

12.3 Information Technology Policy

Purpose

The purpose of the City of Ramsey IT Policy is to set standards to protect the City's IT systems from business interruption, unauthorized or inappropriate access, and to maintain appropriate security. The policy is to be adhered to by all users (full-time, part-time, and temporary employees, vendors, consultants, volunteers, interns, and others) who have access to or use the City of Ramsey IT systems both on and off City property. IT systems include, but are not limited to, computers, e-mail, Internet, Intranet, printers, software, telephone, voice mail, cell phone, Blackberrys, etc.

There are two subsections of this policy. The first is related to IT usage and the second is related to IT Security.

Violations

Violations of this policy will be addressed consistent with the City's Personnel Policy or union contract and may include disciplinary action up to and including termination.

Exceptions

Exceptions to the following policy must be reviewed on a case by case basis by the department head and approved by the City Administrator.

Glossary of Terms

Configuration: The way a system is set up or the assortment of components that make up the system. Configuration can refer to either hardware or software or both.

Downloads: To copy data, from a main source to a computer device.

Electronic Mail (e-mail): A network application that allows users to exchange messages over communications networks with others.

File Server: An enhanced computer with network operating software that is used for file storage, application functionality, and managing network resources.

Information Technology (IT): Managing and processing information.

Information Technology Systems: Includes, but not limited to, computers, printers, software, e-mail, Internet, telephone, voice mail, cell phones, etc.

Internet: A global network connecting millions of computers.

Intranet: Network base access accessible only within an organization. An intranet's Web sites look and act just like any other web site, but firewall security restricts unauthorized access.

Local Area Network (LAN) – A computer network.

Licensing: Legal compliancy of assets.

Social Networking Sites: Sites which focus on building online communities of people who share interests and activities and /or exploring the interests and activities of others. Examples of social networking websites include: Facebook, MySpace, Friendster, Linked In, Twitter, and sites that allow users to post personal blogs, etc.

Software: Software includes the operating system and all utilities that enable the computer to function. Application software includes programs that do real work for users (i.e. word processors, spreadsheets, and database management systems).

Portable Equipment: Hardware that is small and lightweight (i.e. laptop computers, hand-held computers, tablets, smart phones, Blackberrys, projectors, digital cameras, etc).

Users: Full-time, part-time, and temporary employees, vendors, consultants, volunteers, interns, and others.

Information Technology Use

Purpose

Inform and provide direction to all users regarding appropriate usage and management of the City's IT systems and resources. All users must be authorized to use City IT systems by their department head, supervisor, or IT.

Auditing

The City of Ramsey reserves the right to monitor and audit use of its IT systems at any time without the user's consent. An audit may result in the removal of hardware and/or software not compliant with this policy.

Reporting

Users should notify their immediate supervisor, the IT Manager, Human Resources, the City Administrator or any member of management upon learning of violations of this policy.

Expectation of Privacy

As a government agency, the City is subject to public disclosure laws. All files and documents, including personal messages and Internet logs, are owned by the City and may be subject to open records requests under law. Users should have no expectation of privacy.

Violation of Policy

Violations of this policy will be addressed consistent with the City's Personnel Policy or union contract and may include discipline up to and including termination.

Hardware and Software Acquisition

The IT Manager must approve all hardware and software prior to acquisition to ensure consistency with the design and architecture of the City's IT network. Users are prohibited from installing, downloading, or acquiring hardware and software, including product demonstrations, without prior approval from the IT Manager. Software applications not required for official City business are strictly prohibited.

Installation, Downloads, and Configuration

No user will be allowed to manipulate hardware and software standard configurations. The IT Manager must be contacted for hardware and software support. No user should change the computer setup or configuration files. Customizing a computer should be limited to items including City-owned software such as wallpaper, screen savers, icons, toolbars and colors. Users are prohibited from downloading, or installing any software including personal, through the Internet, e-mail, and/or vendor demonstrations without prior approval from the IT Department. In order to maintain optimal functioning, users are encouraged to accept updates to currently authorized programs such as Adobe Acrobat and other previously installed software.

Licensing

To ensure license compliancy all software must be purchased by and licensed to the City.

