

City of Healdsburg

ADMINISTRATIVE POLICY

SUBJECT: Network and Internet Access Acceptable Use

Purpose:

The intent of this policy is to ensure privacy and security, to address legal issues concerning network and Internet access and use, as well as to establish guidelines for the proper use of these tools by City employees. The policy also explains the City's objectives regarding Internet access and establishes procedures for its use.

I. Network Use and Policies

Employees of the City of Healdsburg have always represented the City in the most professional and positive manner. Employees will use their access to the Internet in a responsible and informed way, conforming to standard network etiquette, customs and courtesy and professional office standards.

Use of the City of Healdsburg network, Internet and e-mail constitutes acknowledgement of this policy. Employees are required to comply with provisions of this policy, as well as those in other City policies and contracts that relate to these topics.

- A. The City of Healdsburg has provided its employees with a network, Internet access and electronic mail communications (e-mail) to accomplish their job responsibilities more effectively and for business and work-related communications only. Employees are prohibited from using these services for personal use, gain or profit activities.
- B. The City of Healdsburg has provided its employees with a network, Internet access and e-mail that may be used to pursue professional and career development goals related to job responsibilities. Some examples are: communicating with members of professional organizations, participating in professional e-mail discussion groups, etc.
- C. Employees of the City of Healdsburg should have no expectation of privacy in both sending and receiving electronic messages and information on the Internet. Employees will respect the privacy of other users and will not seek information on, obtain copies of, or modify files, other data or passwords belonging to other users, or represent themselves as another user unless expressly authorized to do so. E-mail must be considered a non-secure communication network. Personal or privileged information sent via the Internet can potentially be read by others. Employees must follow City policies and procedures regarding distribution of confidential information.

- D. The City of Healdsburg network, Internet access and e-mail system may not be used to transmit any material in violation of any U.S., State or local law, ordinance or regulation. This policy prohibits unlawful or inappropriate communications, including, but not limited to, sexually, racially, or ethnically offensive comments, jokes, slurs, disparagement of, or threats to, others.
- E. The City of Healdsburg's employees may not develop programs that harass other users or infiltrate a computer or computer system or that damage or alter software components of a computer or computer system. Employees aware of security breaches or problems are required to notify a supervisor or member of the Network Policy Committee as listed in Exhibit A.
- F. The City of Healdsburg's computer systems require each user to have a unique identity, referred to as a "User ID", protected by a "password", to gain access to the system. The User ID represents the user in various system activities, provides access to certain software and data based on department-established authorization, and associates the employee's own software and data with his/her identity. As such, this User ID is another instrument of unique identity and its misuse constitutes forgery or misrepresentation which is subject to disciplinary action.
- G. An employee's password and User ID are unique, identifying him/her as the user accessing a particular workstation or PC. The employee is responsible for any modifications or access to system information made using the User ID. Every change to computer information is logged with the identification of the person signed on. Therefore, it is imperative that users do not share passwords, and that no workstation, PC or terminal is left unattended while logged on. Users should be aware that turning off the PC does not always log the user off the system.
- H. Each employee may perform specific functions on the network, as authorized by the User ID. Employees may have access to large volumes of data and information, much of which may be confidential to the department or the city. It is important that the employee know and understand what information may be shared with others in the work unit, in the department, with other personnel in other departments, and with the general public. Employees who are uncertain as to the confidentiality of data should request clarification from their supervisor before further action.
- I. All e-mail will be purged from the network every 45 calendar days. E-mail will not be included in any network system or file backup.
- J. E-mail messages are purged from the network seven days after deletion and every thirty days for all other messages, whether read or unread. It is the employee's responsibility to take steps to move messages he/she wants to retain to an area outside of the network, such as a computer directory.

- K. Large file transfers and intensive multimedia activities will impact the service levels of all users on the network and should be scheduled for early or late in the day, at lunch or after business hours with the supervisor's permission.
- L. Additions and changes to the e-mail system, such as setting up new user accounts and passwords, are implemented according to the following procedures:
 - 1. The requesting department will prepare a written request and forward it to the Network Policy Committee.
 - 2. When the changes and/or additions have been approved, the Network Policy Committee will take all steps required to implement the change/addition.
- M. Violations of this policy may result in termination of network privileges and may also result in disciplinary or legal action up to and including termination of employment, and/or criminal or civil penalties or legal action against the employee.

