

Information Systems Resources Usage Policy

PURPOSE

The purpose of this policy is to convey the Town of Duxbury's standards for the use of the Town's Information Resources, including the use of the Internet and electronic mail (email).

The efficient utilization of the Internet for communications via email and research can only improve the quality, productivity and general cost effectiveness of Duxbury's work force. The goal of this policy is to ensure the proper use of this valuable resource as a tool to improve efficiency.

APPLICABILITY

All users of any Town of Duxbury Information Resources are subject to the provisions of this policy.

DEFINITIONS

Email: A system for sending messages (email) between computers with the ability to "attach" files which can be opened by the party in receipt of mail, to quickly reply or forward mail to one or more addresses, and to print, save, or import mail into documents.

Employees should have no expectation of privacy in their use of electronic mail.

Incoming and outgoing messages and attachments are subject to monitoring at the discretion of the Town Manager, at any time, with or without notice, and notwithstanding any password.

Internet: A global network of computer networks linking governments, educational institutions, non-governmental organizations, businesses, commercial communications services, and individual users. It is used for sending email, exploring the World Wide Web, accessing data and files, carrying voice and video signals, and downloading information. It is accessed usually over telephone lines and through modems to an Internet service provider.

POLICY

In compliance with the guidelines provided herein, employees are encouraged to use the Internet and email to their fullest potential to further the Town's mission: To deliver excellent services to the community in the most fiscally responsible and innovative manner, while endeavoring to broaden our sense of community and preserve the unique character of our town.

Use of the Internet by Town of Duxbury employees is a privilege, not a right, which may be revoked at any time for inappropriate conduct. All employees of the Town are

responsible for complying with the policies, guidelines, and standards of conduct contained in this document. Violations may result in a revocation of Internet access privileges and any other applicable penalties.

Although the Town has the right to monitor its employees' Internet activities, monitoring will occur only when there is evidence that an employee is involved in activities that are prohibited by law, that violate Town by-laws, that might jeopardize the Town's Information Resources, or that violate these guidelines.

The Town Manager has the capability and reserves the right to track and monitor employee use of the Internet, including web sites visited and files downloaded by the employee. Incoming and outgoing messages and attachments are subject to monitoring at the sole discretion of the Town Manager, at any time, with or without notice, and notwithstanding any password.

The Town's computer systems must not be used for any act in violation of federal, state, or local law, statute, bylaw, rule, or regulation. Sending/viewing "objectionable" material is considered such a violation. The recipient defines "Objectionable". Harassment or threats via e-mail will be handled in accordance with the Town's harassment policies/procedures.

If any statement within this policy conflicts with federal or state statutes, the applicable provision of the federal or state statute shall apply.

It is the responsibility of all employees to comply with Town policy and departmental procedures.

PROHIBITED USES

- 1) Downloading of files from the Internet or from electronic mail is prohibited without authorization from the Information Systems Administrator.
- 2) Downloading, receiving, printing or otherwise disseminating copyrighted materials (including articles, software, music, video) in violation of copyright laws.
- 3) Using or copying software in violation of a license agreement or copyright.
- 4) Infringing on intellectual property rights.¹
- 5) Misrepresentation of oneself or the Town/falsifying identity.
- 6) Sending, receiving, printing, downloading, displaying or otherwise accessing or disseminating confidential information of the Town of Duxbury.
- 7) Sending, receiving, producing, soliciting, downloading, displaying, printing or otherwise accessing or disseminating offensive, profane, obscene, fraudulent, defamatory or harassing statements or language including disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.
- 8) Sending, receiving, producing, soliciting, downloading, displaying, printing or otherwise accessing or disseminating sexually oriented messages or images.
- 9) Operating a business, or soliciting money for personal gain.

¹ Legal protections may exist for information published on the Internet, such as the text and graphics on a web site. It is important that Users respect the right of intellectual property owners. Users should not copy or distribute computer programs or information that may be copyrighted without the consent of the owner.

- 10) Disseminating, producing or storing destructive programs (viruses or self-replicating codes) or other unauthorized material.
- 11) Wasteful use of the Town's Information Resources by, among other things, spending excessive amounts of time on the Internet, printing multiple copies of documents, or otherwise creating unnecessary network traffic. "Excessive amounts of time" is time which interferes with the User's performance of his/her official duties and responsibilities.
- 12) Other activities that could cause congestion or disruption of the network, including downloading and installation of executable programs and streaming data on the network.
- 13) Intercepting communication intended for other persons, except for the limited purpose(s).
- 14) Gaining or attempting to gain unauthorized access to any computer or network.
- 15) Political lobbying or solicitation of campaign funds.
- 16) Lobbying Town Boards or elected officials.
- 17) Violating any international, federal, state or local law.
- 18) Using official dissemination tools to distribute personal information.
- 19) Remaining logged on overnight or while away from desk for extended periods.
- 20) Using Internet Radio/Video.
- 21) Remember, not all the information on the Internet is true/accurate. Verification of information is critical.

Under no circumstances are Town employees to install software or hardware, including freeware, shareware, trial, sampler, or demonstration packages on Town computer equipment without the specific prior approval of the Information Systems Administrator. Such approval must be obtained in advance for each and every single instance of an installation. Computer games may not be installed on Town computers.

