



City of Chicopee

Information Technology Department

Technological Resources Policy & Management Guidelines

Acceptable Use of City Technology Resources Policy

1.0 Purpose of policy

The purpose of this policy is to:

- 1.1** Protect the City's reputation and ensure responsible use of taxpayer dollars;
- 1.2** Describe what The City of Chicopee (sometimes referred to here as "The City" or "City") expects regarding acceptable uses of City technology resources;
- 1.3** Protect the interests of both The City of Chicopee and City technology resource users by providing a standard by which questions of acceptable technology resource use may be gauged;
- 1.4** Provide principles, guidelines and information regarding the use of technology resources;
- 1.5** Provide examples of acceptable and unacceptable uses of City technology resources. The examples are not intended to be exhaustive.

2.0 Statement of policy

Technology resources are provided to improve productivity of City business activities and enhance the effectiveness of communication.

Technology resource users are required to use technology resources in an acceptable manner as defined in this policy.

Any use of The City's technology resources that breaches this policy will be considered misconduct and will be reviewed. This may result in disciplinary steps being taken against the technology resource user, up to and including dismissal from employment,

seeking restitution, commencement of civil action, criminal prosecution or any combination thereof.

Technology resource users are deemed to have given consent to this policy by their continued use of City technology resources.

3.0 Definitions

3.1 Technology resources: Technology resources include but are not limited to:

3.1(a) Desktop, notebook, portable, and personal digital assistant (e.g. Palm Pilot) computing devices and related peripherals (e.g. printers, scanners, etc.);

3.1(b) Internet and e-mail systems;

3.1(c) Electronic data transmission equipment, devices and networks;

3.1(d) Business systems, office productivity systems, utility and other City managed software;

3.1(e) All types of telephone, cellular telephone, radio and other audio/voice communication equipment, devices and networks;

3.1(f) Consumable goods used in the operation of these resources including, but not limited to diskettes, CDs, tape media, paper, etc.;

3.1(g) Data, information and other work products (e.g. computer programs, databases, spreadsheets, etc.) created/maintained in using these resources.

3.2 Technology resource users: With the exception of Chicopee Police Department Criminal Justice Information System (CJIS), LEEPS, and Criminal Offender Record Information System (CORI) server, technology resource users include but are not limited to City of Chicopee employees, vendors, contractors, consultants and any other individuals with authorized or unauthorized access to and use of City technology resources.

3.3 Misconduct: Any use of The City's technology resources that breach this policy.

3.4 Ownership: All technology resources acquired and managed by The City (hereinafter referred to as "City technology resources"), and the data, information and the work product (e.g. programs, databases, spreadsheets, etc.) created, received/downloaded from external sources and/or modified in the use of such resources, belong to The City of Chicopee.

4.0 Guidelines for use of technology resources

4.1 General principles

4.1(a) Use: City technology resources must be used only for their intended purpose, as described in the guidelines for use related to this policy.

4.1(b) Complying with existing laws and City policies: Technology resources must be used in activities in compliance with all applicable laws or regulations, including without limitation: those at the federal level, state level, municipal level; those by way of international treaties; those of any foreign jurisdiction with authority; and those civil laws in force between vendor and purchaser of technology resources, and any and all City policies.

4.1(e) Safeguarding data and information: City technology resources are to be used in a manner that safeguards the integrity and accessibility of data, information and the work product (e.g. programs, databases, spreadsheets, etc.) created, received/downloaded from external sources, and/or modified in the use of such resources.

4.1(f) Monitoring: The City of Chicopee reserves the right to monitor, access, assess and audit the use of any and all City technology resources. The City also reserves the right to remove, delete, confiscate or alter any data, information and other work products (e.g. programs, databases, spreadsheets, etc.) found to be in violation of this policy.

4.2 Use of City technology resources for personal purposes

Occasional or incidental personal use of City technology resources, including the City access to the Internet and e-mail system is permitted provided such use does not:

4.2(a) Violate any aspect of this policy;

4.2(b) Adversely affect the availability of City technology resources for The City's business purposes;

4.2(c) Adversely affect an individual's performance of work duties and responsibilities, or adversely impact work time;

4.2(d) Include business activities (i.e. profit and not-for-profit) unrelated to municipal services except as permitted in 4.3;

4.2(e) Include accessing information for personal gain or advantage that the average citizen could not obtain from The City.

