

## APPENDIX D

### Computer, E-mail, and Internet Policy

#### PURPOSE

The objective for providing access to computer systems (Desktops and Notebooks) and networks owned or operated by the Town of Payson is to enable Town Officials and Town Staff to better serve their internal and external customers. This can be achieved by enabling them to communicate via electronic mail with customers (citizens), vendors, council members, and peers. Besides e-mail capabilities, users are able to utilize the wealth of research information that is available on the internet. This guideline establishes the parameters of computer, internet and e-mail usage for all Town owned or operated computers and peripheral devices.

#### GUIDELINES

The Town reserves the right to inspect e-mail, computer files, downloaded files/programs, internet history, and other electronic files not made confidential by law at any time on Town owned equipment.

Access to computer systems and networks owned or operated by the Town imposes certain responsibilities and obligations that are granted subject to Town policies as well as any applicable local, state, or federal laws.

This Policy applies to any use of a Town computer network.

#### GENERAL COMPUTER USE

Most functions a user performs while utilizing Town equipment and resources are considered public in nature. Users are accountable for any actions which cause them to violate this guideline. Any violations of this Policy by a Town employee may result in progressive discipline pursuant to the Town of Payson Personnel Policy Manual.

The Town reserves the right to utilize "Remote Control" software or other such facility, at any time, to view, modify, and control the screens, programs, and processor of any computer device attached either locally or remotely to the Town network.

#### Appropriate Uses of Computer and Network Resources.

Use of the supplied software and hardware to perform functions in user's normal course of business.

#### Inappropriate Uses of Computer and Network Resources.

Activities that violate local, state, or federal laws are prohibited. Actions that violate the public trust or hamper the ability of Information Technology (IT) staff to provide network support are not allowed.

Some examples of inappropriate use include, but are not limited to, the following:

1. Loading any new software onto a Town owned computer without the knowledge and consent of the IT staff. This includes wallpaper, screensavers, sound effects, and other software components. This does not include upgrades to authorized software.
2. Altering system hardware settings of a Town owned computer through any system setup or Windows utility.
3. Addition of peripheral devices to a Town owned computer without the knowledge and consent of the IT.
4. Revealing any system passwords to another employee or using the password of another.
5. Knowingly and falsely taking the identity of another employee while accessing any Town owned computer.
6. Changing the software or hardware settings on another user's computer.
7. Attempting to gain access to information, computer accounts, or other computing resources to which the employee is not authorized.
8. Damaging, altering, or tampering with others' data contained within the Town of Payson network,

- without the owner's approval and/or consent of the supervisor.
9. The use of profane, abusive, or threatening language in any electronic files or correspondence.
  10. Using a Town of Payson computer to conduct activities related to outside employment.
  11. Any action in which an employee knowingly adversely affects the operations of the network.
  12. Violating any copyright protection or license agreements for computer software.
  13. Allowing any non-Town employee (spouse, family member, etc.) to use any network attached device including desktops, notebooks, or other peripheral devices.
  14. Using an issued Town owned laptop for personal use away from Town network.

#### Computers shut down and security.

Each user should log off, lock or shutdown their PC at the end of their shift. Departmental exceptions to this policy are acceptable as required. An example of this would be computer aided dispatch and 9-1-1 computers.

#### The production and retention of Town work products.

All Town-related electronic work products shall be stored on a Town network or storage device authorized by the Town Manager or Town Attorney. Work product belongs to the Town and may be worked on off-site, but the master file will reside on the Town network or storage devices described above.

#### **E-MAIL AND INTERNET USAGE**

IT reserves the right to inspect e-mail, computer files, downloaded files/programs, internet history, and other electronic files at any time on Town owned equipment.

#### Acceptable Uses of E-Mail.

1. Any use of the electronic e-mail systems to conduct Town of Payson business.
2. Occasional personal (but not private or confidential) use of e-mail as authorized by the immediate supervisor, providing that it does not violate any other Town of Payson guidelines.
3. Using personal e-mail to conduct Town of Payson business is discouraged but not prohibited.

