

## I. Purpose

The purpose of this policy is to provide the necessary guidance to City of Waco employees concerning their use of the different types of electronic media and computer hardware. ***Access to Internet***, e-mail and the City's network are City resources, which are provided to enable City employees to work more efficiently and effectively. **Access to the Internet and the City's network with the assistance of City owned equipment is an employee privilege.**

The City of Waco Acceptable Use Policy specifies policy for the use of information resources and information technology systems. Enforcement of this acceptable use policy is consistent with the policies and procedures of this organization.

The Federal and State Law definition of **electronic media** includes but is not limited to, e-mail, instant messaging, word processing documents, spread sheets, and databases. All forms of this media are considered an "electronic record" and subject to the same retention laws and regulations as any other record.

**Being informed is a shared responsibility for all users of the City of Waco information systems.** Being informed means:

- Knowing acceptable use policies and other related rules and policies;
- Knowing how to protect your data and data that you are responsible for;
- Knowing how to use shared resources without damaging them;
- Knowing how to minimize file and photo sizes so as to conserve storage space and bandwidth;
- Knowing proper email etiquette;
- Complying with IT on keeping current with software updates;
- Knowing how to report a virus warning, a hoax, or other suspicious activity;
- Participating in training;
- Complying with all security policies.

## II. Policies and Procedures

**These policies and procedures shall apply to all employees and persons entitled to use the City of Waco network. Any variance from this policy requires written approval from the City Manager.**

## CITY OF WACO

### ELECTRONIC MEDIA & INTERNET USAGE POLICY Policies

ADM-12

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#### A. Property of the City

All Internet and e-mail communications sent through, received, or stored in the City-owned system are the property of the City of Waco. Additionally, the City has the unilateral right to access all stored electronic communications. All Internet and e-mail activity must be in compliance with this policy and other applicable policies, procedures, and rules. ***Any information transmitted or stored on the City's equipment is public property and subject to disclosure and public access as provided by law.***

#### B. Right to Access

The City's right to access electronic media such as e-mail messages and sites reviewed on the Internet may **occur at any time.**

#### C. Disclosure/Privacy

##### 1. City Owned Computers or Electronic Devices:

The contents of electronic mail/Internet access files or data may be disclosed without the permission of the user. **Any individual using the City's e-mail system has no expectation of privacy in any e-mail message that the individual may generate or receive, including personal messages (if any).** At any time an employee's Department or Division Supervisor, Director of Information Technology or any other appropriate person selected by the City Manager or their designee may review an individual's messages or sites.

##### 2. Non-City Owned Computers or Electronic Devices:

Connecting non-city equipment and/or electronic devices to City-owned computers or other equipment is not acceptable unless approved in advance by Department Director and Information Technology Department.

#### D. Reservation of Rights

The City reserves the right to monitor all traffic on the network, including sites accessed, content examined and time spent. Individuals must not use computers or networks in such a way that would disrupt or impair the use by others or be contrary to any City policy.

No employee shall use the Internet or e-mail to present his or her views, ideas, questions, or actions as representing the City unless doing so in an official capacity and authorized by the City Manager or his/her designee.

#### E. Other Internet Related Services

Newsgroups are Internet posting services, which can be valuable research tools for certain City employees. However, these services also may contain malware, such as viruses, Trojans, etc. and generate unsolicited e-mail from a variety of sources (including groups who distribute materials unrelated to City business). Employees shall not access newsgroups without prior approval from

their Department Director, and training from Information Technology staff to protect against the unauthorized distribution of the employee's e-mail address.

Access to certain internet sites may be blocked by the Information Technology Administrator and accessible only to designated individuals with Departmental Director and Information Technology Department approval. Designated individuals and Departmental Director must attend the appropriate training.