- **Development:** Any software programs (i.e. custom designed Microsoft Access databases, etc.) developed for use by the City becomes the property of the City. Software programs may not be sold or distributed without prior approval.
- **Home:** City-owned software may not be loaded on non-City owned equipment unless there is prior approval of department head and IT Manager.
- **Copyright Laws:** City users are required to abide by software and documentation copyright laws and licensing agreements. Question about the legality of the software and documentation should be directed to the IT Manager. At no time should any users make copies of City-owned software and documentation. To prove legal ownership of software, the City must have the original media and manuals stored on City property. The IT Manager will periodically check for software that may be in violation of the above policy.

Data Management and Protection

- Under the provisions of the Minnesota Data Practices Act, all data stored on computer media owned, leased or rented by the City is considered to be owned by the City and for the most part is non-private/public, including information stored on local hard drives. Data is subject to the Minnesota Data Practices Act and its use and dissemination is consistent with the data classification under the Minnesota Data Practices Act. This data is also subject to review and investigation at the discretion of the City Administrator, department heads, IT Manager, and/or law enforcement. The City Clerk should be contacted with questions regarding the classification of public and private data.

- **Data Ownership:** All information developed or introduced to a City technology system by a user in conjunction with employment with the City is the property of the City.
- **Data Storage:** All City data must be saved to a network drive on a City server.
- **Data Deletion:** Users are responsible for deleting outdated files that are no longer needed for the compliancy of the City Records Retention Schedule; this includes data files and e-mail messages. The City Clerk should be contacted with questions regarding the City Records Retention Schedule.
- **Data Back-up:** The IT department backs up all data stored on the file servers. Workstation hard drives or any other devices are not backed up.
- **Portable files:** To facilitate off-site work, users may copy appropriate files to and from jump sticks/CDs including word processing, spreadsheets, and presentation graphic files. No other files or information may be copied to or from the City computers. A current copy of the portable file(s) must be maintained on the City server.
- **Password Protection:** If any software product that the City has purchased has the option to have file's password protected, the password must always be shared with the appropriate management personnel and/or the IT Manager.

Portable Information Systems

Portable personal computer(s), digital cameras, projectors, and other City owned portable equipment can be used for City business, outside of City facilities. When users check out portable equipment they are expected to provide appropriate "common sense" protection against theft, accidental breakage, environmental damage and other risks. Desktop computers and attached devices are not to be removed from City buildings. The user is responsible for the backup of or loss of any data stored on the standalone or portable computer. IT staff is available to assist in the development of procedures for disaster recovery of portable units.

City Issued Cellular Phones

- City issued cellular telephones are intended for the use by City employees in the conduct of their work to perform services to Ramsey citizens and businesses. Department heads are responsible for the cellular telephones assigned to their departments, determining service levels for their employees, and exercising discretion in their use. Employees will manage their cell phone use so as not to exceed their service level as approved by their supervisor. Occasional overages will be reviewed by the supervisor on a case by case basis. After a review of the monthly billing statement, employees may be required to reimburse the City for overages in cell use and/or texts, depending on the nature of the calls/texts made during the month. Employees will make an effort to utilize the Nextel Direct Connect and/or a land line before utilizing cellular minutes. Nothing in this policy will limit department head discretion to allow reasonable and prudent use of such telephones or equipment provided that:
 - Its use in no way limits the conduct of work of the employee or other employees
 - No personal profit is gained or outside employment is served

- A department head may authorize an employee to use their own personal phone for City business and be reimbursed by the City for those calls. An employee will not be reimbursed for business-related calls without prior authorization from his or her department head. Department heads may also prohibit employees from carrying their own personal cell phones during working hours if it interferes with the performance of their job duties.
- Use of public resources by City employees for personal gain and/or private use including, but not limited to, outside employment or political campaign purposes, is prohibited. Incidental and occasional personal use may be permitted with the consent of the department director and direct supervisor.
- Personal calls made by employees on a City-provided cellular phone will be made or received only when absolutely necessary and when they do not interfere with working operations and should be completed as quickly as possible.
- The Administrator, or designee, will have primary responsibility for implementation and coordination of this policy. All department heads and supervisors will be responsible for enforcement within their departments and divisions.

