



M E M O R A N D U M

To: John Pick, City Administrator
From: Ray Micciche, IT Manager
Subject: Salisbury Computer Use Policy
Date: December 3, 2004

The City of Salisbury is now more dependent than ever upon its computer systems, its data network, and the Internet to efficiently provide services to its citizens.

The use of these computer systems has become a necessity in completing nearly every task undertaken. As a result, the majority of the City's administrative, managerial, and clerical staff have been granted access to the use of computer equipment, the City's communications network, telephone services and the Internet.

The City must also recognize that in permitting employees access to such technology, there is potential that abusive or unacceptable use of that technology could result in inefficiencies or liabilities including but not limited to: lost work time, increased equipment maintenance costs resulting from misuse, and increased cost of communications services.

The City's employees are expected to adhere to standards of appropriate use of technology; therefore, the City must provide those employees with clear guidelines and definitions of what it considers acceptable use.

This Computer Use Policy, which must be read and acknowledged by every employee, provides those guidelines for the employees of the City of Salisbury to follow.

City of Salisbury
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RESOLUTION NO. 1178

A RESOLUTION OF THE COUNCIL OF THE CITY OF SALISBURY, MARYLAND
ADOPTING A COMPUTER USE POLICY TO DEFINE GUIDELINES AND RESTRICTIONS
REGARDING THE USE OF COMPUTER RESOURCES AND COMMUNICATIONS
TECHNOLOGIES BY CITY OF SALISBURY EMPLOYEES

WHEREAS, the City Council finds that it is in the best interest of the City and its citizens that it adopt a policy which will provide all City employees with the guidelines and limitations for appropriate use of computer technology and other communications equipment; and

WHEREAS, the City Council believes that the use of such technologies is necessary for the City to operate openly and efficiently; and

WHEREAS, the City Council also recognizes that, since there is a potential for employee abuse of such technologies, a personnel policy must be implemented which will identify acceptable employee use of the defined technology resources; and

WHEREAS, the City Council believes that it is in the best interest of the City to provide its employees with a clearly defined policy of acceptable technology use.

NOW, THEREFORE, BE IT RESOLVED that the Salisbury City Council adopts the attached Computer and Technology Use policy.

THE ABOVE RESOLUTION was introduced and duly passed at a meeting of the Council of the City of Salisbury, Maryland held on ____ day of _____, 2004 and is to become effective January 1, 2005.

ATTEST:

Brenda J. Colegrove
CITY CLERK

Michael P. Dunn
PRESIDENT, City Council

Barrie P. Tilghman
MAYOR, City of Salisbury

City of Salisbury Computer and Electronic Communications Policy Effective January 1, 2005

This policy governs the use of the City's computer and electronic communications system, which includes telephone, voice mail, fax machines, Internet, electronic mail (e-mail), and other computer usage. City employees and other users are encouraged to use the City's computer and electronic communications system to assist them in performing their work responsibilities effectively, efficiently, and at the highest level. E-mail and the Internet are the newest communication tools. Users are to use e-mail and the Internet as they would any other type of City communications tools.

General Guidelines:

The computer and electronic communications system is the property of the City of Salisbury government and may only be used for approved purposes. Occasional, limited, appropriate personal use of the computer and electronic communications system is permitted if the use does not (1) interfere with the user's work performance; (2) interfere with any other user's work performance; (3) compromise the integrity of the computer and electronic communications system; or (4) violate any other provision of this policy or any other policy, guideline, or standard of the City of Salisbury. Personal use of the computer and electronic communications system is a privilege that may be revoked at any time.

No Expectation of Privacy:

Users do not have an expectation of privacy, and waive their right of privacy, in their use of the computer and electronic communication system, including, but not limited to, the e-mail and voice mail messages they create, store, send and receive, and the Internet sites they visit. Electronic communications are neither private nor secure. E-mail and/or voice mail could potentially be stored indefinitely on any number of computers, in addition to that of the recipient. Copies of messages created may be forwarded to others either electronically or on paper. Also, e-mail and/or voice mail sent to nonexistent or incorrect usernames may be delivered to persons that the user never intended. In addition, the use of passwords to gain access to the computer and electronic communication system does not imply that users should have an expectation of privacy in the material they create or receive on the computer system.

