

CITY OF TURLOCK
COMPUTER SYSTEM PROTOCOLS

September 1, 2002



NOTE: Refusal or failure to sign and return this document for placement in your personnel file does not relieve you from following the rules contained herein nor being subject to discipline for failure to abide by these policies.

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I. DEFINITIONS

The following definitions relate to terms used within this policy:

“Computer System” shall mean all computers (on-site and portable), hardware, software, and resources owned, leased, rented, or licensed by the City of Turlock, which are provided for official use by agency employees.

“Hardware” shall include, but is not limited to, computers, computer terminals, network equipment, modems or any other tangible computer device generally understood to comprise hardware.

“Software” shall include, but is not limited to, all computer programs and applications including “shareware.” This does not include files created by the individual user.

“Temporary or Permanent File” or “File” shall mean any electronic document, information or data residing or located, in whole or in part, on the System, including but not limited to spreadsheets, calendar entries, appointments, tasks, notes, letters, reports or messages.

SYSTEM INSPECTION OR REVIEW-

An employee's supervisor has the express authority to inspect or review the System, any and all temporary or permanent files and related electronic systems or devices, and any contents thereof when such inspection or review is in the ordinary course of his/her supervisory duties, or based on cause.

When requested by an employee's supervisor or during the course of regular duties requiring such information, a member(s) of the agency's Information Technology staff (I.T.) may extract, download, or otherwise obtain any and all temporary or permanent files residing or located in or on the System.

Reasons for inspection or review may include, but are not limited to: system malfunctions, problems or general system failure, a lawsuit against the agency involving the employee or related to the employee's duties, an alleged or suspected violation of the City policy, or a need to perform or provide a service when the employee is unavailable.

AGENCY PROPERTY-

All information, data, documents and other entries initiated on any of the City of Turlock's computers, whether downloaded or transferred from the original agency computer, shall remain the exclusive property of the City of Turlock and shall not be available for personal or non-departmental use without the expressed authorization of an employee's supervisor.

II. SOFTWARE PURCHASES

Protocol: The use of computer software is an integral part of most city operations. Each computer should be equipped with a standard set of computer applications.

Purpose: To insure maximum productivity and efficiency, and to make system maintenance as easy as possible, installing a standard set of basic software tools is beneficial. When standardized software packages are used, it makes the electronic exchange of documents, and training, simpler. Installation of specialized software is appropriate when there is a demonstrated need.

Steps to Compliance:

- 1) Each computer should have a minimum software configuration package which includes: Microsoft Windows, Office Suite (including word processor, spread sheet, and presentation program), Networking Package (when connected to a network).
- 2) Upgrades to installed software should be made on a Division, Department, or City-wide basis.
- 3) All software should be purchased and used in compliance with the licensing agreement provided by the software vendor.
- 4) Normal purchasing procedures should be followed when obtaining software.
- 5) Only software approved by IT personnel for installation on a city computer shall be used.
- 6) Software standards shall be those established by the City Technology Committee and the Executive Team.

III. SOFTWARE INSTALLATION

Protocol: Software installed on a City computer requires the approval of the Department or Division Head, and the IT Coordinator.

Purpose: Any software installed on a city computer becomes the property of the City, and the City is responsible for its use (or abuse). Because of the potential for an inexperienced user to cause damage to the operating system or computer software configuration when installing software, only experienced and authorized employees should install software. The loss of a computer for even a short time can create a significant (and costly) hardship for the employee, and most importantly, to a City customer. Approval by the IT Department is important so that we may be assured of compliance with our systems, equipment and configuration.

UNAUTHORIZED DUPLICATION OF SOFTWARE-

Employees shall not copy or duplicate any copyrighted and/or licensed software except for a single copy for backup purposes. To reduce the risk of personal computer virus infection, employees are not permitted to install personal copies of any software onto the agency's computers. If an employee must copy data onto a disk and download it on a non-agency computer, the employee shall scan the disk for viruses before reloading the data on an agency computer system.

No employee shall knowingly make, acquire, or use unauthorized copies of computer software not licensed to the agency while on agency premises or on an agency Computer System. The agency and individuals can be subject to civil damages of as much as \$100,000 per title copied, along with criminal penalties including fines and imprisonment.

