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POLICY #04-2019

REPLACE POLICY #2012-02 Electronic Communication and Computer Usage Policy

Purpose: The Town of Townsend's Technology Use Policy is intended to ensure that the Town of Townsend's ("Town") technology resources are available and utilized in an appropriate and responsible manner, in accordance with local, state and federal laws, and the Town's own various policies and procedures. The policies contained in this document ("Policy") are intended to work together with the Town's social media and email policies.

Policy: Technology Use Policy

I. SCOPE:

This Policy applies to all users ("Users"). Users include, but are not limited to, all Town employees, elected or appointed officials, contractors, volunteers, committee or board members, interns or any other personnel using, accessing, or otherwise interacting with the Town's hardware, software, and other technology resources and systems ("Resources").

Resources include, but are not limited to, all electronic hardware, software; landline phones, cell phones, smartphones, voicemail, tablet computers, desktop computers, laptop computers, fax/copy machines, printers, peripherals, door access and alarm systems, camera systems, electronic databases, local and wide area networks, email and collaboration systems, internet hardware and data, all media and the facilities containing them, all host or remote technology systems (e.g., workstations/PCs, mobile and handheld devices, telecommunication/radio devices, system software, application software, and data), and communications networks or systems which may be directly, indirectly, or remotely controlled, administered, accessed or otherwise interact with other Town Resources.

If any component of this Policy conflicts with any applicable collective bargaining agreement (CBA) or personal services contract, the component shall be subject to the CBA or personal services contract, and the remaining non-conflicting features of this policy shall remain in effect.

II. PRIVACY STATEMENT:

Users should not expect any right of privacy in the use of Town Resources, including electronic communications, such as email, and information created or stored on the Town's systems. The Town retains the right to inspect its Resources, including any Town-owned or leased computer or electronic communications equipment, any data contained in such equipment, and any data sent or received by that equipment. The Town will exercise that right when reasonable and in pursuit of legitimate needs for supervision, control, and the efficient and proper operation of the workplace. Users should be aware that appropriately-authorized network administrators may monitor network traffic, and/or access all files, including e-mail files and Internet use history, stored on any equipment.

III. GENERAL USE POLICY:

The Town's Resources are owned, operated, administered, and managed by the Town of Townsend. They are provided as a business tool to users to facilitate timely and efficient business use and are to be used for business-purposes. The appropriate use ("Appropriate Use") and protection of all Town Resources is expected from all Users. Appropriate Use of these resources is defined as use which is Town business-related except as provided herein.

Employees are allowed very limited personal use of Resources, under the following circumstances:

- There is little or no cost to the Town.
- Any use is brief in duration, occurs infrequently, and is the most effective use of the Employee's time or Town resources.
- The use does not interfere with the performance of the Employee's official duties.
- The use does not disrupt or distract from the conduct of the Town business due to volume or frequency.
- The use does not disrupt other Employees and does not obligate them to make a personal use of Town resources.
- The use does not compromise the security or integrity of Town property, public record, information, or software.

Except as previously stated, any other use is inappropriate.

IV. SECURITY

All usernames and passwords are for the exclusive use of the individual to whom they are assigned. The User is personally responsible and accountable for all activities carried out under his/her username and should take all reasonable precautions to protect his/her password. The password associated with a particular username must not be given or divulged to another person (with the exception of the systems administrator). No one may use, or attempt to use, a username or password assigned to another person, or pose as another user.

V. USE OF TOWN RESOURCES IS SUBJECT TO THE FOLLOWING:

All Town Resources are the property of the Town. The Town retains ownership of all resources, materials, documents and files stored, maintained, deleted, modified, received, sent, or otherwise accessible via the Town's Resources unless otherwise copyrighted, trademarked, or agreed to by the Town Manager.

The Town may, without notice, limit, restrict, monitor, block, access, search, review, modify, or disclose the use of any Town Resources.

The Town IT Department may determine what applications are installed or configured on Town Resources assigned to Users. Applications may be installed, modified, updated or removed without notice. The term "personal computer" does not suggest that Users have a choice of what is made available to them.

