

<b>Policy Title</b>	Use of City Information Technologies (IT)
<b>Effective Date</b>	2-1-2021
<b>Approved by</b>	City Manager

**1. Statement of Purpose**

A. To inform employees about the City of Trenton’s (the “City”) policy regarding the use of its Information Technology (IT) equipment. Computers, computer software, electronic mail, Internet access, portable cellular phones, office telephones, voice mail, radios, and alphanumeric and tone-alert pagers are resources made available to City employees and other individuals for the purpose of efficiency in performing necessary City functions and communication with other employees and other governmental entities, companies, and individuals as needed for the benefit of the City. The distribution and control of these devices falls under the City’s Information Technologies Department, also known as the IT Department.

**2. Use of City Computer Equipment and Software**

A. The City, through the IT Department, purchases, owns, and administers all desktop and laptop computers, software, and licenses necessary to provide access to e-mail, Internet services, and other programs the City has deemed essential to the operations of City functions. Employees shall treat computer equipment with utmost care and shall not rent, copy, or loan any software or any software documentation. Employees shall not copy any software or any software documentation unless specifically permitted to do so by existing software-licensing agreements and only when the City Manager has specifically authorized such in advance.

**\*\* Any information request asking for information about any IT equipment should be transferred to the IT Department. Do not give out any information pertaining to the IT infrastructure. \*\***

B. The City has invested time and money to secure its electronic systems from intrusion and harmful viruses. Employees shall neither provide nor install alternative software on the City of Trenton’s computer network without prior approval of the City Manager or designee. The City will not provide any software support or administrative help for any software supplied by an employee and approved for installation on a City workstation.

C. Employees shall be held responsible for any damages caused by any unauthorized software or viruses introduced into the City system through software supplied or installed by an employee. Department heads are responsible for the implementation of and adherence to this policy within their departments.

D. Employees will be provided with an account (username and password) to access the computer network if their job requires such access. Accounts will be restricted to specific areas within the computer network. An employee’s account may, however, provide access to an area or areas not specifically required for that employee’s job function. This access does not give the employee any rights to access, read, move, or delete any files that are not directly related to that employee’s job and/or function.

E. Any security flaws found in the system should be reported to the IT Department as soon as possible.

**Usage of City Network to include: Servers, e-mail, Internet, all computers, and all data.**

**3. Privacy**

- A. With regard to the City-provided network (including servers, e-mail, Internet, all computers and all data), the Department heads reserve the right to monitor and/or log all network and Internet activity and e-mail use and content, and to access, review, read, disclose, and use all records of use and all content in any way deemed necessary. No person should expect that any message or its contents, or any record of use, whether for City business, personal use, or a prohibited use, will be private, even in those instances where a personal password or other form of security is used.
- B. This policy is a minimum standard for the use of all network activity. Department heads have the authority to apply additional and/or more restrictive standards to govern specific situations affecting operations. The City does not intend to create contractual rights through this policy. The City reserves the right to unilaterally change this policy at any time.

**4. E-mail**

- A. The City of Trenton's Electronic Mail System (e-mail) is City property and is intended for City business. All data and other electronic messages generated within or received by this system are the property of the City.
- B. Generally, e-mail messages are intended to be temporary communications that are non-vital and shall be discarded routinely; however, dependent upon the content, some e-mail messages may be considered a more formal record and should be retained pursuant to that department's record retention schedule. As such, these e-mail messages are similar to printed communication and should be written and retained with the same care.
- C. The City has established and maintains a retention schedule for all information communicated through the e-mail system; however, employees should be aware that a message deleted from the workstation's mailbox may not have been deleted from the central e-mail system. E-mail messages may be stored on the back-up system for an indefinite period, during which time they may be considered public documents.

**5. Personal Use of E-Mail and Internet Access**

- A. Incidental and occasional personal use of e-mail and network access is tolerated subject to the same policies, procedures, and legal considerations that apply to business related e-mail and Internet use. It is encouraged that only incidental and occasional personal use be done on employee time, such as during lunch or breaks. Such personal use is permissible as long as the incremental cost is negligible, no City business activity is preempted by the personal use, and no City policies or laws are violated. Excessive personal use and/or personal use in violation of this policy can be grounds for discipline up to and including termination. Personal use of the City's Internet access and e-mail constitutes the user's consent to the City to monitor, read, and use in any way any message, record, or other information attached to a user's account.

