

# COMPUTER USE POLICY

## I. POLICY

- a. The purpose of this policy is to describe appropriate and inappropriate use of City-owned computer equipment. This outline is in place to protect the City of Jonesboro and its employees

## II. COMPUTER USE

### a. GENERAL USE

- i. This document will be updated periodically. Please review this document occasionally in order to keep up to date on the City of Jonesboro's Internet Acceptable Use Policy.
- ii. The goals of this policy are to outline appropriate and inappropriate use of the City of Jonesboro's Internet resources, including the World Wide Web, electronic mail, the intranet, FTP (file transfer protocol), and USENET. Your account provides you with access to networks around the world through these services. Use of these services is subject to the following conditions:

### b. ACCEPTABLE USE

- Individuals at the City of Jonesboro are encouraged to use the Internet to further the goals and objectives of the City of Jonesboro. The types of activities that are encouraged include:
  - i. Communicating with fellow employees, associates, and residents within the context of an individual's assigned responsibilities;
  - ii. Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities;
  - iii. Participating in educational or professional development activities.

### c. UNACCEPTABLE USE

- Individual Internet and/or email use will not interfere with others' use and enjoyment of the Internet. Users will not violate the network policies of any network accessed through their account. Internet and/or email use at the City of Jonesboro will comply with all Federal and State laws, all the City of Jonesboro policy, and all the City of Jonesboro contracts. This includes, but is not limited to, the following:
  - i. Internet and/or email may not be used for illegal or unlawful purposes, including, but not limited to, copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, illegal gambling, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading computer viruses).
  - ii. Internet and/or email may not be used in any way that violates the City of Jonesboro's policies, rules, or administrative orders including, but not limited to any applicable code of conduct policy.

Use of the Internet and/or email in a manner that is not consistent with the mission of the City of Jonesboro, misrepresents the City of Jonesboro, or violates any policy of the City of Jonesboro is prohibited and is subject to disciplinary action as found in "Section IV: Standards of Conduct" of the City of Jonesboro Employee Handbook.

- iii. Individuals should limit their personal use of the Internet and/email. The City of Jonesboro allows limited personal use for communication with family and friends, independent learning, and public service. The City of Jonesboro prohibits use for mass unsolicited mailings, access for non-employees to the City of Jonesboro resources or network facilities, competitive commercial activity unless pre-approved by the City of Jonesboro, and the dissemination of chain letters.
  - iv. Individuals may not view, copy, alter, or destroy data, software, documentation, or data communications belonging to the City of Jonesboro or another individual without authorized permission.
  - v. In the interest of maintaining network performance, users should not send unreasonably large electronic mail attachments.
  - vi. Instant messaging services and chat rooms are prohibited.
- d. DOWNLOADS
- i. Downloads of files and other items are only permitted after an employee has obtained written permission from his or her department head. While not an exhaustive list, this includes audio, video, or picture files.

### III. RESPONSIBILITIES

#### a. EMPLOYEE RESPONSIBILITIES

- i. The City of Jonesboro's internet and/or e-mail systems and services are not to be used for purposes that could be reasonably expected to cause excessive strain on systems. Individual internet and/or e-mail use will not interfere with others' use and enjoyment of the City of Jonesboro's internet and/or e-mail system and services. Internet and/or E-mail use at the City of Jonesboro will comply with all applicable laws, all the City of Jonesboro policies, and all the City of Jonesboro contracts.
- ii. The following activities are deemed inappropriate uses of the City of Jonesboro systems and services and are prohibited:
  - 1. Viewing, copying, altering, or deletion of e-mail accounts or files belonging to the City of Jonesboro or another individual without authorized permission.
  - 2. Sending of unreasonably large e-mail attachments. The total size of an individual e-mail message sent (including attachment) should be 18 MBs or less.
  - 3. Opening e-mail attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.

4. Sharing e-mail account passwords with another person, or attempting to obtain another person's e-mail account password. E-mail accounts are only to be used by the registered user.
5. Internet and/or e-mail access at the City of Jonesboro is controlled through individual accounts and passwords. Each user of the City of Jonesboro's internet and/or e-mail system is required to read and sign a copy of this Internet and E-Mail Acceptable Use Policy prior to receiving an internet and/or e-mail access account and password. It is the responsibility of the employee to protect the confidentiality of their account and password information.

b. IS RESPONSIBILITIES

- i. The Director of Information Systems or his/her appointed delegate is the person who processes any user changes within the system.
- ii. Requests for changes must be submitted in writing. However, an oral request will be accepted for deletions in the system. The oral request must be followed by written request.

c. SUPERVISOR'S RESPONSIBILITIES

- i. It is the responsibility of supervisors to notify IS of any access changes to the system.

IV. ADDITIONAL ISSUES

a. COPYRIGHTS

- i. All employees must abide by all copyright and licenses agreements.
- ii. Employees of the City of Jonesboro and the City of Jonesboro are legally obligated to follow all software licenses agreements. Failure to comply could result in civil and/or criminal penalties.

b. MONITORING

- i. The City of Jonesboro may monitor any Internet activity occurring on the City of Jonesboro equipment or accounts. The City of Jonesboro does employ filtering software to limit access to sites on the Internet. If the City of Jonesboro discovers activities which do not comply with applicable law or departmental policy, records retrieved may be used to document the wrongful content in accordance with due process.
- ii. The e-mail systems and services used at the City of Jonesboro are owned by the city, and are therefore its property. This gives the City of Jonesboro the right to monitor all e-mail traffic passing through its e-mail system. While the company does not actively read end-user e-mail, e-mail messages may be inadvertently read by IT staff during the normal course of managing the e-mail system.

- iii. In addition, backup copies of e-mail messages may exist, despite end-user deletion, in compliance with the City of Jonesboro's records retention policy. The goals of these backup and archiving procedures are to ensure system reliability and prevent business data loss.
  - iv. If the City of Jonesboro discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, e-mail records may be retrieved and used to document the activity in accordance with due process. All reasonable efforts will be made to notify an employee if his or her e-mail records are to be reviewed. Notification may not be possible, however, if the employee cannot be contacted, as in the case of employee absence due to vacation.
  - v. Use extreme caution when communicating confidential or sensitive information via e-mail. Keep in mind that all e-mail messages sent outside of the City of Jonesboro become the property of the receiver. A good rule is to not communicate anything that you would not feel comfortable being made public. Demonstrate particular care when using the "Reply" command during e-mail correspondence.
- c. ACCESS CODES AND PASSWORDS
- i. Passwords are to be used only by the employee that it was assigned to. Only under emergency situations can an employee divulge their password to another user. This requires the approval of the head of the employee's department. The user is then required to contact Information Systems within 24 hours to obtain a new password.
  - ii. Failure to obtain approval prior to releasing your password or failure to notify the Information Systems is a direct violation of this policy.

## **Computer User Agreement**

I hereby acknowledge that I have read and understand the Computer Use Policy of the City of Jonesboro. I agree to abide by these policies and ensure that persons working under my supervision abide by these policies. I understand that if I violate such rules, I may face legal or disciplinary action according to applicable law or departmental policy.

I hereby agree to indemnify and hold the City of Jonesboro and its officers, trustees, employees, and agents harmless for any loss, damage, expense or liability resulting from any claim, action or demand arising out of or related to the user's use of the City of Jonesboro owned computer resources and the network, including reasonable attorney fees. Such claims shall include, without limitation, those based on trademark or service mark infringement, trade name infringement, copyright infringement, unfair competition, defamation, unlawful discrimination or harassment, and invasion of privacy.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_