

Procedures and Standards - Internet and Online Services Use

1. **PURPOSE:** These procedures and standards have been developed at the direction of the City Council.
2. **DEFINITIONS:**
 - 2.A. **Department Director:** Refers to the head of a department or agency, or the director's designee.
 - 2.B. **Home Page:** Not applicable at this time.
 - 2.C. **Malicious Code:** Computer viruses or other programs introduced purposely to disrupt, destroy or damage City information technology.
 - 2.D. **Official Provider:** An Internet service provider officially selected for use by City departments through a City request for proposal.
3. **STANDARDS:**
 - 3.A. **Official Provider:** Official City Internet service providers will be selected based on standard policies.
 - 3.A.1. **Other Providers:** All users must sign an Internet service request form as outlined below.
 - 3.B. **Acceptable Use Standards:** Open network facilities provide access to worldwide resources. Such open access is a privilege and requires that individual users act in a responsible and acceptable manner. Acceptable use is ethical, reflects honesty, and shows restraint in the consumption of shared resources. Acceptable use demonstrates respect for intellectual property, truth in communication, ownership of data, system security mechanisms, and individuals' right to privacy and freedom from intimidation, harassment, and unwanted annoyance. The City of Tecumseh considers any violation of acceptable use, principles or guidelines to be a serious offense and reserves the right to test and monitor security, and copy, examine, and delete any files or information resident on the City of Tecumseh systems allegedly related to unacceptable use. Acceptable uses for the Internet will include, but not be limited to, the following:
 - 3.B.1. **Research/Education:** Communication with professional associations, other governments, universities, businesses and/or individuals associated with the facilitating City business, research and education efforts, as authorized by a department director.

3.B.2. General Public: Distribution of information to the general public, whereby such information is made available under City guidelines and policies for the release of information and the Freedom of Information Act.

3.B.3. Incidental Communication: Incidental communication among City professionals in discussion of a work-related field of knowledge.

3.B.4. Personal Communication: Personal e-mail will be severely limited during working hours to necessary communication. E-mail messages and personal exploration of the internet may be made at will during unrestricted non-working hours (when the system is not required for City of Tecumseh official business). Incidental personal use is permissible under the following conditions:

- 3.B.4.a. Does not consume an abusive amount of time, resources or material that should be used for business purposes;
- 3.B.4.b. Does not interfere with employee productivity;
- 3.B.4.c. Does not preempt or interfere with other employees business activity;
- 3.B.4.d. Does not involve solicitation for business, selling products, or otherwise engaging in commercial activities; or
- 3.B.4.e. Does not involve locating, storing, or transmitting data or information that has the potential to be considered harassing or offensive by nature.

3.C. Unacceptable Use Standards: Unacceptable uses for the Internet will include, but not be limited to, the following:

- 3.C.1. **Unlawful Access:** Efforts to gain unlawful access to information or computer and communications resources.
- 3.C.2. **Malicious Code:** Intentional introduction of, or experimentation with, malicious code such as computer worms or viruses.
- 3.C.3. **No City Affiliation:** Illegal, fraudulent, or malicious activity; political activity; religious promotion; or activity on behalf of organizations or individuals having no affiliation with the City.

- 3.C.4. **Copyright/Patent Violations:** Transmission of materials in violation of applicable copyright laws or patents.
- 3.C.5. **Work Interference:** Sending of messages likely to result in the loss of recipients' work or systems, and any other types of use that could cause congestion of the network or otherwise interfere with the work of others.
- 3.C.6. **Obscene/Profane:** Generating, receiving, viewing, storing, transmitting or other use of data or other matter which is abusive, profane or offensive to a reasonable person.
- 3.C.7. **Web Page:** To ensure a uniform City web presentation, development of a web or home page for personal or department purposes is not permitted on a City account, unless authorized by the City Manager.

D. Standard of Conduct: The general standards of conduct expected employees of the City of Tecumseh also apply to the use of the City of Tecumseh computers, network facilities and information resources. These facilities and resources include:

- D.1. wiring or infrastructure used for communications;
- D.2. electronics, digital switches and communication equipment used for processing or communications;
- D.3. programs, programming languages, instructions, or routines which are used to perform work on a computer;
- D.4. digital information such as records, images, sounds, video or textual material stored on or accessible through a computer;
- D.5. computers used for automation or the administration of information services;
- D.6. information such as authorization codes, account numbers, usage and billing records, or textual material stored on or accessible through the network or other communication lines.

