




City of Olympia Administrative Guidelines

GUIDELINE #28 Technology Policy	
EFFECTIVE DATE: October 1, 2005	PREPARED BY: Human Resources Department
REVISED: September 30, 2005	APPROVED BY:
SUPERSEDED: May 1, 1999	 Steven R. Hall City Manager

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Administrative Guideline #28 – Technology Policy

28 Technology Policy

28.1. PURPOSE: This guideline establishes policies and procedures for the use of microcomputer hardware and software, telecommunications devices, procurement of technology assets and security relating to technology.

28.2. REFERENCE:

28.3. APPLICATION:

28.4. POLICY: It is the policy of the City to maximize the cost-effective use of computer systems as a means of improving productivity. The City of Olympia provides a communications network capable of offering computing resources, electronic mail (email) and internet access to employees to assist in and facilitate City business and communications. The primary purpose of the City's network and systems is to provide service to the public as part of City business, in a manner that is congruent with the City's vision and values. Some limited, incidental personal use of the Computer System by City employees is permitted if accomplished in compliance with the provisions of this Policy as set forth below.

This policy does not articulate all required or proscribed behaviors by technology users or identify all exceptions to the rules, but merely covers likely examples. In general, the City relies on the good judgment of its employees to ensure that City technology resources are used in the public's best interest and in accordance with Administrative Guideline #24, *Standards of Conduct*.

28.5. GUIDELINES:

28.5.1. APPROVAL: The employee must obtain approval for computer, email and internet use from the employee's department director or authorized supervisor or manager.

28.5.2. EXPECTATION OF PRIVACY: By using the City's Computer System (including e-mail and internet), employees acknowledge and agree that they have no expectation of privacy or confidentiality in their use of the system or in any data that they create, store, or transmit on or over the system, including any data created, stored or transmitted during the employees' incidental personal use of the Computer System as permitted under this Policy. Employees who use the Computer System further agree that they are aware of, understand and will comply with the provisions of this Policy, and that their use of the Computer System may be monitored and any data that they create, store, or transmit on or over the system including incidental personal use of the Computer System as permitted under this Policy, may be inspected by City management staff at any time. In addition, certain email messages and other documents created on the Computer System may be considered a public record and may be subject to public disclosure.

28.5.3. DEFINITIONS:

- a. **Computer System:** Includes individual desktop computers (PCs), software, email system, the internet and intranet, laptop computers, floppy disks, magnetic tapes, file servers, peripherals, network equipment and all other components of the

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City's computer network.

- b. **Email:** The City's electronic mail system.
- c. **Employee:** For the purpose of this guideline, this term refers to any individual who works with the City and will use the Computer systems and Telecommunications. This includes but is not limited to regular or temporary personnel, volunteers, emergency hires, instructors, contracted personnel, interns, etc.
- d. **Internet:** A worldwide network of computers.
- e. **Intranet:** Web site containing content for internal use.
- f. **Streaming Audio/Video:** Technology used to "play" audio/video on a PC over a network. Can be used for music, voice, lectures and other audio/video material. It generally consists of a continuous stream of data coming from a network.
- g. **Web Browsing:** Use of a browser tool to access web sites on the internet.

28.5.4. USE OF CITY SYSTEMS: The City's Computer System is provided to assist employees to perform their jobs, share files, and communicate with each other and with outside individuals and organizations. The City's computer system is to be used for City business purposes, except for occasional, incidental personal use as permitted consistent with the guidelines below.

- a. **Appropriate Use:** The City's Computer System are to be used by employees or volunteers for City business.

The Computer System may also be utilized for occasional, incidental personal use that, in the judgment of the employee's supervisor or department director, does not interfere with employee or department productivity

Examples of acceptable occasional, incidental personal use of the City Computer System include:

1. Advising others about an employee's vacation, marriage, birth of a child, etc.
 2. Brief and infrequent communication.
 3. Important and time-sensitive personal needs such as making medical appointments or arranging parent-teacher conferences.
 4. Personal use of an impact similar to that of a brief phone call.
 5. Browsing the on-line edition of newspaper during lunch or break time.
- b. **Prohibited Use:** Use of the City's computer system to engage in any communication which violates federal, state, or local laws, codes, and regulations, City policies and procedures is strictly prohibited at all times.

