

# City of Rochester Hills Office of the Mayor

## Administrative Policy # 300-2004

### Management Information Systems Usage Policy

An Administrative Policy to set acceptable use standards for City of Rochester Hills Management Information Systems which are defined as follows:

- Any personal computer, computer peripheral, computing device or network system, including any software or data, which may exist on them, which are owned, leased or operated by the City of Rochester Hills.
- Electronic mail systems, including both internal and Internet E-mail.
- Internet services defined as any service provided by the City of Rochester Hills through its Management Information Systems, which is accessed through a city provided Internet connection.

#### **Affected individuals:**

- Employees of the City of Rochester Hills including full time, part-time, temporary, seasonal, paid-on-call or in any way working on behalf of the City.
- Elected and appointed officials.
- Consultants working on behalf of the City while using any of the above described systems.

#### **I. Requirements for usage of systems and changes in hardware/software placed in, on or made part of, any computer or PC that is the property of the City of Rochester Hills, or installed in any facility owned or operated by the City of Rochester Hills.**

##### **A. Purchasing**

1. Any and all computer hardware/software purchased for placement in, on or to be made part of, any computer or PC which is the property of the City of Rochester Hills, shall require the advance approval of the Director of Management Information Systems; such approval to be indicated by the Director's approval on the original purchase requisition.

2. No purchase of such materials shall be processed without the Management Information Systems Director's approval.

B. Installation

1. Any and all computer hardware/software to be installed in, on or to be made part of, any computer or PC which is the property of the City of Rochester Hills, shall be installed only by the Director of Management Information Systems or his designee.
2. No installation of such materials shall take place except as indicated.
3. No personal computer equipment or software may be installed for City or personal business without the prior approval of the Director of Management Information Systems.

C. Security

1. Any and all computer software to be installed in, on or to be made part of, any computer or PC which is the property of the City of Rochester Hills, shall be installed only after being approved for City use and checked for computer viruses or other defect by the Director of Management Information Systems or his designee, under procedures to be developed by the Management Information Systems.
2. No installation of such materials shall take place except as indicated.

D. Legal Programs

1. Any and all computer software to be installed in, on or to be made part of, any computer or PC which is the property of the City of Rochester Hills, shall be installed only after the Director of Management Information Systems or his designee, shall have verified that the program/software is properly licensed for City use and/or is available for City use without such licensing.
2. No installation of such materials shall take place except as indicated.

E. Obligations

1. It is the obligation of every appointee, agent or employee of the City of Rochester Hills, to the best of their ability, to protect computers or PC's that are the property of the City of Rochester Hills, from

infection by computer virus and from damage to hardware and software that may be caused by the introduction of illegal or unauthorized programs or equipment. You will not willingly take actions that cause interference to the City's Management Information Systems or to the work of others.

F. Usage must Be Lawful and Inoffensive

1. Uses of City systems must not be false, unlawful, offensive, or disruptive. No user will generate or willfully obtain any material that may contain profanity, vulgarity, sexual content, or character slurs. No user will make rude or hostile reference to race, age, gender, religious or political beliefs, national origin, health, or disability. Copyrights, software licensing rules, property rights, privacy and prerogatives of others, will be followed at all times, just as they would be followed in any other business dealings.

G. Systems and Information are City Property

1. All systems and information are, and will remain, the property of the City, subject to its sole control. No part of systems or information is, or will become, the private property of any system user. The City owns all legal rights to control, transfer, or use all or any part or product of its systems. All uses must comply with this policy and with all other City policies and rules that apply. Nothing in this policy will be construed to abridge any rights of an agency to control its systems, their uses, or information.

H. Public Records are Controlled by the City

1. All system administrators and users must comply with public records retention laws and rules. The City reserves sole discretion to decide what information is a public record. The City may disclose any public record without permission or knowledge of any systems user.

I. Privacy

1. Users should understand that they will have no reasonable expectation of privacy in connection with access to and use of the City's Management Information Systems, including stored or deleted e-mail messages and Internet use. To safeguard and protect confidential and privileged information, and to ensure that the use of the City's

Management Information Systems is consistent with legitimate City business and policies, the City reserves the right to monitor the use of such systems. This may include monitoring of Internet use, as well as printing and reading e-mail messages, files on the system, list servers, and equipment. All usage of any City Management Information Systems, and any messages and information created, sent, received, stored or deleted in the system are and shall remain the property of the City.

