

**OFFICE OF THE BOARD OF SELECTMEN AND TOWN MANAGER**



**Device Use Policy: High Speed Internet Required**

**1.0 Purpose**

The purpose of this policy is to define standards for connecting to the Town of Duxbury's ("Town") network/cloud based resources from any host or device. These standards are designed to minimize the potential exposure to the Town of Duxbury from damages which may result from unauthorized use of the Town of Duxbury's network/cloud based resources. Damages include the loss of sensitive or company confidential data, intellectual property, damage to public image, damage to critical internal systems, etc.

**2.0 Scope**

This policy applies to all Town of Duxbury employees, contractors, vendors and agents with a town-owned or personally-owned computer, workstation or device used to connect to the Town network/cloud based resource. This policy applies to remote access connections used to do work on behalf of the Town of Duxbury, including reading or sending email and viewing intranet web resources.

Remote access implementations that are covered by this policy include, but are not limited to, DSL, VPN, SSH, and cable modems, etc.

**3.0 Policy**

**3.1 General**

1. It is the responsibility of Duxbury town employees, contractors, vendors and agents with remote access privileges to the Town of Duxbury's network to ensure that their remote access connection is given the same consideration as the user's on-site connection to the Town of Duxbury. All connections are bound by the Town of Duxbury network agreement.
2. The Town employee is responsible to ensure that family members, associates, or friends do not use any Town equipment.
3. The Town employee shall not perform illegal activities, and will not use the access for outside business or political interests. The Town employee bears responsibility for the consequences should the access be misused.
4. Please review the following policy for details of protecting information when accessing the town network via remote access methods, and acceptable use of the Town network:

**3.2 Requirements**

1. Secure remote access must be strictly controlled. Control will be enforced via password authentication or public/private keys with strong pass-phrases.
2. At no time should any Town employee provide their logins or passwords to anyone.
3. Town employees and contractors with remote access privileges must ensure that their town-owned or personal computer, workstation, or device which is remotely connected to the Town's network, is not connected to any other network at the same time, with the exception of personal networks that are under the complete control of the user.
4. Town employees and contractors with remote access privileges to the Town's network **must not use non-town email accounts (i.e., Hotmail, Yahoo, AOL), or other external resources to conduct Town business**, thereby ensuring that official business is never confused with personal business.
5. All hosts that are connected to the Town's internal networks via remote access technologies must use the most up-to-date anti-virus software. Third party connections must comply with requirements as stated in the *Third Party Agreement*.
6. Approval of remote network access must be granted by the Town Manager on the approved VPN Request Form.

**4.0 Enforcement**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

**5.0 Definitions**

<b>Term</b>	<b>Definition</b>
Cable Modem	Cable companies such as Comcast provide Internet access over Cable TV coaxial cable. A cable modem accepts this coaxial cable and can receive data from the Internet at up to 100 Mbps. Cable is currently available only in certain communities.
DSL	Digital Subscriber Line (DSL) is a form of high-speed Internet access competing with cable modems. DSL works over standard phone lines and supports data speeds of over 2 Mbps downstream (to the user) and slower speeds upstream (to the Internet).
Remote Access	Any access to the Town network through a non-town controlled network, device, or medium.

AFTER REVIEWING THIS POLICY, PLEASE SIGN AND RETURN THIS PAGE OF THE POLICY TO THE DIRECTOR OF TECHNOLOGY. RETAIN REMAINING PAGES FOR YOUR RECORDS.

Town of Duxbury  
10 Mayflower Street  
Duxbury, MA 02332  
Contact: [macquarrie@town.duxbury.ma.us](mailto:macquarrie@town.duxbury.ma.us)  
Voice: 781-934-1100, ext. 5550

**Employee/Consultant VPN Request Form**

**Name:**  
**Remote Network Username:**

I have read the Town of Duxbury Remote Access Policy and Virtual Private Network Policy and agree to the terms and conditions listed. I hereby release the Town of Duxbury, its personnel, and any institutions with which it is affiliated, from any and all claims and damages of any nature arising from my use of, or inability to use, the Town of Duxbury Data Network, including, but not limited to claims that may arise from the unauthorized use of the system to purchase products or services.