IV. PROTECTION OF AGENCY SYSTEMS AND FILES

All employees have a duty to protect the System and related systems and devices from physical and environmental damage, and are responsible for the correct use, operation, care, and maintenance of the System.

It is expressly prohibited for an employee to allow an unauthorized user to access the System at any time or for any reason.

Steps to Compliance:

- 1) Get approval from authorized personnel for the installation. The IT “Help Request” on the Intranet should be used for this purpose.
- 2) Contact IT Representative to schedule installation.
- 3) Give software to IT Representative for virus scan **prior** to installation.
- 4) The Department and/or IT Representative will be responsible for collecting, and retaining, the software, licensing and associated manuals for future reference. The IT Department should maintain a listing of all software utilized by departments and/or divisions.
- 5) Third party Screen Savers and Wallpapers are not recommended due to performance issues. They can be removed at anytime if deemed necessary by an IT representative.

V. GENERAL USAGE OF PC/NETWORK SYSTEMS

- Network users should routinely log out of the network when away from their workstations. This is a security issue.
- At the close of a network user’s day he/she should log out of the network for security purposes. Turn off all computer related equipment, including the PC, the monitor, and printer, etc. over weekends, vacations or extended periods of absence.
- Network storage for worker data is strongly encouraged - doing so protects against unauthorized access to data and provides a level of protection against data loss. It is the users responsibility to routinely save their files to the network.
- Network passwords should not be shared with others and should be changed at least annually. If you wish to change your password please contact an IT representative.
- Internet access users should limit their use of the Internet to brief periods. Use of the Internet to listen to music or watch movies is not allowed. These uses limit our bandwidth and slow access to the Internet for the rest of the network users.
- If you are experiencing problems with your PC, don’t wait to seek help or allow

problems to accumulate to be fixed all at once. Computer support staff want to help whenever they can to make your job easier. Give them a chance to fix the problems as they arise.

- Before requesting help, try some basic recovery methods on your own. Make sure power is on to the PC, monitor, and peripheral equipment attached to your PC. Make sure to exit Windows properly and shut down your PC, (“cold start”), and see if this fixes the problem. Empty the “RECYCLE BIN” on your Windows desktop on a regular basis. These procedures are designed to keep your PC running smoothly.
- Keep a “want” list of things that would make your job easier and more efficient if you had them installed on your PC, and regularly pass them along to your supervisor.

VI. ELECTRONIC MESSAGING (E-MAIL)

Protocol: E-Mail is a tool for conducting business related activity. E-Mail is defined as any form of electronic communication on or over City owned computer equipment. It includes, but is not limited to, electronic messages, electronic calendaring, notes, faxes or attachments.

Purpose: The purpose of this policy is to establish guidelines for the proper use and application of electronic mail (e-mail) by employees of the City of Turlock. E-mail is a communication tool available to City employees to enhance the efficiency in the performance of job duties and is to be used in accordance with generally accepted business practices and current law (e.g. California Public Records Act). Messages transmitted over the e-mail system must only be those that involve City business activities or contain information essential to City employees for the accomplishment of business-related tasks, and/or communication directly related to City business, administration or practices. The use of E-mail as a workplace tool creates new concerns for employee privacy rights, the rights of third parties to obtain access to E-mail records, and the placement of E-mail records in an employees personnel file. Consistent policies are necessary because the improper use of E-mail by employees not only wastes public resources, but exposes the City to potential liability.

E-MAIL RIGHT OF PRIVACY-

All e-mail messages transmitted over the computer network are considered City records and, therefore, the property of the City Of Turlock. The City reserves the right to access, audit and disclose, for whatever reason, all messages transmitted over its e-mail system or placed into its storage.

The e-mail system is not a confidential system since all communications transmitted on the system are the property of the City. Therefore, the e-mail system is not appropriate for confidential communications. If a communication must be private, an alternative method to communicate the message should be used instead of e-mail. Employees using the Department's e-mail system shall have no expectation of privacy concerning communications in the system.