#### Prohibited Uses of E-Mail.

1. Solicitations that are not part of an official Town of Payson sanctioned event.
2. Unsolicited (i.e., mass mailing to groups of employees) advertising of available services or personal items "for sale" or "for free".
3. Unsolicited (i.e., mass mailing to groups of employees) announcements of parties, group outings, private events, or other activities without prior approval of the employee's supervisor.
4. Sending or forwarding chain mail or other mass mailings that are not of a business nature.
5. Sending messages that are of a commercial, religious, or political nature.
6. Using Town e-mail services to transmit messages or attachments related to outside employment activities.
7. Sending messages that promote a personal view or opinion of a societal issue or cause.
8. Sending messages or images that are sexually explicit or discriminatory based on race, national origin, gender, sexual orientation, age, disability, religion, or political beliefs.
9. Sending messages or images that are harassing or offensive to others as defined by the Town of Payson Personnel Policy Manual.
10. Use by other than employees, official volunteers, or agency contracted employees.
11. Knowingly transmitting viruses, "Spam" mail, or any other unsolicited mail.
12. Sending e-mail without clearly identifying the name, organization and job title somewhere in the body of the original e-mail.
13. Sending confidential information without authorization.

#### E-Mail Privacy.

1. By its nature, electronic mail is not private and has the potential to be purposely or accidentally read by others.
2. The IT staff backs up information on a regular basis, including the e-mail databases. The e-mail within these databases can be retrieved and viewed even though it has been deleted from your active file.

3. Others can inspect electronic mail when allowed by law. The media has been known to request e-mails.
4. The purchase or use of encryption software is not allowed without the knowledge of IT staff.

#### E-Mail Ethics.

1. Write a meaningful subject line. Don't expect your e-mail to be read and replied to promptly if the recipient can't understand the subject of the e-mail without first reading all or parts of the e-mail.
2. Be thoughtful in your use of e-mail attachments. Use attachments only when necessary to convey your message. If only a small part of the attachment is relevant to your message, consider copying and pasting the relevant text instead of sending the entire attachment as long as the context of the attachment remains.
3. Keep your e-mail as concise and succinct as possible. A good rule of thumb is that your e-mail is probably too long if it exceeds one display screen. Consider using the phone, talking in person, or sending a memo instead of sending a "long" e-mail.
4. Always use the spell check function before sending your e-mail.
5. Check your inbox frequently and reply promptly. If you are out of the office for more than a day, you should utilize the "Out of Office" feature to notify people of your absence.
6. Do not send e-mail that you would not wish to be read by other than the recipient. Privacy cannot be assumed nor assured.
7. Be polite and professional in your e-mail communications. Refrain from personal attacks, abusive or threatening language, and never hit the "send" button when you are angry or upset. If you are angry or upset, create the e-mail as a draft and revisit it later to make sure that you really do want to send the message. Remember, once you press the send button the message is gone and you can never take it back.
8. Do not use e-mail to spread professional or personal rumors or comment on the speculation of others.
9. Be cautious with your use of humor and sarcasm as it can easily be misunderstood in e-mail communications.
10. Use the "Reply to All" function only if there is a good reason why all of the recipients of the original message need to see your reply. "Reply All" should never be used by a Council member if other Council members are included in the reply addresses.
11. Target your e-mail to the people who need to read it. Only send e-mail to the "everyone" group if there is a good reason why every employee needs to read your message.
12. Use the "Return Receipt" feature with caution. Some recipients view the use of this feature as a sign of distrust.
13. Use good judgment when subscribing to mailing lists. Learn how to "unsubscribe" to these lists and do not subscribe anyone else to a list.

#### E-mail as a Public Record.

The contents of almost all electronic mail messages are "public records" under Arizona law and are subject to the retention rules and public disclosure requirements of State statutes.