Monitoring of Computer and Electronic Communication Usage:

The City has the right to monitor any and all aspects of its computer and electronic communication system, including, but not limited to, monitoring sites visited by users on the Internet, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail and voice mail sent and received by users. Such monitoring may be conducted without prior notice. Use of the City's computer and electronic communication system shall constitute consent to such monitoring.

Maintaining Professionalism:

At all times, users have the responsibility to use computer resources in a professional, ethical, and lawful manner. Users should use the same care in drafting e-mail and other electronic documents as they would for any other written communications. The quality of writing reflects on the City. Users should always strive to use good grammar and correct punctuation, and keep in mind that anything created or stored on the computer system may be reviewed by others.

Inappropriate Use:

Under no circumstances, should the City's computer and electronic communications system be used for sending, transmitting, receiving, copying, or storing any communication that is fraudulent, harassing, racially offensive, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate. Users encountering or receiving this kind of material should immediately report the incident to their supervisor and the Director of Information & Technology (IT). Exceptions are limited to police investigations into criminal activities, which may require the use of the Internet for information and intelligence gathering. This is permissible with the prior approval of the Chief of Police.

Other prohibited uses of the City's computer and electronic communication systems, include (1) sending chain letters; (2) sending copies of documents, messages, software, or other materials in violation of copyright laws; (3) compromising the integrity of the City and its business in any way; and (4) "moonlighting" or the advertisement of personal business. Off-color humor in e-mail or voice mail is strictly prohibited. Moreover, humor, irony, and emotion are difficult to communicate in an e-mail message. Therefore, attempts at either may be misinterpreted by the reader or recipient.

When using group e-mail, users are required to use discretion and to exercise good judgment. For example, sending to the "everyone" group adds to everyone's workload and taxes the network; examples of such inappropriate use include announcements of leave time and solicitations.

Disclaimer of Liability:

The City is not responsible for material viewed or downloaded by users from the Internet. Users are cautioned that included among the massive amount of information on the Internet is offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid coming into contact with some of this material on the Internet, even when performing innocuous search requests. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk.

Email Retention:

The City's electronic communications system is not configured to automatically delete e-mail messages. Once the e-mail message is deleted though, there is no possible way to retrieve and restore the message. If you wish to save messages, it is recommended that you print your message, or send them to archive on your PC.

Misuse of Software:

Without prior written authorization from the IT Department, users may not do any of the following: (1) copy software for use on their home computers or to other computers; (2) provide copies of software to any independent contractors of the City or to any third person; (3) install software on any of the City's workstations or servers; (4) download any software from the Internet or other online service to any of the City's workstations or servers; (5) modify, revise, transform, recast, or adapt any software; or (6) reverse-engineer, disassemble, or decompile any software. Users who become aware of any misuse of software or violation of copyright law should immediately report the incident to the Director of IT.

Virus Detection:

Files obtained from sources outside the City, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by citizens or vendors, may contain dangerous computer viruses that can damage the City's computer network. Users should 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 a user suspects that a virus has been introduced into the City's network, he or she should notify the IT help desk immediately.

Password Upkeep:

Passwords should be obscure and a minimum of four characters in length. For best security, passwords should include special characters (e.g., "@," "!", "&," "%"). All passwords must be changed periodically. Users of the network who do not change their passwords will be prompted to make a change or they may be automatically locked out of the system.

Account information and passwords are not to be shared with other employees.

Employees are prohibited from acquiring the account and password information of another employee for the purposes of accessing the systems and privileges of that employee.

Ecommerce

Users should exercise caution when connecting to Internet sites that require credit card information. City credit cards may only be used with approval of a department head and only on secure sites that utilize HTTPS/SSL (the padlock icon will appear at the bottom of the page in most Web browsers).

**City of Salisbury Computer and Electronic Communications Policy
User Acknowledgment**

I have read, understand, and agree to comply with all the terms of this policy governing use of the City of Salisbury's computer system. I understand that a violation of this policy may result in disciplinary action, including possible termination, as well as civil and criminal liability. I further understand that this policy may be revised, expanded, or otherwise modified at any time, and that it is my responsibility to ensure that I am familiar with the current Computer and Electronic Communications System Policy at all times. I further understand and acknowledge that I am bound by the terms of the policy regardless of whether or not I have signed this policy or any modification thereof.

Date _____

Signature

Printed name