



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S):**

### **TECHNOLOGY ACCEPTABLE USE POLICY**

#### **A. Policy**

The City provides employees with technology resources, consisting of electronic communication systems, a network connection, and Internet/Intranet access in an effort to help employees do their jobs more efficiently. This policy governs all use of the City's network, Internet/Intranet, electronic communications-related systems, and all associated technology. This policy applies to, but is not limited to: computer equipment, telecommunications equipment, printers, software, operating systems, storage media and network accounts providing electronic-mail, Internet, FTP, the City's Intranet, and all other City electronic messaging and communicating systems.

#### **B. Purpose**

The purpose of this policy is to outline the acceptable use of technology at the City. These guidelines are in place to protect employees and the City. Inappropriate use exposes the City and its users to risks including virus attacks, compromise of network systems and services, breach of privacy/confidentiality, potential interruption of services (including emergency and protective services) and liability.

#### **C. Applicability**

This policy applies to City employees, elected officials, Committee/Board members, customers, visitors, guests, external contractors/vendors, consultants, personnel affiliated with third parties or anyone else when they are using equipment or systems that are owned or leased by the City, whether during or outside of work hours.

#### **D. General Guidelines**

1. Use of the network, associated systems, and Internet/Intranet access may extend throughout an



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S):

employee's term of employment. Any person not actively under the City's employ or assign does not have permission to access or use any City system or device unless said device is specifically designed for "public" or "guest" use by the Information Technology Department.

2. The City's communication systems, network, and Internet/Intranet access are intended for business use only. The City does allow incidental, non-disruptive, casual personal use at the sole discretion of supervisors or managers. Such use is allowed providing it does not interfere with the performance of duties and/or the business use of these systems and is in compliance with all other terms of this and all other City policies.
3. **If there is any uncertainty regarding permissible personal use, it is the responsibility of the employee to consult his or her supervisor for clarification before proceeding.**
4. All information created, transmitted, or received via the City's communication systems, including but not limited to, e-mail, network, or Internet/Intranet is the property of the City. Employees should have no expectation of privacy regarding this information. The City reserves the right to (and on occasion does) access, read, review, monitor, and copy all messages and files on its computer system at any time and without notice to the relevant employee(s). The Information Technology Department may review files and intercept communications for any reason, including but not limited to maintaining system integrity and ensuring employees are using the system consistent with this policy.
5. Any content created or transmitted via these systems constitutes a public record and therefore may be subject to public disclosure in accordance with state law. The City reserves the right to disclose any electronic records or data to law enforcement agencies, the media, or other third parties without the employee's consent.
6. Any employee aware of a policy violation should immediately report the violation to his/her supervisor, the Director of Information Technology, or the Director of Human Resources.
7. All employees are required to follow the City's Records Retention and Management policies when considering removing any files that no longer have a practical use.

## **NETWORK ACCESS**

### **A. Responsibilities**



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S):**

It is the responsibility of the Information Technology Department to create, manage, and support all user accounts. Each employee is assigned a unique Network ID (user account) and password. This information is used when accessing any electronic and communication systems.

#### **B. Policy**

By accepting an account and accessing the City's network, Internet/Intranet, or other communications system, an employee agrees to adhere to the City policies regarding their use.

1. Each employee is responsible for all actions performed by his or her user account. Therefore, employees shall not disclose their account information.
  - a. An exception can be made at the employee's discretion to provide account information to Information Technology Department staff for support purposes.
2. An employee may at any time request that his or her password be changed.
3. Any employee who has knowledge of someone else's password should notify that person immediately so he or she can request a password reset.
4. Only under unique circumstances will more than one person utilize the same username and password.
  - a. This request must be made by the Department Director and approved by the Director of Information Technology.

#### **C. Confidential Information**

1. Employees may have access to confidential information about the City, other employees, customers, or citizens. Within the bounds of assigned job duties, employees may use electronic communications to transmit confidential information internally to other employees with a legitimate need to know. For the purpose of this policy, confidential information includes, but is not limited to:
  - a. Procedures for computer access and User ID's to the City's network or vendors' systems; program/user manuals, systems flowcharts; all documentation normally related to the design or implementation of any system developed by the City relating to computer



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S):**

- programs or systems installed for customers, citizens or internal use.
- b. Employee financial information, Social Security numbers, health records, personal health information (PHI) and other confidential material.
- c. Lists of present employees, clients and customers and the names of individuals with whom the City deals, the type of equipment or computer software they use, and information relating to those clients and customers, which has been given to the City by them or developed by the City relating to computer programs or software installed.
- d. Lists of, or information about, persons seeking employment with or who are employed by the City.
- e. Any other information relating to the City's network, infrastructure, and engineering.