4.3 Use of City technology resources for outside activities

The City encourages each employee to undertake the responsibilities of service and citizenship in his or her community, but not to make use of City time or resources for such activities without the prior agreement of the Mayor or his designee. Service and citizenship may include, but not be limited to, such activities as involvement with charitable, political, community service and professional organizations.

4.4 Internet (Web), City Wide Area Network, access with City technology resources

The City has methods and mechanisms in place that monitor and record all Internet use, and The City reserves the right to do so at any time. No technology resource user should expect privacy as to his or her Internet use. Internet activity may be reviewed at management discretion.

Access to the Internet is provided to technology resource users to enable them to carry out their job responsibilities. City technology resource users are expected to use Internet access for conducting City business activities.

4.4(a) It is a breach of this policy to purposely access any Web site that contains any form of material of a nature that is pornographic, sexual, or erotic; that is obscene, lewd, or offensive; or that promotes violence, hatred, abuse neglect or harassment;

In this context, "pornographic, sexual or erotic" can include but is not limited to, all forms and degrees of nudity, whether complete, partial, scantily attired, veiled or otherwise suggested; depictions of sexual activity; any images or text that are explicit or suggestive in nature.

4.4(b) It is a breach of this policy to purposely access any Web site for the non business purposes of, but not limited to, posting personal messages on Internet e-mail services (e.g. Hotmail.com, Yahoo.com, etc.), chat rooms, newsgroups, and messaging services (e.g. MSN Messenger). It is also unacceptable to access/receive streaming audio/video files, dating services, escort services, Internet gaming, gambling and other types of personal referral services for purposes unrelated to City business.

The City continuously monitors its technology systems to be alert to possible system risks and to assess policy compliance. Information technology will be used to monitor all Internet use and block access to some Web sites clearly not in keeping with this policy. Individual City technology resource users will be notified if their attempts to access blocked sites appear on corporate Internet logs.

4.5 Electronic mail (e-mail) using City technology resources

The City's e-mail service is provided to communicate messages and attach electronic files for electronic distribution via the Internet and intranet (internal network) for City business purposes.

Incoming and outgoing e-mail messages may be reviewed, disclosed, accessed or monitored at the sole discretion of management, in the ordinary course of its business, at any time, with or without notice, and notwithstanding any password.

No technology resource user should expect privacy as to his or her e-mail use.

The City reserves the right to restrict or prohibit access to certain Internet e-mail sites (e.g. Hotmail.com, Yahoo.com, etc.). Prohibited use of these e-mail sites includes but is not limited to: accessing from and redirecting City e-mail to these Internet e-mail sites and related services.

The City of Chicopee's electronic mail system must not be used to:

4.5(a) Transmit or circulate any message that is threatening, offensive, obscene, intimidating, and abusive or is contrary to any applicable statute or is wrongful in common law, to any recipient inside or outside of The City of Chicopee. Among those that are considered offensive include but are not limited to messages or material of a nature that is pornographic, sexual or erotic (as defined in Section 4.4(a) of this policy); that is obscene, lewd, or offensive; that promotes violence, hatred, abuse, neglect or harassment; or that contains racial or ethnic slurs or other comments that offensively address someone's age, sex, sexual orientation, religion, national origin, ancestry, disability or intelligence. In addition, the e-mail system must not be used to communicate other unacceptable messages, for example, messages or material that is defamatory, derogatory, obscene, or otherwise inappropriate;

4.5(b) Commit any crime, including but not limited to sending obscene e-mails over the Internet with the intent to annoy, abuse, threaten or harass another person;

4.5(c) Forward inappropriate e-mail, graphics and sound files;

4.5(d) Transmit confidential or personal information without authorization and appropriate security;

4.5(e) Initiate or propagate electronic chain letters or send unsolicited information not related to City business activity ("spam");

4.5(f) Forge communications to make them appear to originate from another person;

4.5(g) Attempt to monitor or tamper with another user's electronic communications; or

4.5(h) Use abusive or otherwise objectionable language in either public or private messages.

