems:

1. Any computers connected to the City of Marquette Internet must be continually executing approved virus-scanning software with a current virus database unless overridden by departmental or group policy.
2. Never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-City sources, without first scanning the material with City-approved virus checking software. If you suspect that a virus has been introduced into the City's network, notify the Help Desk immediately.
3. Under no circumstances are you authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing City-owned resources.
4. The City has the right to utilize software that makes it possible to identify and block access to Internet sites containing sexually explicit or other material deemed inappropriate in the workplace.

The following activities are strictly prohibited, with no exceptions:

1. Installing, distributing or copying "pirated" or other software products that are not appropriately licensed for use by the City of Marquette;
2. Revealing your account password to others or allowing use of your account by others (including family and other household members when work is being done at home);
3. Using a City of Marquette workstation to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction;
4. Making fraudulent offers of products, items, or services originating from any City of Marquette account;
5. Circumventing user authentication or security of any host, network or account;

6. Remotely accessing another employee's workstation or notebook, regardless of purpose, without advance authorization;
7. Providing information about, or lists of, City of Marquette employees to parties outside the City of Marquette.

### **C. Electronic Mail**

E-mail is a valuable tool for communicating with other employees as well as with the public. As such, the use of e-mail is permitted and encouraged to assist with business practices and activities provided it is used in accordance with this policy. Only City of Marquette employees who have an e-mail account and password are permitted to use the City's e-mail application.

#### Inappropriate Use of E-mail

The list below is by no means exhaustive, but attempts to provide a framework for activities which fall into the category of unacceptable use. The following activities are strictly prohibited, with no exceptions:

1. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (spam);
2. Unauthorized use, or forging, of email header information;
3. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type;
4. Posting the same or similar non-business-related messages to large numbers of users;
5. Forwarding of City confidential messages to external locations;
6. Distributing, disseminating or storing images, text or materials that might be considered indecent, pornographic, obscene or illegal;
7. Distributing, disseminating or storing images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment;
8. Breaking into the City's or another organization's system or unauthorized use of a password/mailbox;
9. Undertaking deliberate activities that waste staff effort or networked resources.

Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be dealt with according to the harassment policy.

#### E-Mail Retention

Regularly delete your older e-mails, which are no longer necessary for retention purposes.

### **D. Internet Usage**

Internet use is authorized for the purpose of conducting City business and, with it, the possibility of breaches to the security of the City's network and information via viruses or spyware. Spyware allows unauthorized people, outside the City, potential access to passwords and other confidential information.

The guidelines below must be observed when using the Internet and, while it illustrates examples of improper usage, your good judgment and common sense are essential to guiding you on the appropriate uses of the Internet and will help protect City resources.

#### Inappropriate Use of Internet

1. Using the Internet to purchase or sell personal goods or services is prohibited.
2. Representing yourself as someone else on the Internet is prohibited.

3. You are not permitted to provide information about employees to persons or businesses that are not authorized to possess that information
4. Files downloaded from the Internet or FTP sites must be virus scanned.
5. Using the Internet to gamble is prohibited.
6. Using the Internet for game playing is prohibited.
7. Using the Internet is not permitted when it interferes with your job or the jobs of other employees.
8. Using the Internet is not permitted when it interferes with the operation of the Internet for other users.
9. Under no circumstances may you use City computers to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related Internet sites.
10. Dissemination or printing of copyrighted material is prohibited.

Your department may have requirements that further restrict the use of the Internet. Consult your supervisor for more information.

## **E. Social Networking and Blogging**

The City of Marquette may utilize social media and blogging sites to further enhance communications with various individuals and organizations. Wherever possible, these sites contain the City logo with the City of Marquette title and are maintained by designated staff in accordance with the City's Social Networking Policy.

Limited and occasional use of the City of Marquette's systems to access social media sites or to engage in blogging is acceptable, provided that it is done in a professional and responsible manner, does not otherwise violate the City's Social Networking policy, is not detrimental to the City of Marquette's best interests, and does not interfere with your regular work duties.

Your department may have requirements that further restrict the use of social media sites. Consult your supervisor for more information.

### Social Media/Blogging Guidelines

1. You may not attribute personal statements, opinions or beliefs to the City of Marquette when visiting social media sites or engaged in blogging activity.
2. Revealing confidential or proprietary information is prohibited in accordance with the City's Confidential Information policy, #258-001 *Unauthorized Use or Release of Confidential Information*.
3. You may not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of the City of Marquette and/or any of its employees.
4. You are prohibited from making any discriminatory, defamatory or harassing comments when visiting social media sites or engaged in any conduct prohibited by the City of Marquette's harassment policy.
5. You assume any and all risk associated with social media sites and blogging.
6. The City of Marquette's trademarks, logos, photos will not be used on social media sites or in connection with any blogging activity.
7. Be smart about protecting yourself, your privacy, and the City's confidential information. What you publish is widely accessible and will be around for a long time, so consider the content carefully. Google has a long memory.

## Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## Definitions

<u>Term</u>	<u>Definition</u>
Blogging	A blog (short for weblog) is a personal online journal that is frequently updated and intended for general public consumption.
Content Filtering	Content filtering is the technique whereby content is blocked or allowed based on analysis of its content, or to prevent users from viewing inappropriate web sites or content. It is most widely used on the internet to filter email and web access.
Pirated Software	Software piracy refers to several practices which involve the unauthorized copying of computer software. Copyright infringement of this kind is extremely common.
Ponzi Scheme	A Ponzi scheme is a fraudulent investment operation that involves paying abnormally high returns ("profits") to investors out of the money paid in by subsequent investors, rather than from net revenues generated by any real business.
Pyramid Scheme	A pyramid scheme is a non-sustainable business model that involves the exchange of money primarily for enrolling other people into the scheme, usually without any product or service being delivered. It has been known to come under many guises.
Social Media	A Web site that leverages Social Media and communications tools for its visitors. Examples include YouTube, Flickr, FaceBook, Wikipedia, Twitter, forums, message boards, etc.
Spam	Unauthorized and/or unsolicited electronic mass mailings.
Spyware	Spyware is a type of malware that is installed on computers and collects information about users without their knowledge. The presence of spyware is typically hidden from the user.
Trojan horse	A Trojan horse is a piece of software which appears to perform a certain action but in fact performs another such as a computer virus.
Virus	A computer virus is a computer program that can copy itself and infect a computer without permission or knowledge of the user.
Worm	A computer worm is a self-replicating computer program. It uses a network to send copies of itself to other nodes (computer terminals on the network) and it may do so without any user intervention.

## Acknowledgement of Understanding

I have read and agree to comply with the terms of this policy governing the use of the City's computer network. I understand that violation of this policy may result in disciplinary action, including possible termination and civil and criminal penalties.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

Recommended By:

\_\_\_\_\_  
Department Head

Approved By:

\_\_\_\_\_  
City Manager