### D. New Employees

1. Upon hiring a new employee to fill a previously filled position, it is the responsibility of the hiring department to complete the IT New Hire Worksheet requesting network access. Upon receiving all necessary forms, IT will setup and configure all accounts and access within one week.
2. When hiring a new position, it is the responsibility of the hiring department to coordinate with the Information Technology Director on filling the position so there is sufficient time to purchase, configure, and install all necessary hardware and software prior to the employee start date.

### E. Password Guidelines

Passwords are the key to security. It is important that employees not disclose their password to others. Following are a list of guidelines to help create strong passwords and to help keep those passwords secure:

1. Passwords should not be recorded where they might be easily obtained.
2. Passwords should:
  - a. contain no less than eight (8) characters
  - b. contain both upper and lowercase characters (e.g. a-z, A-Z)



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S):

- c. have at least 2 digits or punctuation characters as well as letters  
(e.g. 0-9,!@#\$\$%^&\*()\_+=|'[]{}~?<>)
- d. not be a word found in the dictionary

### F. Terminations

Immediately upon separation of employment, the IT Department will disable all user account(s) and network access. Arrangements should be made with the Director of Information Technology prior to separation of employment to provide alternate access to the employee's email information and files. Once the vacant position has been filled, the IT Department will archive all user data according to the Records Retention and Management Policy.

### G. Data Storage & Backups

All important, confidential or proprietary information should be stored on the network. The network is equipped with electronic and physical security. Activity on the network is monitored for tampering and other security breaches. The Information Technology Department is responsible for backing up data and programs that are on the network.

## SOFTWARE

### A. Downloading & Installing

In an effort to maintain a secure, standardized environment and to prevent violating software licenses, employees shall not download or install any software on their computers unless prior approval has been given by the IT Department. The IT Department is responsible for the installation, maintenance, and support of all software and updates on all information technology systems, except where other arrangements have been made.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S):**

### **B. Licensing & Piracy**

Employees are to use software strictly and exclusively in accordance with its license agreement. Unless otherwise provided in the license, the duplication of copyrighted software is a violation of copyright law. In addition to being in violation of the law, unauthorized duplication of software is contrary to the City's standards of employee conduct. The City licenses the use of computer software from a variety of outside companies. The City does not own the copyright to software licensed from other companies. Employees acknowledge they do not own software or its related documentation. Employees may not make additional copies of software. The only exception will be a single copy, by Information Technology Department for backup or archival purposes.

1. Under no circumstances are employees permitted to install personal software on the City's computer system.
2. Employees are not permitted to copy software from the City's computer system.
3. Employees are prohibited from giving software to persons not employed by the City.
4. Under no circumstances will the City use software from an unauthorized source, including, but not limited to the Internet, home, friends, and/or colleagues.

## **ELECTRONIC COMMUNICATIONS**

### **A. Purpose**

The City's electronic communications systems are designed to improve service to our customers and citizens, enhance internal communications, reduce service provision costs and reduce general paperwork.

### **B. Appropriate Use**

Employees using the City's e-mail, voicemail, and all associated systems should adhere to the following guidelines:



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S):**

1. Alternate Internet Service Provider or Virtual Private Network (VPN) connections to the City's internal network are not permitted unless expressly authorized by the Director of Information Technology.
2. Only authorized personnel are permitted to access another person's e-mail or voicemail without the user's consent. Such access will only be granted by the Director of Information Technology with the permission of the Department Director.
3. All electronic communications must conform to City anti-harassment, workplace violence and discrimination policies.
4. Employees must abide by copyright laws, ethical rules, and other applicable City policies or laws.