II. Ethical Issues

Ethical issues concern both (1) use of the Internet and City of Healdsburg networks, as well as (2) issues concerning the integrity of computer file systems and copying. Before an employee is allowed use of a computer that is attached to the Internet and/or Wide Area Network and Local Area Network, the employee must agree to all conditions set forth in this policy and must sign a statement of acceptance.

The City of Healdsburg declares unethical and unacceptable behavior is just cause for taking disciplinary action, up to and including termination, and/or initiating legal action for any activity for which a City employee uses any City computer or network that has an illegal, inappropriate, or obscene purpose, or in support of such purposes.

- A. *Illegal activities* shall be defined as violations of local, state, and/or federal laws:
- B. *Inappropriate use* shall be defined as a violation of the intended use of the network, and/or purpose and goal, as expressed in this policy.
- C. *Obscene activities* shall be defined as a violation of generally accepted social standards for use of a publicly owned and operated communication vehicle
- D. Such prohibited uses and activities include, but are not limited to, the following:
 - Sending or soliciting sexually oriented messages or images

- Using any City computer, device or the network for any illegal activity, including violation of copyright or other institutional or third party.
- Intentionally disrupting network traffic or crashing the network and connected systems.
- Degrading or disrupting equipment or system performance.
- Using the networks or computing resources for commercial or financial gain or fraud.
- Stealing data, equipment, or intellectual property.
- Gaining unauthorized access of another person's files or vandalizing the data of another person or agency.
- Gaining or seeking to gain unauthorized access to resources or entities.
- Forging electronic mail messages, or using an account owned by another user.
- Wastefully using finite resources.
- Invading the privacy of individuals.
- Posting anonymous messages.
- Possessing any data, which might be considered a violation of these rules in paper, magnetic disk, or any other form.
- Subscribing to unapproved services.
- Using the network to any unapproved bulk e-mailing

Plagiarism

- A. The dictionary defines plagiarism as “taking ideas or writings from another person and offering them as your own”. The employee who leads readers to believe that what they are reading is his or her original work when it is not is guilty of plagiarism. Credit must always be given to the person who created the article or the idea.

- B. The City of Healdsburg and its employees must comply with all copyright and licensing laws for materials, software and other media. Employees must obtain appropriate approval prior to making information available by the Internet or e-mail.
- C. Exercise caution when using the Internet. Cutting and pasting ideas into a document is very easy to do. Credit must always be given to the author so that the reader will know which ideas are original and which are borrowed so that plagiarism is not an issue.
- D. The Copyright Act of 1976 allows people to use the Internet and other information systems to freely copy information in the public domain. Not all material on the Internet is in the public domain. Although some copyrighted materials on the Internet can be duplicated and used, you may not plagiarize or sell what you find.

Legal Responsibilities

- A. The State of California passed a computer crime bill in December 1979. The Bill added Section 502 to the Penal Code making it a felony to intentionally access any computer system or network for the purpose of:
 - devising or executing any scheme or artifice to defraud or extort or
 - obtaining money, property, or services with false or fraudulent intent, representations, or promises.
- B. It is also a felony to maliciously access, alter, delete, damage, or destroy any computer system, computer network, computer program, or data. Penalties include fines up to \$5000 and/or imprisonment in the state prison for up to three years or the county jail for up to one year. Some examples of offenses include, but are not limited to, removing another user's accounts, changing other user's passwords, using an unauthorized account, damaging any files, (such as storing or introducing a virus), altering the system, or using the system to make money illegally. You may not cause damage to any City property. This includes any of the networked systems, computers or peripherals. Consequences of violations may include but are not limited to:
 - disciplinary measures, up to and including termination, by the City of Healdsburg;
 - legal action and prosecution by the proper authorities to the full extent of the law; and
 - remuneration of any costs incurred by the City including losses due to litigation.

Important Reminders

- A. Caution in Downloading Material from the Internet: Employees are advised to exercise caution in using digital material downloaded from the Internet in producing their own projects, because there is a mix of works protected by copyright and works in the public domain on the network. Access to works on the Internet does not automatically mean that

these can be reproduced and reused without permission or royalty payment. Furthermore, some copyrighted works may have been posted to the Internet without authorization of the copyright holder. If any doubt exists, seek proper authorization or do not use the material.