Honor fellow employees reasonable expectations of privacy. All employees must recognize that using E-mail for personal purposes with the expectation or privacy is done solely at his or her own risk

Disclosure of information or messages from the E-mail systems should only be made to authorized persons.

PROHIBITED USE OF E-MAIL-

Sending derogatory, defamatory, obscene, disrespectful, sexually suggestive, harassing or any other inappropriate messages on the e-mail system will not be tolerated.

E-mail messages addressed to "Everyone" are only to be used for city business related items that are of particular interest to all users and must be approved by the Department Head or Supervisor. Personal advertisements are not acceptable.

It is a violation of this policy to transmit a message under another user's name. Users are strongly encouraged to log off the network when their computer is unattended. This added security measure would prevent the misuse of an individual's e-mail, name and/or password by others.

The use of electronic communications or E-mail for non-job-related purposes is discouraged; however when this communication is used it should be kept to a minimum.

E-mail is not to be used for outside employment communication.

MANAGEMENT OF E-MAIL-

The e-mail system is not designed for long-term retention of messages; e-mail that the employee desires to save or that becomes part of an official record should be printed. Users of e-mail are solely responsible for the management of their mailboxes. Messages

should be purged manually by the user at least once per week. All messages in excess of one month will be deleted at regular intervals from the server.

Your e-mail address is owned by the City of Turlock, and care should be given as to whom you give it out to. When the confidentiality of information is unclear, it should not be divulged. Disclosure of information or messages from the E-mail systems should only be made to authorized persons.

Archived E-mail should be destroyed on a weekly basis. Simply deleting the message will not erase it from the system

VII. INTERNET USE

Internet access provided by the City of Turlock shall be strictly limited to City-related business activities. Internet sites containing information that is not appropriate or applicable to departmental use and which shall not be intentionally accessed include, but is not limited to, adult forums, pornography, "chat rooms," and similar or related web sites.

Downloaded information shall be limited to messages, mail, and data files. No copyrighted and/or unlicensed software program files shall be downloaded, including music files and movie files.

Employees shall report any unauthorized access to the System, or suspected intrusion from outside sources (including the Internet), to a supervisor.

Personal Internet Usage will be allowed before or after work or during a designated lunch hour with the authorization of the Department Head. Personal Internet usage during break time is not allowed. Employees shall not use the Internet for personal purchases or sales at anytime.

VIII. THE TEN RULES OF CITY COMPUTER USAGE

- 1) No software of any kind shall be installed on a City computer without the approval of the Department or Division Head **and** the IT department.
- 2) Software shall only be installed on city computers by an IT representative unless you have received permission to do so from the IT coordinator.
- 3) The use of City computers and software shall be governed by the adopted **City Policy Regarding the Use of City Owned Equipment wherein Computer is herein further defined as computer components or peripherals that would**

produce paper copies, CD copies, or disc copies. Failure to abide by the above adopted policy and the Computer System Protocols shall be cause for discipline, which can include written reprimands, suspension, demotion, salary reduction or termination.

- 4) The security of documents that are of a sensitive nature, or require special security considerations, cannot be guaranteed when stored on your city computer, or on the network server.
- 5) Employees shall not use a co-workers network password. Only a City IT representative shall have authority to possess user passwords other than their own. Security shall be the responsibility of the user. All users shall have a unique account.
- 6) City Internet accounts and E-mail accounts are provided to employees to conduct City business. Use of E-mail for personal reasons before or after work, or during your lunch time (not break time) is allowed if approved by the department supervisor. Employees shall not use the Internet to make personal purchases or sales at anytime.
- 7) Employees shall direct all requests for non-routine maintenance services through the electronic IT request form on the Intranet.
- 8) Employees should place requests for routine maintenance on the Department "Computer Maintenance" Sign-up Form.
- 9) Employees must not open files on a computer disk brought from home, or obtained from an outside source, without first scanning for the presence of computer viruses.
- 10) When in doubt, about any interpretation of these policies, or other issues related to the use or operation of City computer hardware or software, employees should contact a supervisor or an IT representative for direction.

IV. SIGNATURE PAGE

I have read the information contained herein, and fully understand the protocols regarding the use of City computer, software, internet and e-mail systems.

Employee Name

Date

Employee Signature

Dept.