#### Employee Responsibilities.

Employees who transmit e-mail shall determine whether to preserve or delete the e-mail communication as follows:

1. If the content of the e-mail and/or attachment is a public record (and almost all e-mails are), the e-mail and associated attachments shall be printed or preserved in the appropriate file, in permanent paper format or preserved, unedited, in the e-mail system without printing. To determine if a particular e-mail is a public record which is confidential, assistance should be sought from the Legal Department on an individual case basis.
2. If the employee has chosen to retain a public record e-mail within the e-mail system without printing a copy, the backup procedures conducted by IT staff must be considered. Specifically, e-mail backed up to tape and subsequently deleted will be retained on backup media for no more than 28 days after deletion. It is the responsibility of the staff member to ensure that these records are retained in hardcopy format for more than 28 days if required by the State statutes.
3. If the content of the e-mail or attachment is not a public record, an employee may delete the e-mail

and/or attachment from the e-mail system whether or not it has been saved on another storage medium. Remember, however, that very few, if any, e-mails are not public records and, therefore, it is preferable that all e-mail is preserved.

4. If in doubt as to what is or is not considered a public record, or whether it is appropriate to retain a non-public record e-mail in any event (e.g., because of pending litigation), confer with the Legal Department.

#### Elected Officials E-Mail Communications.

Elected officials are encouraged to use the Town e-mail system and their external Town e-mail accounts when conducting their official duties. Only the Town e-mail addresses of Mayor and Council will appear on the Town's web site.

Each elected official will be provided with a Town owned notebook computer and printer for his/her home in order access the Town e-mail and perform job related duties. They may also utilize these notebook computers to access the Town external e-mail system for conducting official Town business while traveling.

E-mail communications among Council members and among Council members and the public concerning Town business or Town related issues are normally considered public records. As such:

In order to preserve the communication, copies of messages sent and received by Council members will be forwarded to a mail box accessible by the Town Clerk. The Town Clerk will preserve the communication per record retention rules and make it available for public inspection.

Mayor and Council are encouraged not to communicate with a quorum of Council members about Council business through e-mail. More specifically:

E-mail cannot be used as a means of discussion, deliberation, or taking legal action by a quorum of members of the Town Council on matters that may foreseeably come before the Council for action. The exchanging of facts or opinions among a quorum of the Council on matters that may foreseeably require Council action may constitute "deliberation".

Examples of other potential violations include:

- A Council member sending communications regarding a potential action item to less than a quorum of members, but also including the opinions of other Council members that would constitute a quorum.
- B E-mail discussions related to a potential action item among less than quorum that are forwarded to a quorum.
- C Splintering the quorum by intentionally having separate and serial e-mail discussions among a quorum of Council members on a potential action item.
- D A one-way communication by any one Council member which proposes an action and is made to three or more other Council members.

Examples of permissible communications would include:

- A Staff member or the public sending e-mail to a quorum of Council members and there are no further e-mails on the topic amongst a quorum of Council members.
- B A staff member sending e-mail to a quorum of Council members indicating that a specific item will or should be placed on a future agenda for action.
- C Council member copying a quorum of Council members on a request to staff for specific information, providing that no Council members reply to a quorum of Council members.
- D Council member e-mailing an article, report, or other factual information to a quorum of Council members with a request to include the information in the Council's agenda packet. However, a quorum of Council members may not discuss this factual information prior to the public meeting.

#### Internet (World Wide Web) Access – Overview.

The following guidelines will be followed when using internet access provided by the Town of Payson:

1. Generally the internet is an unsecured network. All information sent over the internet should be considered public information and should be treated as such.

2. Use of the internet service should be driven by the desire to enable the Town of Payson's employees and elected officials to better serve their internal and external customers.

Employees may use the Internet by only using the Microsoft network ID(s) and password(s) provided to them by the IT staff. Employees should not give their security information to other employees and should not use the ID(s) or password(s) that have been granted to another employee. Employees may authorize another employee to read and handle e-mail and calendar scheduling on their behalf via the MS Outlook Meeting configuration settings.