### **C. Inappropriate Use**

1. All communications originating from or transmitted via the City's communication system must contain professional and appropriate language at all times. Employees are prohibited from transmitting abusive, harassing, intimidating, threatening and discriminatory or otherwise offensive messages via e-mail, telecommunications, or paging.
2. Use of the City's electronic communications systems to solicit for any purpose, personal or otherwise, without the consent of the City Manager is strictly prohibited.
3. Sending, forwarding, or hosting unsolicited e-mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (e-mail SPAM) is prohibited.

## **TELEPHONE UTILIZATION**

### **A. Purpose**

The use of both landline and cellular telephones is necessary to the orderly conduct of business by the City. The purpose of this policy is to enumerate the guidelines for use of telephones by City employees.

### **B. Acceptable Use**



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY**

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The City's telephones are to be used for conducting necessary business. The City will acquire, assign and pay the monthly charges on cellular telephones for those employees that require this tool to conduct business for the City. Designated employees may be approved for a cell phone allowance. Limited personal use of City telephones is permitted in accordance with this policy.

### **C. Provisions**

1. City telephones, both landlines and cellular telephones, are to be used primarily for conducting necessary City business. Personal telephone calls by an employee are permitted; however, use to the point of interference with performance of job duties may result in corrective action.
2. Long distance calls for official City business should be made only by personnel authorized by their respective Supervisor to make such calls.
3. Personal long-distance calls should be charged to a personal calling card or be made on a pre-paid phone card. Employees are required to report and reimburse the City for any personal long-distance calls made on City telephones and charged to the City.
4. The City shall pay the monthly charges for City cellular telephones assigned to City employees for use in conducting City business. Employees shall be required to reimburse the City for any additional charges, i.e. additional minute charges, incurred on the cellular phone unless the employee can substantiate that the additional charges were City-related and that the allocated monthly minutes under the provider plan was substantially incurred for City-related business. Excessive personal use of City cellular telephones may result in corrective action.
5. In accordance with City Ordinance 2015-41, employees shall not use a cellular telephone or other hand-held communications device while operating a motor vehicle (emergency vehicles are an exception to this policy). Employees shall pull over and stop before operating a hand-held device. Employees shall not send or read text messages on a hand-held device while operating a motor vehicle.
6. The City's voicemail system is for improved customer service. Employees shall use the system appropriately keeping in mind that effective communication via telephone is an integral part of establishing and maintaining quality customer service.

## **WIRELESS COMMUNICATION POLICY**





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### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY**

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The City of New Braunfels policy is to provide access to a wireless communication device to a City employee when and if the Department Director determines the use of the device is required and necessary for the performance of the employee's job duties. The Department Director will determine each year the appropriate device and allowance for the employee. A wireless communication device allowance may be withdrawn by the department at any time.

### **A. Eligibility**

In general, employees will be required to have a wireless communication device that is compatible with the City's network and E-Mail system if job duties or operational requirements:

1. Involve frequent travel or will routinely take the employee into the field to conduct business, but have a need to remain in communication with others for City business purposes;
2. Present a need for constant and immediate communications through the day if the position requires the employee to be away from the office or their desk frequently.
3. Presents a need after hours for an employee that significantly supports or is responsible for programs, services, or systems;
4. Require an employee to be available for emergency or business-related contact on a 24/7 basis;
5. Deem there are no other practical alternatives for cost effective and timely communications using landlines or other communications methods;
6. Simple convenience may not serve as a criterion for requiring an employee to possess a wireless communication device that is compatible with City software.
7. Additionally, supervisors must ensure that requirements for hourly employees to check E-mail, or be available after normal working hours, are clearly understood and explained to employees, and that such requirements are in accordance with the Fair Labor Standards Act.

### **B. Security**



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE POLICY**

**EFFECTIVE DATE: MAY 20, 2019**

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The City reserves the right to load City supplied software on the device. The software will assist in maintaining network and data security and integrity, including, but not limited to, antivirus and device management products. The software may restrict access to sensitive or confidential information from the device, manage City data on a device used for both City and personal use, or delete or remove City data from the device. The City is not responsible for any decrease in functionality or damage to the device that may result from the use of these software products.

### **C. Notification Requirements**

The employee is responsible for immediately notifying the IT Department and their direct supervisor should their equipment become lost, stolen, or otherwise inoperable. Department Directors must immediately notify both the IT Department and the Human Resources department should an employee under this policy separate from City employment.