2. The City reserves the right to retrieve and review any message or information composed, sent or received on its Management Information Systems. Even when a message is deleted or erased, it is still possible to recreate the message; therefore, the ultimate privacy of messages cannot be insured to anyone.
3. All pass codes, passwords, I.D. s and encrypted information are the property of the City. To the extent not already owned by the City, such codes, passwords, I.D. s and encrypted information become the property of the City once placed on the City's Management Information Systems. No employee may use a pass code, password, I.D. or method of encryption that is not accessible by the City unless prior written approval is obtained. The City shall retain the right to full access of the same and all information on the informational system.

J. Violation

1. Violation of this policy by any appointee, agent or employee of the City of Rochester Hills shall subject the violator to disciplinary action as a violation of City Work Rules.
2. The existence of any illegal or unauthorized hardware/software on any computer or PC that is the property of the City of Rochester Hills shall be primary evidence of a violation of this policy and of the work rules.
3. No computers or PC's that are the property of the City of Rochester Hills shall be considered the exclusive property of any individual. The city reserves the right to inspect any and all computers or PC's, with or without advance notice, and shall report violations of this policy directly to the Mayor.

**II. Requirements for the use of internal and Internet electronic mail systems.**

A. Ownership

1. The e-mail system is the property of the City of Rochester Hills. All data and other electronic messages within this system are the property of the City of Rochester Hills. E-mail message either composed or received in this system may be considered City Records, depending on their content, and therefore may be subject to Freedom of Information Act requests and other legal disclosure.

#### B. Monitoring/Privacy

1. The City of Rochester Hills reserves the right to monitor all e-mail account messages either composed or received in the e-mail. It is possible that e-mail sent from the City of Rochester Hills' system could be intercepted on the system and on the Internet; therefore the user should not expect any degree of privacy regarding e-mail messages. E-mail messages deleted by the user may be retrievable from the hard drive, backup tapes or the receiving or sending e-mail system.

#### C. Users

1. Only the City of Rochester Hills employees appointed and elected officials or consultants who have an e-mail account and password are permitted to use the e-mail system. E-mail accounts will only be established once the employee has read the City of Rochester Hills' Management Information System Policy, has signed the City of Rochester Hills' Management Information System Policy Acknowledgment Form and been approved for such use by both their department director and the Director of Management Information Systems. Upon termination of employment, that user's e-mail account and privileges will be revoked.

#### D. Prohibited Uses

1. It is not possible to list all behaviors that are prohibited or considered to be unacceptable. This list is representative of the types of activities that are considered unacceptable and is not intended to be comprehensive.
  - a. Using e-mail for any purpose, which violates State and Federal laws.
  - b. Using e-mail in a way that violates copyright laws.
  - c. Using e-mail to circumvent the Open Meetings Act.

- d. Sending or receiving confidential communications related to litigations, negotiations or investigations.
- e. Misrepresenting one's identity to compose or intercept messages.
- f. Revealing your e-mail access code or password to another employee.
- g. Using e-mail for commercial purposes other than the business of the City of Rochester Hills.
- h. Using e-mail for purposes of lobbying.
- i. Creating offensive or malicious messages. These would include, but not be limited to, messages that contain profanity, sexually explicit content, race, natural origin or gender specific comments, threats or harassment.
- j. Using the e-mail system for gambling, betting pools or investment clubs.
- k. Chain letters.
- l. Engaging in any e-mail activity that would create liability for the City of Rochester Hills.

E. Disclosure

- 1. The City of Rochester Hills reserves the right to use any e-mail found in its system for its business activities and to disclose e-mail contents to appropriate personnel.

F. E-mail attachment files

- 1. Internet E-mail system
  - a. Attachments to Internet E-mail can contain virus infections, Trojan Horse code or other malicious code that can be extremely damaging to the City of Rochester Hills Management Information Systems and can compromise system security and result in data loss. For that reason, extreme care must be taken to avoid damage.

**Please use the following guidelines when evaluating any attachment.**

- i. Never accept or open an attachment from any unknown source or that seem unusual or out of the ordinary. Delete immediately.
- ii. Never accept attachments claiming to be greeting cards or joke programs. These often contain malicious code. Also, never forward any such attachment.

G. Attorney-Client Privileged Communications

1. E-mail messages sent, received or stored on the City's e-mail system may be subject to production in the case of a lawsuit involving the City or other parties. However, some of the messages sent, received or stored on the City's e-mail system may constitute confidential, privileged communications between the City and its attorneys. Upon receipt of a message either from or to the City's attorneys, do not forward it or its contents to other City employees without authorization. Never forward such messages or their contents to non-City personnel without authorization.

H. Violation

1. Users understand that the use of e-mail is to assist the City of Rochester Hills day-to-day conduct of business activities. Unauthorized use of the e-mail system will result in loss of access for the user and, depending on the seriousness of the infraction, may result in disciplinary action as deemed appropriate.