**6. Shareware Downloading and Use Exception**

- A. When shareware, freeware, public domain software, or another non-City online source constitutes the only practical source of required software, the software is to be thoroughly examined and tested for viruses and approved by the IT Department before being installed on any City computer.

**7. General Information on Passwords**

- A. While all users have a confidential access password to the City's network, users should be aware that this does not mean that any component of the City's Information System is for personal or confidential communication, nor does it suggest that e-mail is the property right of the employee creating or receiving the e-mail. Use of the City's Information System is for City business. Users may be required to periodically change access passwords to ensure security of the City network system. Users should not share their passwords with anyone.

**8. Disposal of Computer Equipment & Media**

- A. Computer equipment and media will be properly erased and/or destroyed after it has been removed from service. (Required by LEADS.) Disposal of computer equipment and/or media will be done at the discretion of the IT Department with approval by the City Manager.

**9. Usage of City Portable Cellular Phones**

- A. City cellular devices are provided as a communication tool used for everyday communications and various duties. Personal use is allowed, however it should be kept to a minimum for a short durations. If a supervisor deems the use by an employee to be excessive, the device may be temporarily or permanently removed from the employee. Minutes, messaging and data will be monitored on all cellular devices.
- B. Abuse of this policy may include removal of the cellular device from the employee or any appropriate disciplinary action deemed necessary by the Department Head after consulting with the City Manager.
- C. In the event that any employee damages or loses any City issued cellular device the employee may be held responsible for repair or replacement costs if the City Manager determines that the employee is at fault in the damage or loss.
- D. Employees shall use extreme caution and sound judgement when using a cell phone while driving. It is recommended that employees stop the vehicle in a safe location to allow for safe use of the cell phone. It is understood that this is not always possible and each incident will be evaluated.
- E. Calls made to 4-1-1 or any other directory assistance are discouraged.

**10. Usage of City Telephone System**

- A. The City Telephone System (desktop phones) offers local, long-distance, and voice recording messaging. Personal use is allowed, however it should be kept to a minimum and for short durations. All City employees shall answer any incoming call in a professional manner.
- B. Calls made to 4-1-1 or any other directory assistance are discouraged.

**11. Pagers**

- A. Tone-Alert Pagers:
- i. Tone-Alert Pagers are the primary emergency notification for the City Fire Department ("CFD"). Being part of the CFD requires a certain level of responsibility to act and respond when an emergency arises. Those employees and volunteers who are issued a tone-alert pager are expected to carry, monitor, and respond to emergencies if they are within a reasonable distance of the City.

- B. The CFD requires an electronic text message system as a backup notification system and to provide information if the tone-pager system malfunctions or is not operational. Every member of the CFD must have the capability to receive messages in clear text.

**12. Base Station, Hand Held, and Portable Radios**

- A. All City employees and any volunteers should use radios in a professional manner, maintaining a calm, clear, speaking voice and ensuring that others in the area will not be overhead. The mic should be held away from the face and should be held down for a second before speaking to allow the repeater to begin transmitting the signal. Inappropriate language is strictly prohibited. Each department should adhere to local and FCC regulations.

**13. Applicability to Employees, Part-Time Employees, Contractors, and Other Users**

- A. This Use of City Information Technologies (IT) policy applies to all employees, contractors, part-time employees, and volunteers, as well as any other individuals who might have gained access to the City's communication or network system. Administrators or supervisors may access e-mail and voice mail if the employee, contractor, volunteer, or other individual is on leave of absence or vacation, or is no longer associated with the City, and deem it necessary for the City's business purposes.

**14. Penalty for Noncompliance**

- A. City employees and others are responsible for knowing and following this Use of City Information Technologies (IT) policy. Any person who violates this policy may be removed from the City's Information Infrastructure and/or lose the use of equipment. Violations of this policy shall be considered sufficient cause for discipline in accordance with the City's personnel policies and procedures and/or other applicable rules or laws. In addition, violations of this policy or misuse of the City's Information Infrastructure may be referred for criminal prosecution. Non-employees who are allowed access to the City's Information Infrastructure and who violate these standards may have any existing contract revoked. All other legal remedies may be pursued.