## F. Responsibilities

### 1. Department Director

Department Directors have the authority to determine which members of their staff may have access to the Internet. Specifically these responsibilities include, but are not limited to, the following:

- a. Department Directors are responsible for determining which employees' work productivity can be enhanced by Internet access.
- b. Department Directors are then responsible for authorizing and monitoring the use of the Internet within their department. Authorization must be in writing. Monitoring will be based upon reports generated by Information Technology; (see Security section below.)
- c. The Department Director shall ensure that each computer-using member of the department receives, reviews and understands this policy, attends the required training, and provides Human Resources with a signed acknowledgement;
- d. Department Directors must keep and maintain an updated list of all approved Internet users and their applications (i.e., Web or gopher research, FTP file downloads, e-mail, newsgroup usage, etc.). A copy of this list must be given to the appointed representative of the City's Information Technology Department.

### 2. User's Responsibility

Users of City of Waco e-mail or Internet must abide by the following:

- a. Shall not use City equipment to attempt any unauthorized use, or interfere with other user's legitimate use of any city-owned computer.
- b. Shall not create, install, or knowingly distribute a computer malware of any kind on any city-owned computer, regardless of whether any demonstrable harm results;
- c. Must follow all City established procedures for loading any files or data from an external source, including the Internet. Damage to City computer systems resulting from a failure to follow City procedures will result in appropriate corrective action being taken, including termination.

## G. Personal Use of E-mail or Internet

**E-mail and Internet are intended primarily for business purposes.**

#### H. Additional Prohibited Uses of E-mail or Internet

All use of Internet must comply with all applicable laws and policies (Federal, state, and local laws, in addition to City policies). Therefore, Internet access must not be used for illegal, improper or illicit purposes or for purposes contrary to City policies and procedures.

Prohibited uses of all e-mail and Internet include, but are not limited to, the following:

1. Sending copies of documents in violation of copyright laws;
2. Sending emails of religious or political nature that could be considered offensive or questionable by some;
3. "Moonlighting" or the advertisement of personal business on the City's system;
4. Sending messages containing offensive, abusive, threatening, or other similar kinds of language inappropriate for the organization and/or inconsistent with City policies and procedures;
5. Using the system for illegal purposes;
6. Allowing another person to use your login identification and password, with the exception of Information Technology personnel performing their normal duties.
7. Using another person's e-mail account or identity, with the exception of Information Technology personnel performing their normal duties.
8. Sending sexually oriented messages or images when not authorized for legitimate law enforcement purposes;
9. Allowing receipt of messages that are not permitted by this policy or other City procedure. Individuals shall notify the sender to remove them from their list within twenty-four (24) hours or by the close of the next business day;
10. Transmitting confidential information when not authorized to do so;
11. Obtaining unauthorized access to any computer system.
12. Anyone receiving unsolicited prohibited materials must report the incident to their supervisor within twenty-four (24) hours of opening the prohibited materials. (An example of prohibited materials would be of a more extreme subject matter such as pornographic nature opened by mistake. Opt-in email lists do not belong to this category.) Unreported prohibited material will be considered "solicited by the individual user".

#### I. Security

Due to the inherently unsecured nature of electronic mail and potential for unauthorized interception, employees, officers and officials of the City should refrain from using e-mail to communicate confidential or sensitive information among other employees, officers, officials or legal counsel of the City when another more secure method of communication is available.

These guidelines should also be followed when discussing any pending, threatened, known or ongoing legal proceeding among employees, officers, officials or legal counsel of the City.

The City will implement an Internet tracking program and monthly reports will be provided, on request, to each Department Director. Each report will identify and log each departmental employee's time and the accessed Internet site.

J. E-mail Server & Storage

Information stored on the local area network drives, S and T is assessable by most City of Waco Network users, therefore, confidential information or information intended to be accessible to a limited number of users should be stored in files with restricted access as set up through the Information Technology Department.

Files that are not utilized are to be deleted from the S and T drives in order to secure needed storage space.

Employees are to keep file sizes transferred by email the smallest size possible.

Employees that have subscribed to 'opt-in' e-mail list-services should request to be removed from such lists before terminating employment with the City.

Messages sent to all e-mail users (zz user emails) should be restricted to information that will have a direct impact on employees and/or the employee work area (i.e., power outages, street closures, interruption of services, etc.).



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Larry D. Groth, P.E., City Manager  
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