In addition, the following uses of the City's systems are inappropriate and are prohibited at all times, unless expressly excepted below. Inappropriate uses of the City's system include, but are not limited to:

1. Personal commercial use (e.g. - Ebay or other auction sites, other jobs or businesses the employee is involved with);

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2. Accessing of pornographic, sexually explicit or indecent materials including materials of a bawdy or risqué nature, or that are otherwise unreasonably offensive, except for limited usage for City business as permitted below under 28.5.4.c)
 3. Usage for any type of harassment or discrimination including transmission of obscene or harassing messages to any individual or group because of their sex, race, creed, religion, national origin, sexual orientation or other characteristics;
 4. Gambling;
 5. Usage for any activity that could adversely affect the City of Olympia's image or reputation;
 6. Usage for recreational purposes including the loading of computer games or playing online games;
 7. Usage which precludes or hampers City network performance such as viewing or listening to streaming audio and/or video, except for limited usage for City business as permitted below under 28.5.4.c
 8. Unauthorized copying of copyrighted material;
 9. Usage which violates software license agreements;
 10. Downloading of software except for limited usage for City business as permitted below under 28.5.4.c
 11. Transmission of information to unauthorized persons or organizations;
 12. Unauthorized entry or attempt of entry to other City systems or to any other networks;
 13. Unauthorized entry or attempt of entry into other City Departments sub-directories, files, resources; or
 14. Malicious use of the system in an excessive manner so as to unreasonably deprive others of system use or resources.
 15. Use of computing resources that violates standards outlined in Administrative Guideline #24, *Standards of Conduct*.
- c. **Limited Usage:** The following uses of the City's systems are permitted for City business only. The City business need must be conveyed to and the use authorized by the employee's department director:
1. Accessing streaming audio/video is permitted for City business such as Online training.
 2. Accessing of pornographic, sexually explicit or indecent materials including materials of a bawdy or risqué nature, or that are otherwise unreasonably offensive is permitted as part of any investigation conducted by Police Detectives or other authorized Police personnel.
 3. Downloading software as approved by IT Services.
- d. **Time of Use:** While the employee is working, the use of the City's Computer System shall be for City business only. Use of the Computer System for occasional, incidental use as permitted in 28.5.4.a above shall be limited to the employees' break and lunch hours unless otherwise allowed by the department director and as limited by this section 28.5.4, *Use of City Systems*. Employees who work within the public's visual sight should be cognizant of public perception and should use care and discretion in providing an appropriate image of the City while using the Computer System and particularly the internet.

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28.5.5. COMPLIANCE:

- a. Inappropriate use or violations of this policy may result in disciplinary action, up to and including termination.
- b. If managers or employees have reason(s) to believe that an employee is misusing the City's computer systems, they shall report the inappropriate use to any supervisor, manager, or department director.
- c. It is the responsibility of the Department Director to administer any disciplinary action(s) necessary as outlined in Administrative Guideline #25, *Disciplinary Action*.
- d. Each user is responsible for their image on the internet/intranet as well as the image of the City of Olympia. It is recommended that employees not put personal information on or access email or internet services for personal use unless they would feel comfortable accessing or putting the same information in a widely distributed office memo. In addition, use of City computer systems must be consistent with Administrative Guideline #24, Standards of Conduct.

28.5.6. PROCUREMENT PROCEDURES: A user wishing to purchase microcomputer hardware or software should consult IT Services early in the planning process. IT Services will assist in assessing hardware/software requirements and in estimating costs. Unless an exception can be justified by user requirements, hardware and software will comply with the City's standard configuration. The user will assure that funds are budgeted and available for purchase of items required.