B. Attribution and Acknowledgment: Employees are reminded to credit the sources and display the copyright notice and copyright ownership data, if this information is shown in the original source, for all works incorporated as part of multimedia projects.

- Crediting the source must adequately identify the source of the work, giving a full bibliographic description where available (including author, title, publisher, and place and date of publication).
- The copyright ownership information includes the copyright notice, year of first publication and name of the copyright holder. The credit and copyright notice information may be combined and shown in a separate section of the project. In such cases, the copyright notice and the name of the creator of the image must be incorporated into the image when, and to the extent, such information is reasonably available.
- Credit and copyright notice information is considered incorporated if it is attached to the image file and appears on the screen when the image is viewed. In those cases when displaying source credits and copyright ownership information on the screen with the image would be mutually exclusive with the objective, those images may be displayed without such information being simultaneously displayed on the screen.

C. Privacy of Communications: The City of Healdsburg Network and the Internet are public places. You must always remember that you are sharing this space with many other users. Potentially millions of individuals at the same time may be interacting across the network. Your actions might be monitored by the network supervisor or others on the network. If you use a particular service on the network, chances are good that someone knows the connections that you are making, knows about the computer shareware that you have borrowed, and knows what you looked at while you were in the system.

Because these connections are granted to you as part of the large scope of a network system of the City of Healdsburg, the City reserves the right to monitor all traffic on the network. We will do this to ensure the network continues to function properly for all of its users.

III. Network Standards for Hardware and Software

The following standards are adopted to ensure the stability and functionality of the City of Healdsburg Network. These standards are designed to promote effective communication and lengthen the life of the resources provided by the City of Healdsburg.

Hardware

- A. The City will provide a network to its employees based on a common architecture and protocols. Appropriate workstations and peripheral devices will be connected to the network based on the recommendations of the Network Policy Committee.
- B. The City will take all prudent steps to ensure the integrity and safety of information stored on its servers.
- C. The City retains the right of approval for all computers, peripheral devices and other hardware connected to the network. *No employee may alter or connect any device to the network without written permission from the Network Policy Committee.*

Software

- A. The city will provide the software and licenses necessary for its employees to perform their jobs. The Network Policy Committee will review the productivity tools each department requests and determine whether or not they are appropriate for use on the network.
- B. The City will standardize the basic software and NetWare to ensure compatibility across the network.
- C. Each software application will be licensed for use on one workstation or computer owned by the City of Healdsburg and shall not be copied for use on any other computer.
- D. All software installed on the network or on workstations will be legal, licensed copies. *No "pirated" or "bootleg" or downloaded copies of software are allowed.*
- E. *No employee may load any software program, game, screen saver or browser, even on a temporary basis, to any device on the network without written approval of the NET Committee..*
- F. Diskettes containing files or used in computers, not on the network, must be checked for viruses before files are opened on the network to prevent the introduction of viruses.
- G. The Information Systems Manager will maintain a list of all software and license numbers which employees may use on their computers and the network.

IV. Guidelines for Web Pages and Community Event Calendar

- A. The City of Healdsburg's presence on the World Wide Web will provide information to current and potential visitors and residents that will favorably market the community for the purposes of economic development. The City's home page/web site is managed by the Network Policy Committee, who will review and make all decisions about the site.
- B. The Community Events Calendar will be maintained by the Community Services Department and will conform to all policies listed herein. Policies addressing submission of events and the format are included below.
- C. Individual departments will be responsible for developing and maintaining their pages. This includes graphics and keeping time-sensitive information current. As department pages are updated and redesigned, it is important to keep in mind the overall goals of increasing access and communication with City government.

Web Page Policies

The following guidelines are established to help the City of Healdsburg's departments create effective and informative web pages and to provide structural and visual policies for web use that will promote a quality image of the City's departments and their staff. While the City supports a creative approach to design, there are some basic guidelines, which will contribute to the ease of use, ease of readability and usefulness to the consumer. The policies and standards are listed below.