E. Property Rights: City of Tecumseh computers, network facilities and information resources are made available to employees to assist in the management of City functions and goals. In order to promote the most effective use of these, it is expected that users will cooperate with each other and respect the privacy of information even though it may be in electronic form rather than printed form. Individuals and organizations will be held no less accountable for their actions in

situations involving computers, network facilities and information resources than they would be in dealing with other media.

- E.1. Though some of them are intangible, these computers, network facilities and information resources are the property of the City of Tecumseh. Rules prohibiting theft or vandalism apply to authorization codes and long distance telephone services as well as to physical equipment.
- E.2. Conduct which violates the property rights policy of the City of Tecumseh with respect to City of Tecumseh computers, network facilities and information resources is subject to disciplinary action. This conduct includes:
- E.3. Using City of Tecumseh computers, network facilities and information resources for purposes other than those intended by the City of Tecumseh body granting access to those resources (especially using them for personal financial gain or allowing access to them by unauthorized persons even if they are employees of City of Tecumseh):
 - E.3.A. Using any portion of City of Tecumseh computers, network facilities and information resources for the purpose of:
 - E.3.A.a. Copying City of Tecumseh owned or licensed information to another computer system for personal or external use without prior written approval;
 - E.3.A.b. Attempting to modify City of Tecumseh owned or licensed information (including software and data) without prior written approval;
 - E.3.A.c. Attempting to damage or disrupt the operation of computer equipment, communications equipment, or communication lines;
 - E.3.A.d. Knowingly accepting or using City of Tecumseh owned or licensed information (including software or data) which has been obtained by illegal means.
- F. **Copyright:** The acquisition and use of copyrighted material using City of Tecumseh computers, network facilities and information resources will be compliant with federal copyright law. Methods of such acquisition includes, but is not limited to: scanning, downloading, sampling, and recording.
- G. **Notification of Possible Misconduct:** The City Manager, an immediate supervisor, or any member of City of Tecumseh management, as appropriate, should be notified on the approved report form about violations of the City of Tecumseh *Administrative Policy - Internet and Online Services Use*, laws, as well as

potential loopholes in the security of City of Tecumseh computers, network facilities, and information resources. The user community is expected to cooperate with the City of Tecumseh in the operation of its computers, network facilities and information resources as well as in the investigation of misuse or abuse. See attached form.

H. Disciplinary Action: Those who do not abide by the policies and guidelines contained within this *Administrative Policy - Internet and Online Services Use* should expect suspension of access privileges and possible disciplinary action. This action will be in accordance with City of Tecumseh's rules for misconduct as well as existing judicial, disciplinary, or personnel processes. Offenders may also be subject to criminal prosecution under federal or state laws, and should expect the City of Tecumseh to pursue such action.

I. Confidentiality: The City of Tecumseh seeks to protect the civil, personal, and property rights of those using its computers, network facilities and information resources and seeks to protect the records stored on its computer systems. The City of Tecumseh also seeks to protect those computers, network facilities and information resources of other institutions to whom City of Tecumseh personnel have access via the City of Tecumseh computers, network facilities and information resources. Conduct which involves the use of City of Tecumseh computers, network facilities and information resources to violate another's rights is subject to disciplinary action. This conduct includes:

- I.1. Invading the privacy of an individual by using electronic means to ascertain confidential information, even if an individual or department inadvertently allows access to information;
- I.2. Copying another user's information without the permission of the owner, even if it is readily accessible by electronic means;
- I.3. Knowingly accepting or using information which has been obtained by illegal means;
- I.4. Abusing or harassing another user using the City of Tecumseh computers, network facilities and information resources .

J. Accessibility/Use: Some of the City of Tecumseh computers, network facilities and information resources require that each user have a unique identity. The identity is used to represent a user and to provide access to certain City of Tecumseh computers, network facilities and information resources based on his/her credibility and purpose for requiring such access; and to associate his/her own service use and information with his/her identity. As such, this identity is another instrument of identification and its misuse constitutes forgery or misrepresentation.