Acting on behalf of the user, IT Services will initiate requisitions for microcomputer systems, hardware, and software. Such requisitions, which originated from the user, will be forwarded to IT Services to be evaluated and approved before any purchasing action is taken.

All microcomputer hardware and software will be shipped in care of IT Services. IT Services staff will perform necessary tests, install software, set-up the system and provide user instruction.

- a. **Personal Computer Replacement:** When a new computer is purchased, setup and installed in a section, the existing computer is often moved to another employee. Because repeatedly uninstalling and installing hardware and software from one computer to another is very time consuming, expensive, and results in very little productivity benefit for the City, the purchase and installation of a new computer, will result in the move of only one personal computer.
- b. **Standardized Software and Hardware:** To ensure compatibility between microcomputer systems and provision of adequate user support, the City has established standard software and hardware for commonly used applications. The use of unauthorized, non-standard software or hardware, including personally owned software or hardware, on City microcomputer systems without IT Services and Department Director approval is prohibited. If a non-standard software is approved by the IT Services Manager and the Department Director for installation, the City shall not be responsible for its operation and/or maintenance. If it is found that this non-standard software effects the operation of the user computer or the network, it will be removed.

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If Non-standard hardware or software, which has not been approved, is discovered during routine maintenance operations, it will be reported to the immediate supervisor of the user to ensure its removal.

- c. **Installation of Software and Hardware:** Improper installation of software or hardware can damage a microcomputer system or cause it to malfunction. Consequently, all software and hardware is to be installed by the IT Services staff. Any moving, relocating, or rearranging of microcomputer hardware should also be coordinated with the IT Services staff.
- d. **Ownership and Confidentiality:** All software, programs, applications, templates, data, data files and web pages residing on municipal microcomputer systems or storage media or developed on municipal microcomputer systems are the property of the City of Olympia. The City retains the right to access, copy, and change, alter, modify, destroy, delete or erase this property. Microcomputer data files containing confidential or sensitive data should be treated accordingly and should not be removed from the workplace without proper authorization.
- e. **Copying Software, Programs, Applications, Templates etc:** Users should notify IT Services and receive proper authorization before attempting to copy software. In many cases, copyright laws and/or licenses for commercial software, programs, applications, and templates used by the City prohibit making multiple copies. The City and its employees are required to abide by the federal copyright laws and to abide by all such licensing agreements.

28.5.7. SECURITY, VIRUSES AND DOWNLOADING: No one may use loopholes in computer security systems or knowledge of a special password to damage computer systems, to obtain extra resources, to take resources from another user, to gain access to systems or to use systems for which proper authorization has not been given. System accounts are assigned to individuals or groups. A password must be kept secret and not shared with any other individual. No one is allowed to attempt to use another person's user-id or password to gain access to another individual's account.

Staff members whose personal computers are enabled to accept files via the Internet (e.g., via FTP, E-mail, attachments or newsgroups) are individually and directly responsible for checking them for viruses using the latest version of a reliable virus-checking program. Downloading or uploading a file is restricted to City-related business. Users must not download any software packages and/or upgrades from the Internet, and must comply with the "Use of City Systems" policy.

File Sharing - When sharing your files and access to these files with other employees, it is necessary to put these files on a network storage drive. Employees are not allowed to share drives on a user's personal computer; drives are only to be shared on the network.

28.5.8. TELECOMMUNICATIONS DEVICE USAGE:

- a. **City Owned/Operated Devices:** The director of the department shall approve all phone service purchased for City business use. Such devices are limited to business use only. Personal use of City-owned devices is not allowed. Calls home or to family, etc, by City staff when required to work extended hours shall be considered business calls.