Smart Phones/Tablets

Users acting within the scope of their job responsibilities and with department head approval, may personally purchase smart phone/tablet from an IT approved and published list of brands and models. IT staff will install approved smart phones/tablets on City owned equipment. The city may at its discretion provide devices to members of staff it deems appropriate.

Electronic Mail (e-mail)/SMS (text) Messaging

- The City e-mail system is a tool to be used for matters directly related to the business activities of the City and as a means to provide services that are efficient, accurate, timely and complete. E-mail messages and texts are subject to regulation under the Minnesota Data Practices Act. The content of the message determines whether a message is public or non-public/private. E-mail is intended as a medium of communication, not for information storage; therefore, e-mail should not be used for the storage or maintenance of official City records or other City information. Users may receive inappropriate and unsolicited e-mail messages. Any such messages should be reported immediately to the IT department.
- Inappropriate non-business use of the City e-mail system includes, but is not limited to; the transmission of non-business audio, graphic or movie files; games; jokes; instant messaging; chain emails; content of an offensive or pornographic nature; copyrighted material and large data files not directly related to City business. These items must not be sent or accepted as e-mail attachments. These types of files can be large and affect the network or computer performance or carry viruses.

- Users must practice the utmost respect while texting and may not use text messaging to harass another employee, citizen or the like. “Textual harassment” is considered harassment and is subject to investigation and disciplinary action as described in the Anti-harassment Policy.
- The City retains the right to use management software to eliminate the delivery of junk e-mail (SPAM), including e-mails that contain profanity.

Internet/World Wide Web

- The Internet is available to users for research, education, and communications directly related to the mission, charter, or work tasks of the City. Users must honor copyright laws regarding protected commercial software or intellectual property. Users of the Internet should minimize unnecessary network traffic that might interfere with the ability of others to make effective use of this shared network resource. Users are responsible for adhering to City standards when browsing the Internet. Failure to adhere to City standards puts the City and the individual at risk for legal or financial liabilities, potential embarrassment and other consequences.
- The City retains the right to use management software to monitor end user activity. This software may monitor and limit Internet activity in order to ensure the most efficient use of the valuable resource.

Prohibited Use

- The following list provides examples of inappropriate and prohibited content. This list includes, but is not limited to:
 - illegal activities
 - profit or commercial activities
 - outside employment
 - any other public office or employment which is incompatible with City employment responsibilities, as determined by the City Administrator
 - wagering, betting, or selling chances
 - annoying or harassing other individuals
 - fund-raising, except for City approved activities
 - any political or religious activities
 - unethical activities
 - pornographic images or content
 - forwarding of junk e-mail and/or chain email

Personal Use

- The City of Ramsey offers users the privilege of personal use of its technology. Personal use is allowed under the following guidelines listed below and only during break times or before/after normal business hours:
 - Users must obtain approval from their immediate supervisor prior to personal use of IT systems

- Only City users are to use the computers and computer related peripherals
 - Users must use their own media (flash drives, CD's) and paper. No personal files or data are to be stored on the City file servers
 - Users must not use IT systems for items listed above in Prohibited Use
- E-mail: E-mail may, on a very limited basis, be used for personal correspondence, as long as it does not interfere with the normal duties of the employee and the above-listed guidelines are followed. Using the City Internet e-mail to participate in any kind personal listservs or broadcast mailing list is prohibited.
 - Inappropriate non-business use of e-mail and the Internet can cause a burden on resources or carry viruses. Examples of this includes, but is not limited to: the transmission of non-business audio, graphic or movie files; games; jokes; instant messaging; content of an offensive or prongraphic nature; copyrighted material and large data files not directly related to business. These items must not be downloaded from the Internet. These types of files can be large and affect the network or computer performance or carry viruses.
 - Desk Telephones: Desk telephones may be used for short, infrequent personal use as long as it does not interfere with the normal duties of the employee and the above guidelines are followed. In the event that an employee needs to make a personal toll call, the preferred method of payment is a personal credit card. If a situation arises where users do not have access to a personal calling card they must notify the finance department of the date, time and location of where the call was placed. The charge for the call will be the actual charge, plus tax, that would normally be incurred by the City. Payment is due within 7 days after receipt of the long distance bill.
 - Copiers, Fax Machines, Printers: Users will reimburse the City of Ramsey for personal copies, faxes, and print requests, at the rate listed in the City fee schedule. Personal use fees must be reimbursed within 24 hours from the date the expense was incurred.