Any Materials sent to or from Town Resources must comply with federal and state laws regarding the protection of Personally Identifiable Information (PII) (e.g., Date of Birth, Social Security Number, Name and Address information, and where applicable, financial account information), and applicable Record Retention Laws. PII data should always be encrypted.

All Town Resources are subject to discovery; even if a User believes they have deleted materials, they may be retained in other systems. Users should NOT delete Materials unless they are clearly considered trivial or irrelevant (e.g., an email about coffee/pizza being served somewhere), as they may be subject to Public Records Retention Laws.

Town Resources may be configured with remote management tools to assist with loading additional applications and software. Users shall not remove, disable, or otherwise modify any applications or software installed by the Town IT Department. The Town IT Department will only assist with the installation of additional applications or software deemed necessary and appropriate for Town-related business use.

Users who synchronize or store Town information on a portable device such as a smartphone, tablet, or laptop, owned personally or by the Town, shall set the device to require a passcode, fingerprint or other appropriate security access technology prior to each use. In the event such a device is lost or stolen, the User shall report the device lost or stolen to the IT Department immediately. Users acknowledge by setting up synchronization with Town information, which includes email, contacts, calendars and reminders, the IT Department has the ability to remote wipe such a device.

The Town reserves the right, but not the responsibility, to monitor any and all aspects of Town Resources and materials; the Town is not responsible for material viewed, downloaded, or forwarded by Users.

Except as specified herein, Resources shall be used only for work-related professional or civic purposes.

VI. TECHNOLOGY ETHICS POLICY:

When using Town Resources and materials, all Users will:

- ☐ Conduct business in a truthful and accurate manner. Users should never misrepresent themselves in order to gain access to any other Town Resources or materials, or in order to deceive anyone interacting with Town Resources or materials.
- ☐ Keep communications and correspondence professional and appropriately personable. Email, the internal network, and the Internet should not be used for communications that express anger or criticism.
- ☐ Apply the same grammatical quality and professional letter writing standards that are applicable to paper-based correspondence. Email correspondence should reflect the Town's commitment to quality, performance and professionalism at all levels.
- ☐ Be aware that all laws and Town policies related to Sexual Harassment and Unlawful Harassment apply to the use of Town technology systems.
- ☐ Make every prudent and reasonable effort to protect against their theft, loss, or damage.
- ☐ Access only what is authorized, making no attempt to bypass security or firewall restrictions, and must not disable, render inoperable, or otherwise tamper with Town Resources or materials.
- ☐ Not authorize anyone to use their Town accounts for any reason.
- ☐ Be responsible for properly locking down access to systems when they are away from them, and be responsible for any materials transmitted, accessed, or otherwise entered or modified from systems or accounts the User is logged into.
- ☐ Abide by copyright law and intellectual property rights. Downloading non business-related Materials (e.g., games, music files, videos, etc.) is prohibited.
- ☐ Refrain from interfering with the work of others, impacting other Town Resources, causing offense to others, or wasting Town Resources. This includes, but is not limited to:
 - Using Town Resources for any unlawful, unethical, commercial, political campaigning, monetary gain, or legally questionable activity.
 - Accessing inappropriate sites including adult content, online gambling, or dating sites.
 - Using encryption technology that has not been approved for use by the Town's IT Department.

- Using personally-owned technology for conducting Town business, where official Town records are created but not maintained by the Town.
- Accessing hacking sites or using security hacking tools to attempt to elevate user privileges or to otherwise obtain unauthorized access.
- Intentionally intercepting, accessing, altering, copying, distributing, moving or removing Town resources or materials without permission.
- Accessing Town Resources related to other Users, constituents, businesses, or anyone else, without a Town-related business purpose requiring you to do so.
- Creating unnecessary network traffic, load, disruption, or disablement of resources, or establishing any remote control, remote access, or remote monitoring services without the permission of the Town IT Department.
- Loading software or data from untrustworthy sources (e.g., freeware, or shareware), or without ensuring that all files are properly scanned for viruses or other malicious software code prior to introduction to Town Resources.
- Connecting, installing, introducing, or otherwise initiating unauthorized technology into the Town;
- Transmitting, viewing, accessing or making accessible offensive, fraudulent, sexually explicit, profane, obscene, harassing, intimidating, threatening, or defamatory materials.
- Using online shopping sites, social network sites, or media sites for personal use.
- Using Town Resources in a manner which may subject the Town to any liability claim.