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1. City-operated devices shall utilize State of Washington contract pricing.
2. Billing of City-owned devices will be reviewed by department directors for authorization. Department billing summaries are available to management upon request.
3. Electronic devices should be limited to use where two-way radio service or regular telephone is not available or no other less expensive method is available.
4. The City reserves the right to monitor and audit all calls made on City-owned Communication Devices.

b. Emergency Response Contract for Cellular Phone Service:

1. Department directors shall designate which employees are emergency response employees who may purchase cellular phone service under the City's Emergency Response Contract. This selection shall be in accordance with Administrative Guidelines for Personnel Administration # 11, Duty to Report to Work in Disaster/Emergency.
2. Any user of emergency response cellular phone service may retain possession of the phone both on and off duty. The designated employee has the responsibility to pay the bill for such service, but may seek reimbursement from the City for the cost of calls made in conjunction with City business. The employee shall execute an agreement with the City under which any unpaid emergency response phone bill may be withheld from the amounts owed the employee, including pay.
3. The City reserves the right to discontinue this cellular phone service if a pattern of unpaid phone bills exist or employee ceases to be designated as an emergency response employee. This service will be cancelled upon termination of employment.
4. The City shall require that the cellular phone service be available to the department during City emergencies. Each department may require that emergency response employees carry their emergency response cellular phones during any emergency response so they are available during the emergency to be used at the discretion of the department head or supervisor.
5. The above represents the policies of the City of Olympia with respect to cellular phone service bought under special contracts with cellular phone service companies. Should the policies of cellular phone service companies with respect to these contracts change in any substantial manner, these policies shall be reviewed and revised as required.

c. Other Communication Polices:

1. Proper Use: Access to communication devices is a privilege. All users of City provided or used devices are responsible for using this resource in an effective, ethical, safe, and lawful manner. All usage should be congruent with the City's Vision and Values, and used only for City business, except as provided by this policy.
2. Communication devices are only for City-related activities, except as described under section 28.5.8.b *Emergency Response Contract for Cellular Phone Service*. Fraudulent, harassing, or obscene messages must not be transmitted. Inappropriate messages include but are not limited to:

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- a. Messages send under an assumed name or with intent to obscure the origin of the message.
 - b. Messages that harass an individual or group because of the sex, race, creed, religion, national origin, sexual orientation, or other characteristics.
 - c. Messages that contain erotic material as defined by City Ordinance, indecent or inflammatory remarks directed toward an individual or group.
 - d. No one may use these devices for personal gain or promoting private products, services or interests.
 - e. No one shall deliberately use the system in an excessive manner so as to unreasonably deprive others of system use or resources.
3. Employees are expected to use communication devices in a manner that does not create a distracting or unsafe situation while driving or operating machinery or equipment.

28.5.9. COLLECTIVE BARGAINING/CIVIL SERVICE RULES: Employees covered by collective bargaining agreements and/or civil service rules will be subject to the specific terms of those agreements or rules with respect to network, e-mail and internet use. In the event the collective bargaining agreement and/or civil service rules do not address this policy subject, then employees covered by same, shall be governed by this policy.

28.5.10. PENALTIES AND ENFORCEMENT: Any user violating these policies or applicable local, state and/or federal laws may be subject to immediate loss of all computer, e-mail, communication devices and Internet privileges. In addition, disciplinary action may be taken against any violator under the City's Administrative Guidelines.

It is every employee's responsibility to report any suspected abuse to a supervisor, manager or director. IT Services shall be notified in all cases.

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**City of Olympia
Use of City Technology Systems
Authorization**

Please read Administrative Guideline #28, *Technology Policy*, carefully before signing. The document clarifies policies and procedures for the City’s use of microcomputer systems (hardware and software), telecommunications, Internet use, and technology acquisitions.

My signature below indicates that I have read, understand and agree to abide by The City of Olympia Technology Policy. I understand and agree that violation of these policies or applicable local, state and/or federal laws, may result in the immediate loss of all computer, e-mail, and internet privileges. In addition, disciplinary action may be taken against any employee who violates the policy according to the City's Administrative Guidelines for Personnel Administration.

Name: _____ Department: _____

Employee Signature _____ Date: _____

Supervisor Signature: _____ Date: _____

Please send a signed copy of this document to the IT Service Desk at the Plaza building for processing. *Once received, employee profiles will be enabled.*