4.6 Unacceptable uses of City technology resources

In addition to specific examples outlined in other sections of this policy, unacceptable use of City technology resources includes, but is not limited to, knowingly or intentionally doing or allowing any of the following:

4.6(a) Accessing, displaying, uploading, downloading, viewing, reading, transmitting, circulating, saving, storing, distributing or possessing any form of material of a nature that is pornographic, sexual or erotic (as defined in Section 4.4(a) of this policy); that is obscene, lewd, or offensive; or that promotes violence, hatred, abuse, neglect or harassment;

4.6(b) Misrepresenting or hiding the user's electronic identity;

4.6(c) Accessing someone else's computer account without proper delegated authority;

4.6(d) Providing unauthorized access to the user's account, or providing the means to do so;

4.6(e) Intercepting or altering data transmitted via technology resources;

4.6(f) Reproducing or distributing copyrighted materials without permission of the copyright holder;

4.6(g) Violating terms of applicable software licensing agreement, including installing software without a license to do so;

4.6(h) Downloading, using or distributing software for which the copyright owner has not given license;

4.6(i) Installing software that is not supported by and/or without the authority of the City's Management Information Systems (MIS) Department;

4.6(j) Introducing worms or viruses or other code with destructive properties to City technology resources;

4.6(k) Unauthorized sharing of passwords;

4.6(l) Unauthorized use of or access to City technology resources;

4.6(m) Using the City's network to gain unauthorized access to any computer system;

4.6(n) Moving computer equipment, including all hardware and software components;

4.6(o) Connecting unauthorized equipment to The City's network;

4.6(p) Attempting to circumvent City technology resources protection schemes or uncovering and failing to report security loopholes;

4.6(q) Activities that will interfere with the normal operation of City technology resources computers, terminals, peripherals, and inter-connected public data/voice networks, etc.;

4.6(r) Installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network;

4.6(s) Deliberately wasting or overloading City technology resources;

4.6(t) Modifying data files for which a user is not the responsible data source;

4.6(u) Accessing technology resources that an employee has not been specifically authorized to use;

4.6(v) Accessing or copying another employee's electronic mail, data, programs, or other files without permission of the mail or data owner;

4.6(w) Unauthorized use, or infringement, or theft of data, equipment, or tangible or intangible property, or any intellectual property rights thereto;

4.6(x) Modifying the permissions and authorizations on a computer workstation;

4.6(y) Modifying a computer workstation configuration including but not limited to installed software, computer settings and anti-virus and security controls.

5.0 Responsibilities related to technology resources

The City has methods and mechanisms in place that monitor and record all Internet and e-mail use, as well as files stored on shared and personal server directories and local disk drives, and The City reserves the right to monitor and record at any time. No technology resource user should have any expectation of privacy as to his or her technology resources use. Technology resources use, including but not limited to, Internet and e-mail activity, may be reviewed.

5.1 Managers and supervisors are responsible for:

5.1(a) Making employees aware of the Acceptable Use of City Technology Resources Policy;

5.1(b) Providing technology resource users with access to necessary training to use technology resources efficiently and effectively;

5.1(c) Informing senior management of any breach of this policy;

5.1(d) Taking appropriate action, as defined in the Acceptable Use of City Technology Resources Policy – Management Guidelines (Attachment 1), with respect to any breach of this policy.

5.2 Technology resource users are responsible for:

5.2(a) Adhering to the Acceptable Use of City Technology Resources Policy;

5.2(b) Becoming as proficient in the use of technology resources that are provided, as is necessary to fulfill work responsibilities;

5.2(c) Promptly advising managers and supervisors if any inappropriate or improper message or material is received.

6.0 Misconduct and consequences

Any use of The City's technology resources that breaches this policy will be treated as misconduct.

Misconduct will be reviewed and may result in disciplinary steps being taken against the technology resource user, up to and including dismissal from employment, seeking restitution, commencement of civil action, criminal prosecution or any combination thereof.