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A. USE OF COMPUTER NETWORK RESOURCES

PURPOSE

The Computer and Electronic Communications Policy ("policy") outlines the policies and guidelines that must be followed at all times to minimize business risks and maximize the benefits of the use of computing and electronic communications resources owned, leased or controlled by the City of Redlands. This policy establishes standards for the acceptable use of the electronic communications systems of the City.

Each employee has a responsibility to use such resources in a manner that increases productivity, enhances the City's public image, and is respectful of other employees. This Policy aims to promote the following goals:

- To ensure the integrity, reliability, availability, and superior performance of IT Systems/Computer Network Resources;
- To ensure that IT Systems/Computer Network Resources are used for their intended purposes;
- To ensure that the City network is always kept secure and no security risks / threats are brought in.

POLICY

The City owns, has a property interest in, and has a right to specify the use of:

- All information processing and communications resources used to conduct its business, including hardware: computers, laptops, fax machines, telephones, cellular phones, smart phones, tablets, printers, copiers, storage media and all other hardware; and non-physical resources, such as: software, applications, online accounts, email, texts, Internet/Intranet/Extranet access, network accounts, voice mail and instant messaging files, other messages and all other non-physical assets used or stored in its offices and facilities; and,

All such information processing and communications resources employed in its business that are connected to or able to be connected to its facilities from locations outside of the City's premises, including personal information processing, hosted services, and communications equipment and/or software owned or leased by the City or supplied to City personnel for their use.

All such resources are collectively referred to in this policy as "computing and electronic communications resources" or "resources." All other data processing hardware, software, licenses and any other physical equipment, electronic accounts, applications and / or appurtenances required to transact City business electronically not expressly mentioned above also constitute the computing and electronic communications resources at City facilities.

This policy in its entirety, including details on acceptable uses, account ownership, monitoring, auditing and access can be found in the Personnel Rules and Regulations, Section VII. Information Technology, subsection A. – Computer and Electronic Communications.

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PROCEDURE

<u>General</u>

Abide by the policies and standards as documented in the Personnel Rules and Regulations, Section VII. Information Technology, subsection A. – Computer and Electronic Communications.

Staff shall not use any system, application or cloud based product (such as Amazon S3, Dropbox, Google Docs/Drive/Hangouts, Microsoft Messenger/Windows Azure, Mozy, Rackspace, etc.) for communication, data sharing, processing or storage without explicit approval from the Division of Innovation and Technology (DoIT).

Employees must use extreme caution when opening email attachments received from unknown senders. Email attachments from unknown senders may contain viruses, email bombs, or other malicious code. When in doubt, contact the I.T. Help Desk prior to opening this type of email.

Unauthorized use also includes, but is not limited to, accessing Internet sites not related to the employee's duties, playing computer games during work hours, working on personal documents during working hours, making excessive personal phone calls or making personal long-distance phone calls, etc., and excessive personal e-mail (sent or received).

<u>Prohibited Uses</u>

1. City of Redlands equipment, software and data are the sole property of the City. Unauthorized use of these systems is strictly forbidden and subject to discipline for misuse. Unauthorized use includes, but is not limited to:

   a. Personal use or operation of any system, except as allowed by the Department Head or the City Manager's Office.
   b. Use or operation of any electronic system for financial gain, personal business or in connection with political activities;
   c. Operating any system in an unsafe or reckless manner;
   d. Moving or disconnecting equipment without approval from the Innovation & Technology Division (this does not include removing a laptop for mobile use);
   e. Copyright violations such as the unauthorized copying, decompiling or reverse engineering of software, or the illegal creation of a derivative work from licensed software;
   f. Loading software which is not authorized by Innovation & Technology, including security packages, encryption tools, ethical hacker programs, games, screensavers or wallpaper; or
   g. Removing mobile device management software or changing city-issued Apple IDs or other identification features from city-owned devices without authorization;
   h. Removing equipment, software or data from City premises without prior authorization