

ADMINISTRATIVE POLICY

SUBJECT: CITY OF ASHEVILLE INTERNET POLICY		IT Services Department
		EFFECTIVE DATE: April 1, 1998
POLICY NUMBER: 30	ADDENDUM NUMBER	
REVISION: June 28, 2011	REVISION:	
ISSUED BY: Internet Policy Team Jonathan Feldman, Director of Information Technology Services		CITY MANAGER APPROVAL Gary W. Jackson, City Manager

Purpose

- The goal of this policy is to ensure that all usage of City-owned equipment to access Internet resources is consistent with City Policies, all applicable laws, and the responsibilities of the individual user. It is also to encourage and promote responsible, efficient, ethical and legal utilization of Internet resources and to establish basic guidelines for appropriate use of these resources. Finally, this policy serves to remind users that the City has guidelines for utilizing social media.

Scope

- The policy applies to all users of City-owned equipment accessing Internet resources.

Policy

- All users are encouraged to use the Internet to its fullest potential, providing effective services of the highest quality, discovering innovative and creative ways to improve services, and encouraging staff development.

- Whether provisioned through internal City networks or via City owned smart phones or hot spots, Internet access is intended to be used for business purposes. The Internet should not be used to compromise the integrity of the City and its business in any way. The city employee shall make no intentional use of Internet services in an illegal, malicious, or obscene manner, included but not limited to, using the services to access materials such as those advocating hate, pornography or violence when not directly related to official City business. All use of the Internet should be sensitive to the perceptions of the other City employees and the public. The Internet may also be used on a personal basis. In addition to following the criteria for the business usage. Personal usage must not interfere with normal business activities, must not involve solicitation, or be associated with any for-profit business activity related to the City of Asheville.

Responsibilities

1. All information placed on the Internet should accurately represent policies and positions of the City of Asheville. All information should be accurate and up-to-date. All information that is no longer accurate or up-to-date should be removed immediately. It should represent views of the City and not personal opinion.
2. All users have been supplied with security measures, and are prohibited from intentionally bypassing these measures (e.g. virus protection, site screening, and any other security measures).
3. For security and network integrity reasons, programs downloaded from any external source may be installed on City computers only with authorization by Information Services staff or by an Information Services authorized departmental liaison. The easiest way to get authorization is to contact the Help Desk.
4. The Internet provides easy access to software distributed by companies on a trial basis. This should not necessarily indicate that the software is free or that it may be distributed freely. All applicable software copyright and licensing laws must be followed.
5. The safety and security of the City's network and resources must be considered paramount when using the Internet. User passwords are confidential. It is the user's responsibility to maintain the confidentiality of their password(s). The unauthorized use or disclosure of anyone's password(s) is prohibited (see City Password Policy for more detail on passwords).
6. All Internet users need to understand the e-mail messages and other transfer of information via the Internet is presently not secure. Do not send confidential communications via the Internet unless secure forms of communication are used

(example: https: addresses rather than http: addresses). If there is any question about the security of a given method of transmission, please contact the Help Desk.

7. It is the user's responsibility to read and abide by this Policy.
8. For security reasons, Internet access is monitored & controlled by software that blocks inappropriate types of access. If you believe that a site has been incorrectly classified, please contact Help Desk. For access to bona fide restricted sites **(i.e. Police access to crime sites)** Department Directors approval is required.

Ownership

- All electronic systems, hardware, software, temporary or permanent files, and any related systems or devices are the property of the City of Asheville. Employees who use information systems provided by the City of Asheville cannot be guaranteed absolute privacy. Any documents produced by City employees are a matter of public record unless it is related to personnel or legal matter. When members of the public request access to this information, individuals must work with the Public Information Office to disclose this information.
- Internet use is routinely monitored, with monthly reports delivered to supervisors. Supervisors may also exercise their authority to inspect the contents of any files, electronic or otherwise, in the normal course of their supervisory responsibilities. Hardware or software system problems, general system failure, legal expediency, an urgent need to perform work or provide a service when the employee is unavailable, or any other reasonable need are considered just cause for examination of employees' files or audit logs.

Compliance

Internet access is a privilege. Anyone found in violation of this policy will be subjected to disciplinary action which could result in termination of system access, termination of employment and/or criminal prosecution, if appropriate. Notwithstanding any statement herein, or any policy or in any verbal statements, the Asheville City Manager, or his/her designee has sole discretion to grant, transfer, suspend, or cancel any employee's Internet access at any time for any reason.