- A. Before a new page or re-design of an existing page, the designer must meet with the Network Policy Committee to outline the department's plans and goals.
- B. The Network Policy Committee will approve the completed design before the pages are added to the City web site.
- C. All pages should be designed to work with a variety of web browsers.
- D. Each department is responsible for the accuracy, spelling and grammar on the page.
- E. Each department's web page shall contain no links to other sites without the written consent of the Network Policy Committee.
- F. All pages must contain information that is as current and accurate as possible.
- G. Each department must designate an employee who is responsible for keeping information updated and current.
- H. A department e-mail address should be listed on each page.

- I. All department pages must be linked back to the City's home page.
- J. Personal web pages are not allowed and will be promptly deleted. Other actions will be taken as appropriate.
- K. The web site is designed to provide information about the City of Healdsburg's departments and structure not about employee fraternal or social organizations or their activities.
- L. Accessing scripts, databases and applications from the web site must be approved by the Internet Service Provider (ISP) to ensure compatibility.
- M. All source codes within a web page must conform to the current standards as set forth by the World Wide Web Consortium.

Graphic Guidelines

The following guidelines are established to create an easy-to-read site that retains continuity across the many pages.

- A. Use a light or white background.
- B. Use black or very dark colors for text; avoid flashing things.
- C. Use "times roman" or "ariel" fonts. Use 10 or 12 point fonts for text or use browser default fonts. Avoid the use of all caps and entire paragraphs in bold.
- D. Different browsers and monitors produce different effects and screens. Look at the results on different systems to check for quality and layout.
- E. This is a web page. Don't include an encyclopedia of knowledge on your topic. Provide only the essential information.
- F. Keep your information current. If you can't keep it up to date, don't list it on the page.
- G. Information should be presented in one to one-and-a-half screen lengths.
- H. The title of each page should be the department name.
- I. Headings or titles should be separated from text by placing them in the line immediately above the text. Titles can be distinguished by use of bold and/or center justification.

Community Calendar Events Guidelines

The Community Events Calendar is a page on the web site designed to give the citizens of Healdsburg a place to look for upcoming events in their community. It also serves as a means of promoting City related events and activities to all potential visitors to the City of Healdsburg.

By nature and design of the domain name registration, the web site is not intended to be a commercial site. Therefore, the calendar may list only events:

- sponsored by the City of Healdsburg,
- sponsored by non profit groups or agencies,
- where proceeds are given to a local charity designated in the promotional literature,
- that (1) charge no admission fee and (2) are intended for the improvement and enhancement of the community.

Submitting Materials for Listing on the Community Calendar

- A. All material must be submitted no later than 30 days prior to posting on the calendar.
- B. A short description of the event, no longer than 35 words, must be submitted that includes date(s), times, location, person to contact, phone number, etc.
- C. A description of the event, no longer than two hundred words, regarding its purpose and significance to the community or to visitors must also be included.
- D. All materials must be submitted on a diskette (in PC format in a recent version of Microsoft Word) to the Community Services Department or designated contractor.
- E. The spelling and accuracy of the information contained in the text is the sole responsibility of the group/agency submitting the information.
- F. One picture related to the event should be submitted. It will be scanned for inclusion and will not be returned. If it can be used it will be used "as is", so please be sure the quality is what you expect and desire.
- G. The group/agency submitting text or pictures is solely responsible for obtaining written photo releases of minors and obtaining copyright clearances for text used from other sources or for professional photos.

Signed: _____

Chet Wystepok, City Manager

Date: _____

5/27/98

EXHIBIT A

Members of the Network Policy Committee are:

Pete Frates, Chair	Electric Utility Department
Maria Curiel	City Manager's Office
Carol Strouse	Finance Department
Shawn Sumpter	Public Works/Engineering
Neil Smart	Community Services
Don Arata	Fire Department
Bette DeCosta	Police Department

Effective 3/98

CITY OF HEALDSBURG

ADMINISTRATIVE POLICY RECEIPT ACKNOWLEDGMENT

Name of Policy: Network and Internet Access Acceptable Use

I have received a copy of the policy named above and stipulate that use of the City of Healdsburg network, Internet and e-mail constitutes acknowledgement of this policy.

NAME: _____

Job Title: _____

Department: _____ Date _____

Please sign and return this form to the Personnel Office.