VII. TOWN ISSUED MOBILE DEVICE POLICY:

The Town may issue mobile devices such as mobile phones, laptops and tablets (“Devices”) to users to assist them with conducting Town business-related activities. Use of Town issued Devices is subject to the following:

- ☐ Town Devices must be properly inventoried by the IT Department.
- ☐ User assumes responsibility to ensure to maintain Devices in a safe, functioning and reasonable condition.

Equipment is to remain free of any writing, stickers, or labels that are not the property of the Town. Users are to contact the Town IT Department with any questions about how to maintain or use Town issued devices.

Users agree to perform regular and routine recommended data backups

Town Devices should not be left unattended in public places, or in places where they may be subject to harsh environmental conditions. This is for your safety, the safety of your contacts and the people you communicate with.

Town Devices which are damaged, lost, or stolen must be reported to IT immediately. The Town may, at its own discretion, choose to electronically locate and remotely wipe or reset lost or stolen Devices.

Town owned Devices must be returned to IT upon separation of employment or assignment is completed.

VIII. PERSONAL DEVICE USE POLICY:

The Town recognizes that some Users may prefer privately owned or personal technology devices such as laptops, tablet and cell phones ("Personal Devices") which they are interested in using for Town business-related purposes. The Town will not be responsible for any Personal Devices, or any damage or loss that might arise from using Personal Devices to remotely connect to, interface with, integrate with, or interact with Town Resources.

IX. COMPLIANCE:

Violations of this Policy may result in disciplinary actions as deemed applicable by the Personnel Policies and Procedures Manual, the Town Administrator and/or the appropriate collective bargaining agreement or personal services contract. If violations of this Policy are discovered that consist of illegal activities, the Town may notify the appropriate authorities. The Town reserves the right to pursue appropriate legal actions to recover any financial losses suffered as a result of violations of this Policy.

X. DISCIPLINE.

Any Employee who violates this Policy shall be subject to appropriate discipline, up to and including termination of employment or removal from his/her position in accordance with the terms of the applicable collective bargaining agreement and/or personnel policy, recall from his/her elected position, termination of contract or agreement for volunteer or intern services.

The Town prohibits acting against any Employee for reporting a violation of this Policy or for cooperating in an investigation. Any Employee who retaliates against another Employee for reporting a violation of this Policy or for cooperating in an investigation will be subject to disciplinary action, termination of employment or removal from his/her position in accordance with the terms of the applicable collective bargaining agreement and/or personnel policy, recall from his/her elected position, termination of contract or agreement for volunteer or intern services.

XI. MISCELLANEOUS.

Amendments. The Town intends to follow each provision of this policy but reserves the right to change any provision at any time if circumstances warrant or require.

Waiver. A failure to enforce this Policy does not constitute a subsequent waiver of any violation of this Policy.


Governing Law. This Policy shall be read and interpreted in conjunction with all other Town policies and procedures.

Collective Bargaining. This policy is not intended to interfere with employee rights under Massachusetts General Laws Chapter 150E.

APPROVED BY THE TOWNSEND BOARD OF SELECTMEN

FIRST READING: June 20, 2019

FINAL APPROVAL/ADOPTION: July 11, 2019


Sue Lisio, Chairman

8/1/19
Date


Wayne Miller, Vice Chairman

7/24/19
Date


Donald Klein, Clerk

7-25-19
Date

Acknowledgement of Receipt of Policy

I acknowledge receipt of this Information Technology Policy. Having read said policy, I understand and agree to its terms.

Name (Print)

Signature

Date

Witness

Acknowledgement of Receipt of Policy

I acknowledge receipt of this Email Policy. Having read said policy, I understand and agree to its terms.

Name (Print)

Signature

Date