Additionally, I have a computer at home that meets or exceeds the minimum system requirements listed in the remote access policy.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

I approve the above listed employee for VPN/Remote Access to the Town of Duxbury data network.

\_\_\_\_\_  
**Town Manager**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

**OFFICE OF THE BOARD OF SELECTMEN AND TOWN MANAGER**



**Town of Duxbury Employee Guidelines for Telecommuting During the Coronavirus (COVID-19) Health Emergency**

Due to the current Coronavirus (COVID-19) health emergency, The Town Manager has authorized telecommuting arrangements to support Town operations. These arrangements are expected to be short term; the Town will continue to monitor guidance from health officials and the need for remote work arrangements. Telecommuting is revocable at the discretion of the Town Manager and does not create a precedent, practice or expectation for the manner in which same or similar conditions will be addressed in the future.

Definition: Telecommuting entails a work at home arrangement or a remote access arrangement for at least part of the work-week on a regular basis. Telecommuting may be appropriate for employees as determined by the Department Head/Supervisor and authorized by the Town Manager.

Eligibility: The employee's direct supervisor makes the initial determination of the employee's ability to handle a telecommuting position. Factors taken into consideration may include past performance on projects and work assignments, past attendance, probationary status, an ability to utilize telecommuting technology, and if any of the position's essential functions are required during an emergency (weather or health).

There are some Town of Duxbury positions that require the employee to be physically present in the workplace. These employees, as determined by the Town Manager, Board of Selectmen, Chief of Police, Fire Chief, Board of Health, Highway Director/Surveyor and Water Commissioners, are not eligible to work remotely from home.

Productivity/Work Expectations: The supervisor will communicate in advance and/or on a remote work date what assignments or tasks are appropriate to be performed remotely.

Employees should remain accessible and productive during scheduled work hours. The supervisor may contact the employee via telephone, email, or videoconference during work hours to discuss work assignments, tasks and work status. The supervisor may request a written summary of activities weekly or as needed.

The employee should understand that working remotely is not designed to be a replacement for appropriate child care or sick leave. Employees should use the use available paid time off for these purposes.

All Town of Duxbury policies, practices and instructions continue to apply as if the employee were working at the Town's work location. The employee should raise any questions about the application of a policy in a remote setting with his/her supervisor and/or Human Resources.

Schedule: The supervisor will identify in advance a specific work schedule, including workdays and hours. The employee must be available by telephone, email, or remote meeting during the work schedule. The Town may require employees to return to regular, in-office work as necessary and at any time.

Non-exempt employee hours may not exceed their regular weekly work schedule. Additional work hours and overtime cannot be paid unless authorized in advance by the employee's direct supervisor.

An employee who is unable to work remotely due to illness or another reason should request available paid time off (sick, vacation, personal) in accordance with paid time off policies.

Timesheet: All employees paid on an hourly basis should complete a timesheet to record their telecommuting dates, hours worked and lunch/other breaks.

Confidentiality: Employees are expected to ensure the protection of confidential and privacy information that is accessible remotely.

Remote Connectivity/Remote Communications with the Public, Supervisors & Co-Workers: Access to emails and network (intranet and file shares) should be done using a computer provided and managed by the Town of Duxbury's IT department. The employee should use the IT department's recommended remote communication tools such as email, remote meetings, etc. for all electronic communications.

Safety/Security: The employee should maintain a safe work environment and provide a secure location for Town equipment and materials. The employee will exercise reasonable care to protect the equipment against theft, accidental damage, and environmental harm. The employee assigned to the equipment, and no one else, may use it for the purpose of Town business only. The Town does not relinquish control over any of the components of the system, materials stored in the system, or files contained in the system and reserves the right to examine all data stored in the machines and the network; users should expect only limited privacy if any personal files are stored on the Town's system. Users should keep in mind that email is considered a written communication subject to public records laws. The employee will comply with the Town's Offsite-Use of Laptop Computers and other Town-Owned Equipment, Mobile Device, and Internet, Digital Information & Communication Acceptable Use policies.

Injury While Working Remotely: The employee will promptly notify his/her supervisor and/or Human Resources if a work-related injury occurs while working remotely. If medical attention is required, the employee should immediately contact his/her medical provider or go to a nearby urgent care facility. The incident will be reported via the Town's Workers' Compensation process and insurer for investigation and a claims approval/non-approval determination.