#### Acceptable Internet (Web) Browsing Uses.

Use for Town of Payson business such as research, training, educational, communications, or other activities related to an employee's job responsibilities.

Personal use as authorized by supervisor, department head, or equivalent. This personal use includes browsing to appropriate web sites, accessing personal e-mail accounts or services, and accessing personal financial accounts.

Use of a personal credit card to make personal purchases as authorized by the supervisor, department head, or equivalent.

Use of a Town of Payson procurement card (ProCard) to purchase goods over the Internet is subject to all previously established procurement rules and guidelines. Employees may use a ProCard to purchase goods only by use of a Secure Socket Layer transaction (SSL). SSL transactions are indicated in a window displayed on the screen and a picture of a key or padlock at the bottom of the browser window.

All users of the Internet shall practice the proper etiquette when communicating electronically with others. Employees are representing the Town of Payson, much like they would be when attending meetings, seminars, or speaking on the phone when conducting Town of Payson business.

#### Unacceptable Internet (Web) Browsing Uses.

Some examples of inappropriate use include, but are not limited to, the following:

1. Participation in chat rooms not specifically related to Town of Payson business.
2. Knowingly accessing web sites or purchasing goods electronically that are pornographic and/or sexually explicit in nature.
3. Using a personal credit card to purchase items without prior approval of supervisor, department head, or equivalent.
4. Signing on or letting other employees, family members, consultants, or anybody else use their Internet capabilities.
5. Conducting any illegal activities.
6. Personal use that interferes with another employee's ability to use that same computer for Town of Payson business.
7. Conducting activities related to secondary employment.
8. Downloading of any software (including application programs, drivers, patches, image files, etc.) from the Internet is not permitted without the knowledge and consent of IT staff.

#### Monitoring of Internet (Web) Browsing.

Web browsing activities are logged and available for inspection. Logging includes web sites visited, key words used while utilizing search engines, and images/pictures that were downloaded to the computer (either intentionally by the employee or by visiting a web page that copies images temporarily to the computer hard drive behind the scenes). Since logging is captured by user ID, computer location, and computer name, it is critical that computers are not left unattended for extended periods of time and that network passwords are not revealed to another employee.

The Town of Payson Firewall is configured to block employee access to web sites that are deemed unacceptable by policy. Occasionally, however certain inappropriate web sites can be accessed either accidentally or intentionally. Although access is not blocked in these cases, it is logged. If you accidentally access a site that you think might be unacceptable, notify your supervisor who can then contact IT staff to inform them of the incident so that it can be logged.

Detailed internet use reports can be made available to department directors via a written request to IT.

Internet use reports may be released to the public through the Town of Payson Clerk's office as part of a public records request.

#### Hardware and Software Services.

The purchase of computers, accessories, hardware add-ons, computer software, and related IT consulting services shall be centralized in order to ensure their compatibility and proper integration with current and future hardware and software systems. It is the responsibility of IT to ensure the integration and compatibility of all software and hardware throughout the organization. This guideline will establish the parameters of the purchase of computer equipment, software, and related IT consulting services for and by employees.

Technology that is intended to meet the specialized needs of a specific department or division and/or not physically connected to the "Town" network may be exempt from this guideline. It is the requesting department's responsibility to contact IT staff to determine the applicability of this guideline to those "specialized" systems.

#### Procurement Rules.

Computer devices, software, and technology consulting/contractual services cannot be purchased without the prior knowledge and approval of the IT staff. This ensures compatibility with current and future systems as well as add-on equipment.

Computer devices and desktop software will be purchased administratively through the IT department. If purchases are made without prior approval or the subsequently purchased item does not meet the standard, the IT staff reserves the right to return the merchandise or assign the equipment to another department at its discretion.

Consulting or contractual services related to IT must not be acquired or conducted without the prior knowledge and consent of the IT staff. The requesting departments will jointly evaluate the need for outside consulting services and will work together in selecting the consultant should these services be deemed necessary.