



<b>SUBJECT:</b> Computer, Network, and Email Acceptable Use	<b>EFFECTIVE:</b> October 2019 <b>REVIEWED:</b> February 2023 <b>REVISED:</b> February 2023
<b>CATEGORY:</b> 500 (Information Technology) <b>POLICY NUMBER:</b> 500.1	<b>CROSS REFERENCE:</b>

**Purpose**

The technology and computing resources at City of Milwaukie support the administrative activities of the city. As users, employees have access to valuable city resources, sensitive data, and internal and external networks. Responsible, ethical, and legal behavior is imperative.

**Definitions**

**Acceptable Use:** Respecting the rights of other computer users, the integrity of the physical facilities and all pertinent license and contractual agreements. Users are also subject to federal, state, and local laws governing many Internet interactions.

**E-mail:** Messages distributed by electronic means from one computer user to one or more recipients via a network.

**Technology and computing resources:** All city-issued devices and software including but not limited to desktop computers, laptops, tablets, smartphones, telephones, printer/copy machines, internet connection, licensed software products, and technology administered within individual departments.

**Users:** All persons accessing the city's e-mail service, whether authorized or not, including its employees, volunteers, elected officials, and contractors.

**Scope**

All users of technology and computing resources owned or managed by City of Milwaukie.

**Policy**

The city provides staff with work-related tools, including certain computer systems, servers, hardware, software, telephone, electronic and voice mail systems, and internet connection. Staff can reasonably expect unobstructed use of these tools, a certain degree of privacy, and of protection from abuse and intrusion by others sharing these resources. Staff must exercise good judgment in the appropriate use of the city's technological and information resources. All records are subject to disclosure under Oregon's public records law.

## **Guidelines**

### **Acceptable Use:**

- Employees may not use another individual's account or attempt to capture or guess other users' passwords. [See Password Management Policy]
- Appropriate use of all assigned resources, including computers, devices, network address or ports, software and hardware is required. Users may not enable unauthorized users to access the network by using a city or personal computer connected to the city network.
- Employees are expected to comply with all contractual and license agreements regarding certain third-party resources.
- Reasonable efforts should be made to protect passwords and secure resources against unauthorized use or access.
- Attempts to access restricted portions of the network, operating systems, security software or other administrative applications without appropriate authorization are prohibited.
- All technology peripherals and network enabled technologies, must be approved by IT prior to purchase and connection to the city network.
- All use of the city's computing services must be consistent with the city's public service mission.
- Limited personal use is permitted; however, employees may not use the city's equipment for personal or financial gain, to harass or bully others, or to access inappropriate content.

### **Email:**

- All e-mail and associated system resources are the property of the city and are to be used for business purposes only, not personal use. Its use and content may be monitored and is considered public record available upon request.
- Carefully consider the intended audience, tone, formality, and format for all e-mail messages.
- Delete any message received which is intended for another person. An incorrectly addressed message should only be forwarded to the intended recipient if the identity of that recipient is known and certain.
- Avoid sending large attachments (for example, greater than 100 megabytes) to large distribution lists. Instead, post one copy of the large document on the department's shared drive or link to OneDrive and inform others where to find the document.
- If a message is sent to a distribution list, consider whether the response needs to go to everyone on the list or just to the originator.
- Create single topic messages whenever possible to facilitate filing, retrieval and forwarding messages.
- Misinterpretation of e-mail is common. Missing body language and tone can cause what was meant as a casual or humorous message to be taken other than intended. If a message generates an emotional response, the carefully consider what is an appropriate or professional response, including no response.
- The Information Technology division will send phishing emails and require annual cybersecurity training for all users. These emails and trainings are a tool to maintain vigilance of users to and help to avoid unwanted activity on city devices.

### **Adherence to Federal, State, and Local Laws:**

All users of the city's computing and network resources must:

- Abide by all federal, state, and local laws.
- Observe the copyright law as it applies to music, videos, games, images, texts and other media in both personal use and in production of electronic information.

### **Privacy and Personal Rights**

- All users of the city's network and computing resources are expected to respect the privacy and personal rights of others.
- The city reserves the right to access and review the content of information transmitted on the city network under certain conditions, including: investigating performance deviations and system problems (with reasonable cause), determining if an individual is in violation of this policy, or to ensure the city is not subject to claims of misconduct.
- Access to files on city-owned equipment or information will only be approved by specific personnel when there is a valid reason to access those files. Authority to access user files can only come from the IT Manager in conjunction with requests and/or approvals from executive staff of the city. External law enforcement agencies may request access to files through valid subpoenas and other legally binding requests. Information obtained in this manner can be admissible in legal proceedings.
- The network may not be used to access obscene material, including pornography, or any other material that is harmful to the city's purpose and mission or inconsistent with a professional work environment. If such material is inadvertently accessed, city employees should notify their supervisor as soon as reasonably possible.

### **Privacy in Email**

- While every effort is made to ensure the privacy of City of Milwaukie email users, this may not always be possible. In addition, since employees are granted use of electronic information systems and network services to conduct city business, there may be instances when the city, based on approval from authorized officers, reserves and retains the right to access and inspect stored information without the consent of the user.
- Information shared via email is subject to public records requests.

### **Responsibilities**

#### **All Users:**

- Notify the IT Manager or Human Resources Director of any violations to this policy.
- Safeguard all computing hardware, software, licenses, and data.

#### **Managers and Supervisors**

- Monitor computer usage and take appropriate action when this policy is violated.

**Complete and Return to HR**

**COMPUTER, NETWORK, AND E-MAIL ACCEPTABLE USE POLICY**

I, \_\_\_\_\_, have received and read a copy of the Computer, Network, and E-mail Acceptable Use Policy.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date