USER RESPONSIBILITIES

It is the responsibility of all Users to read, understand and abide by the terms of this Policy. Anyone using the Town's Information Resources is expected to exercise reasonable judgement in interpreting this Policy and in making decisions about the use of the Town's Information Resources. Any User with questions regarding the application or interpretation of this Policy or any part of it should seek clarification from their respective Department Head or Supervisor.

Department Heads and Supervisors are responsible for ensuring that all Users under their supervision receive a copy of this policy.

The maintenance of a user's electronic mailbox and shared file storage areas are the department's and the user's joint responsibility. Departments should retain email in hard copy, electronically, or by a combination of these two means; departments are responsible for maintaining filing systems which include email and are responsible for instructing employees on appropriate use of these storage systems.

Users should:

- 1) Check electronic mail daily.
- 2) If the message could be perceived as Town of Duxbury business or opinion, add a disclaimer to the signature block, when not officially representing the Town. An example of a disclaimer is: "The opinions expressed here are my own and do not necessarily represent those of the Town of Duxbury."
- 3) Use the user's name, electronic mail address, phone number, and postal address.
- 4) Act in a professional and courteous manner. Remember, gossip and statements about others find its way back. Be patient with users.
- 5) Delete unwanted messages or files periodically, because they take up disk storage space.

- 6) Empty trash can within email.
- 7) Keep messages stored in electronic mailboxes to minimum.
- 8) Transfer to disks for future reference any messages files to be saved. Email messages may be filed with program records and assume the same retention as the records they are filed with.
- 9) When email records do not relate obviously or directly to a program, they may be filed as correspondence.
- 10) Employees need to be efficient about how much time is spent connected to the Internet.
- 11) Employees need to exit from Internet connections and sign off when they no longer need Internet access.
- 12) Please try not to let too many years worth of old files accumulate on a shared drive as these take up space on the server.
- 13) Conversely, any critical files, which you need to access frequently, should be kept on both the local hard drive and a network shared drive.
- 14) If you wish to archive old files onto a CD-ROM from your shared network drive, please contact the Information Systems Administrator.

Email

Email shall be used for business matters directly related to the operational activities of the Town of Duxbury and as a means to further the Town's objective of providing services that are efficient, complete, accurate, and timely.

Technology has provided us the ability to efficiently communicate between departments, towns, and others via the Internet. With this open communication comes vulnerabilities to the privacy of electronic messages. Individuals often communicate information electronically that they would never say over the phone. Electronic mail can sometimes be perceived as a way to bypass the open meeting laws. Town employees need to be aware of the vulnerabilities in email communication and the legal responsibilities that accompany the use of this medium. The term email applies to both internal (over the local area network) and external (Internet) communications.

The Town will not routinely or indiscriminately monitor electronic documents or messages. However, the privacy of documents or messages stored in electronic media cannot be guaranteed and should not be assumed. The confidentiality of email messages that include certain types of information (e.g. employee medical, personal, etc.) may be protected by federal and/or state statute and therefore should not be sent by email. Alternatively, the contents of some email messages may be classified as public.

The Information System Administrator, by written request of the Town Manager, reserves the right to monitor email messages and to access employee email.

The Town may be required to access email as a result of legal discovery, writ, warrant or subpoena. In the event of an investigation, electronic mail or files may be locked or copied by the Town to prevent destruction and loss of information.

Emails are public records. Retention and disposition of public records is authorized by retention schedules issued by Secretary of the Commonwealth, regardless of media. If email or other records do not fall into scheduled record series, the appropriate department head may apply to the Supervisor of Public Records for disposition authority. Transmission data including but not limited to sender, addressee, and date time of transmission and receipt are part of the email message and of the public record it

constitutes. Departments may retain email in hard copy or electronically or by a combination of these two means. Departments are responsible for developing standard filing systems, which include email and are responsible for instructing employees in appropriate use of these systems and ensuring that the systems are implemented consistently. If email messages are printed out to paper format, they must be filed according to departmental filing system. In all situations, the Records Disposition schedules issued by the Secretary of the Commonwealth shall govern the retention and disposition of the records.

The following are not permitted uses of email:

- 1) To avoid viruses like Melissa and the Love Bug, attachments should not be opened without confirmation from the sender verifying legitimacy of the attachment.
- 2) Excessive personal e-mail.
- 3) Signing up for personal distribution of email from unknown unauthorized sites.
- 4) Sending mass mailings, chain letters, gambling or engaging in any other activity in violation of local, state or federal laws.
- 5) Use of abusive or objectionable language in either public or private messages
- 6) Employees are prohibited from using an email account assigned to another employee to either send or receive or read messages. In the event of an extended absence, if it is necessary to read another employee's mail, written permission should be obtained.
- 7) No employee shall change any portion of a previously sent e-mail message without authorization.

Please contact the Town Manager's Office at (781) 934-1xxx if you have any questions.

I have read and understand the above policy.

Employee signature _____

Town Manager signature _____

Department head signature _____

This employee is approved for e-mail only _____

This employee is approved for e-mail and Internet access _____