K. Misuse of Accessibility: Conduct which involves inappropriate access or misuse of City of Tecumseh computers, network facilities and information resources or service identities is subject to disciplinary action. This conduct includes:

- K.1. Allowing another individual to use ones unique identity;
- K.2. Using another individual's identity, even if the individual has neglected to safeguard it;
- K.3. Using the City of Tecumseh computers, network facilities and information resources in the commission of a crime;
- K.4. Gaining access to non-public computers, network facilities and information resources;
- K.5. City of Tecumseh computers, network facilities and information resources are networked at the administration office as well as at other locations. Information on City of Tecumseh networks and communication lines is considered to be private. Tapping the City of Tecumseh network or communication lines for the purpose of examining or using information other than that destined for the intended user is considered unacceptable conduct and is subject to disciplinary action.

Conduct in violation of the principles set forth above, with respect to the use of City of Tecumseh computers, network facilities and information resources may be subject to criminal or civil legal action in addition to City of Tecumseh disciplinary action.

L. Costs: The City will financially support Internet or other online service accounts for employees under the following circumstances:

- L.1. **Budgeted:** Funding must be available within a department's adopted budget.
- L.2. **Departmental Regulation:** A department director will monitor all usage and costs.
- L.3. **Efficient/Effective Use:** Users have selected the Internet or another online service as the most efficient and cost-effective tool in comparison with all other communications tools, such as telephone, mail, e-mail, or interoffice memos.

L.4. Additional Costs: No additional Internet account costs (e.g., upgrading browsers) may be incurred by a user without consent of the department director.

4. PROCEDURES:

4.A. Access: A department will register each of its user's names with the Information Manager before any outside service is accessed.

4.B. Usage Request: A user and the user's department director must complete and sign an Internet/online services use request show as Attachment A and return it to Information Manager before a user name is assigned and access to the Internet is allowed on a City-owned account.

4.C. Remote Access: An employee may access a City account from a remote location other than the site designated for that account (e.g., telecommuting or checking e-mail while away from the office on business) only with the approval of the employee's supervisor and only for City business.

4.D. Signature Line: All users must establish a signature line at the bottom of every message that prominently states "This message has been prepared on resources owned by City of Tecumseh, Michigan. It is subject to the Internet and Online Services Use Policy and Procedures of the City of Tecumseh." The signature line also must include the user's name, department and telephone number.

4.E. Anti-Virus Scans: Files from all outside sources, including the Internet, must be scanned by the user or the user's department with anti-virus software before first use.

4.F. Compliance Review: Violations of the Internet policy and procedures will be evaluated on a case-by-case basis by the department director. Violations may result in disciplinary action, and may include referral of a case to the appropriate authorities for civil or criminal prosecution.

4.F.1. Random Audits: The Information Manager shall make random internal audits of Internet or online use.

5. DISTRIBUTION: These procedures and standards will be distributed upon adoption by the City Manager's Office to City departments.

6. **PERIODIC REVIEW:** These procedures and standards will be reviewed at least every two years by the Information Manager, who will make recommendations to the City Manager for any changes that need to be made.

A. Attached to and a part of the City of Tecumseh Administrative Policy - Internet and Online Services Use

E-MAIL POLICY

General E-mail Policy:

Computers, computer files, the E-mail system, and software furnished to employees are City of Tecumseh property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and E-mail usage may be monitored.

The City of Tecumseh strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the City of Tecumseh prohibits the use of computers and the E-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Employees should notify their immediate supervisor, the City Manager or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

E-mail Disclaimer:

Users must explicitly disassociate their affiliation with the City of Tecumseh if the contents of their personal message are intended for, or have the potential to become part of, a public forum. This would include, but not be limited to, mail lists, chat rooms, billboards or netnews discussion groups. Inclusion of the disclaimer does not exempt the user from the restrictions for appropriate use of computing resources.

The reason for this disclaimer is that a City provided e-mail account implicitly associates the City of Tecumseh with the contents of the message. This may cause readers to erroneously conclude that views, opinions, thoughts, etc., expressed in the message are the official position of the City Government. In an effort to avoid such conflicts users are encouraged to acquire a private e-mail address.