Personal Social Networking on City-owned equipment

- Individuals must not use City-owned or operated equipment to post to personal sites, except during break times or before/after work.

Personal Social Networking while off duty and the City's Responsibility:

- The City of Ramsey has a duty to protect the reputation of the organization and its employees as well as guard against any liability and potential legal risk regardless of when and where social networking activity occurs. With this in mind, employees must use social media in a manner that follows the following guidelines:
 - Individuals should exercise caution and good judgment when social networking
 - Individuals shall not represent that they are speaking or acting on behalf of the City of Ramsey or presenting any interests of the City of Ramsey
 - Individuals are not permitted to display the City of Ramsey logo on any part of their online profiles

- Individuals never have the right to post non-public and confidential information such as information related to coworkers (without their expressed consent), personnel data, medical information, or claims or lawsuits against the City
- Individuals who use personal social media accounts are not immune from the law. In general, all users of social networking should be aware that the content of these social networking sites can be subpoenaed and used in criminal and civil trials to impeach testimony
- Individuals need to be aware that they have no reasonable expectation of privacy when social networking and use of personal social media accounts are subject to all pertinent City of Ramsey policies, as well as local, state and federal laws
- Content that violates existing City policies that exhibit hate, bias, discrimination, pornography, libelous or otherwise defamatory content will not be tolerated
- Individuals are prohibited from using social networking sites to harass or attack others, including those who work for the City of Ramsey

Information Technology Security

Purpose

Ensure secure, protect, and allow appropriate access to City of Ramsey IT systems and resources.

Logins and Passwords

All users must use and maintain unique IT-issued login IDs for computer and network-related access. Login IDs are not to be shared with others, and corresponding passwords must remain confidential. Multi-user or generic login IDs are permissible only in special circumstances approved and maintained by IT. User passwords must adhere to the following requirements:

- Have a minimum of at least six alphanumeric characters in length
- Must be changed every 180 days
- Have at least one numeric digit as well as letters, for example: jarg0n5
- Have not been previously used in the last five password rotations
- Automatic screen lock is initiated with the screensaver after 15 minutes of inactivity.

Appropriate network access shall be assigned by the IT department to each user login ID, and users may only log into computers and equipment with their assigned login ID. Passwords are not to be shared with anyone, and will be forced to change periodically. New passwords should not be easily guessed. Any employee who forgets their password or suspects that their password's security has been compromised, may contact the IT department to be issued a new one, which must then be changed immediately.

Physical Security

- City users are expected to provide reasonable security to their computer workstations and related IT equipment. This includes ensuring that passwords are not written down in accessible places, removable media must be kept in a secured area, and that confidential data is not displayed in such a manner that unauthorized personnel can view it.

- All IT equipment is City property and must remain on current premises. Users may not move IT equipment outside of its assigned area without prior approval from the IT department. Designated portable equipment, such as projectors, laptop computers, and digital cameras, may be removed from City buildings only for City business. Portable equipment must be reserved and checked out only to City users. Users are expected to provide appropriate “common sense” protection against theft, breakage, environmental damage, and other risks.
- Users are required to log off computer workstations when absent for an extended time, such as end of day. Users may, however, “lock” their workstation instead when absent for a short period of time, such as during a meeting or over lunch.

Virus Protection

- All computer workstations, laptops, and servers must be protected from viruses using up-to-date antivirus software. Users may not alter their system’s configuration or take other steps to defeat virus protection devices or systems. All files on removable media must be scanned for viruses prior to installation onto or access from City computer equipment. Any files suspected or known to contain viruses must be immediately reported to the IT department for proper handling.

Wireless Access

- Unauthorized wireless access into the City’s computer network is strictly prohibited. Wireless access is defined as, but not limited to, 802.11 (Wi-Fi), Bluetooth, WiMax, and cellular technologies. Users may not attempt to scan, connect to, or install any wireless computing device on City equipment or property. Wireless access must be authorized and configured by the City’s IT department. Any authorized wireless access must utilize standards-based encryption, and conform to adopted security practices as governed by LOGIS and/or state and federal government guidelines.