**III. Requirements for use of City provided Internet access**

A. Responsible usage

1. Each user must take responsibility for his or her actions on the Internet and on all systems accessed through the Internet. The City of Rochester Hills cannot control what may be encountered on the Internet. If a person is offended by information found on the Internet, it is that person's responsibility to avoid whatever is found to be offensive. Responsibility must be taken for the statements that are made in any service provided through the Internet. If a user acts irresponsibly or takes actions that endanger the system, his/her access may be suspended at any time, without notice.

B. Use of City provided Internet access

1. Regardless of the user's location when accessing the Internet, if the account being used is one provided by the City, use must be restricted to official City business, except as otherwise addressed per "PERSONAL USES RESTRICTED" below. Authorized users who do access a City-provided account on a publicly accessible computer

network such as the Internet from a location other than a City facility must do so under the standards of this policy.

C. Anonymity on the Internet

1. Users using City-provided Internet accounts should not assume they are provided any degree of anonymity.

D. Use of Internet Services

1. Internet access will be assigned to authorized users only. Exchanges that occur in the course of conducting City business on the Internet will be considered a communication of the City and held to the same standards as formal letters.

E. Monitoring of Internet Usage

1. The Management Information Systems Department reserves the right to monitor the user's Internet activity.

F. Establishing personal accounts with other on-line services for home use

1. Users desiring to establish a separate, personal account with an on-line service through the Internet for use at home must establish that account using a different log in name and password than those assigned to them for use on the City's computer systems. Failure to do so can jeopardize network security.

G. Personal uses restricted

1. The City often needs people to remain at work despite personal needs and interests. The City also needs employees to continuously develop their knowledge and skills. For those reasons, certain personal use is allowed. Inappropriate Internet usage may garner negative publicity for the City and expose the City to significant legal liabilities. The chat rooms, news groups and E-mail of the Internet give each individual Internet user an immense and unprecedented reach to propagate City messages. Because of that power, we must take special care to maintain the clarity, consistency and integrity of the City's image and posture. Anything an employee writes in the course of acting for the City on the Internet can be taken as representing the




City' posture. The City will have sole discretion to decide whether a use is personal or business. Any personal use must satisfy the following provisions. Except as clearly stated in these provisions, all personal use also must comply with the rest of this policy.

- a. Personal use is prohibited unless approved by an employee's director.
- b. Personal use of City systems must be at virtually no cost to the City. Personal use of City Internet access must be restricted to an absolute minimum. The City may permit mixed City and personal work to be done at other times.
- c. The degree or extent of personal use always must be petty or insignificant compared to use for assigned work (Administrative Policy #001-1999).
- d. You will NOT operate a business through the City's Internet system.
- e. You will NOT send or willingly receive sexually oriented messages or images.
- f. You will NOT subscribe to any non-work-related mail lists.
- g. Our global resources should not be used to knowingly violate the laws and regulations of the United States or any other nation, or the laws and regulations of any state, city province or other jurisdiction in any material way. Use of any City resources for illegal activity is unacceptable.
- h. No software or files may be downloaded onto the City network system without proper authorization to do so. Any software or file downloads via the Internet into the City network become the property of the City. Any such downloaded files or software must be used only in ways that are consistent with their licenses or copyrights.
- i. No personal use may be made by, or on behalf of, any organization or third party.
- j. No publishing is allowed if the content or purpose is personal. This bars personal web pages. It bars personal postings to Internet groups, chat rooms, web pages or list services.
- k. No personal soliciting is allowed. Systems may not be used to lobby, solicit, recruit, sell, or persuade for or against commercial ventures, products, religious or political causes, outside organizations or the like.
- l. A user may not put to his or her personal use any system device that the user does not employ in his or her assigned work. No privately owned device may be connected to City systems without City authorization. System devices taken home remain subject to this policy.
- m. Internet games may not be used.

- n. Any Internet service which may place an excessive demand on the City's Internet connection and resources may not be used without approval of the Management Information Systems Department's Director.

H. Violation

1. Users understand that the use of Internet services is to assist the City of Rochester Hills day-to-day conduct of business activities. Unauthorized use of Internet services will result in loss of access for the user and, depending on the seriousness of the infraction, may result in disciplinary action as deemed appropriate.



PAT SOMERVILLE, Mayor

August 10, 2004

History:

August 2004

November 1, 1999

Adopted as Administrative Policy # 300-2004

Adopted as Administrative Policy #301-1999

*This policy supersedes and replaces policy numbers 95-35, 99-59 and 301-1999.*