Sample disclaimer:

Opinions or statements expressed above do not reflect the opinion or standing of the City of Tecumseh, and are the sole responsibility of <Name>

- A.1. E-mail communications are part of the City's computer system and are considered property of the City.
- A.2. Users do not have personal privacy rights on any City of Tecumseh e-mail communications.
- A.3. No messages are to contain confidential information. Information created or stored in e-mail systems is considered a public record.
- A.4. E-mail messages will be cleared from the system on a regular basis. Employees are responsible to clear their messages on a timely basis or have them cleared arbitrarily by a set schedule.
- A.5. E-mail messages that are needed for the City's permanent records are to be moved to the main computer system, to an electronic filing system, or placed on hard (paper) copy. Regulations governing the retention time limits of these official files will be same as for other City official files.
- A.6. Each transmission must include a signature line identifying the message as City property and the name, department and telephone number of the user. Each personal transmission must also include a disclaimer as a representative of the city.

Each user must complete, sign and return to the Information Manager

INTERNET/ONLINE SERVICES USE REQUEST

I hereby request access to the Internet via a City of Tecumseh account. My signature below certifies that I have read the Internet and Online Services Use Policy and Procedures, and that I understand, accept and will abide by the provisions stated in them.

SIGNATURE: _____

NAME: _____

DEPARTMENT: _____ PHONE: _____

DATE: _____

CITY MANAGER APPROVAL: _____

DATE: _____

INFORMATION TECHNOLOGY REGISTERED NAME(S):

(To be assigned by the Information Manager)

DISCIPLINARY REPORT

Infraction involving computers, network facilities and information resources

Name: _____ Date: _____

The above named is being counseled and/or disciplined for misbehavior involving one or more of the following infractions of the *Procedures and Standards - Internet and Online Services Use*.

3.C. Unacceptable Use Standards

- Unlawful Access
- Malicious Code
- No City Affiliation
- Copyright/Patent Violations
- Work Interference
- Obscene/Profane
- Web Page

E.3. Violation of Property Rights

- Copying owned or licensed information for personal use
- Attempting to modify owned or licensed information
- Attempting to damage or disrupt operation of computers, network facilities and information resources
- Accepting or using owned or licensed information (including software or data)

H. Confidentiality

- Invading privacy by electronic means
- Copying information (including software or data) without permission
- Accepting/using information obtained illegally
- Abusing/harassing using computers, network facilities and information resources

J. Misuse of Accessibility

- Allowed another to use identity
- Used another's identity
- Used computers, network facilities and information resources in commission of crime
- Gained access to non-public computers, network facilities and information resources
- Tapped network to gain access to another's information

Explanation/Other:

Action Taken:

Signed: _____ **Dated:** _____
Department Head

City Manager **Dated:** _____

Administrative Policy - Internet and Online Services Use

Access to computers, network facilities, resources and information owned and operated by the City of Tecumseh, imposes certain responsibilities and obligations and is granted subject City policies, local, state, and federal statutes. Access to the computers, network facilities, and information resources owned by the City of Tecumseh is granted solely to City of Tecumseh employees and individuals outside the staff who are authorized to use services that have been made available through individual arrangement.

1. **POLICY:** The Tecumseh City Council authorizes the City Manager to administer the use of the Internet and online services for the support of all City tasks. The City Council reserves unto itself the right to limit, restrict, or extend access privileges to the City of Tecumseh's computers, network facilities, and information resources.
2. **OPERATIONAL GUIDELINES - GENERAL:** Use of the Internet is public and a privilege, not a right, which may be revoked at any time for unacceptable use. The City retains the right to keep, retrieve and monitor all access to Internet and online service activity.
3. **OPERATIONAL GUIDELINES - ADDITIONAL:** Restrictions may be placed on use of the Internet or online services to protect the City and its resources.
 - 3.A. **User Identification:** The name of a user of any City account will be registered with the Information Officer before any Internet or online service is initiated.
 - 3.B. **Acceptance of Policy:** Before receiving Internet or on-line service access, each City user will sign a statement certifying that she/he will abide by provisions included in the policy, procedures and standards.
4. **EXCEPTIONS:** None appropriate.
5. **IMPLEMENTATION AUTHORITY:** Upon adoption of the Policy and Principles, the City Council authorizes the City Manager to establish any standards and procedures which may be necessary for implementation.
6. **PERIODIC REVIEW:** The City Manager will review this policy at least every two years and make any recommendations for changes to the City Council.