SUBJECT: COMPUTER ACCESS/ACCESS TO CITY COMPUTER RESOURCES

I.   PURPOSE

City computing resources are made available to employees to assist in the pursuit of the City's organizational goals. Users are expected to cooperate with each other to promote the most effective use of computing resources, and to respect each other's work even though it is in electronic rather than printed form. Employees and departments will be held no less accountable for their actions involving computers just as they would be in other situations. Failure to comply with this policy and the following guidelines for acceptable use of computing resources is a serious matter and will result in immediate revocation of the user's access permission, and may result in other disciplinary action, up to and including termination.

The City seeks to protect the confidentiality of City records stored on its computer systems to the extent permitted by law. Rules prohibiting theft or vandalism apply to software and data as well as to physical equipment. All software, data, reports, messages and other products created using the City's computer resources are the property of the City of Lompoc.

The City may use currently available technology to screen out information that may be offensive; since new sites are added daily, this technology cannot block all sites that may contain offensive material, nor can the City prevent transmission and/or receipt of offensive E-Mail messages.

The City's computer systems require that each user have a unique identity, referred to as a "User-ID", protected by a "password", to gain access to the system. The User-ID represents a user in various system activities, provides access to certain software and data based on his/her department-established authorization, and associates his/her own software and data with his/her identity. As such, this User-ID is another instrument of identity and its misuse constitutes forgery or misrepresentation.

An employee's password and User-ID are unique, identifying him/her as the user accessing a particular workstation or PC. The employee is responsible for any modifications or access to system information made using his/her User-ID. Every change to computer information is logged with the identification of the person who signed on. Therefore, it is imperative that users do not share passwords, and that no PC, terminal, or workstation is left unattended while logged on. Users should be aware that merely turning a PC off does not always log the user off the system.

Users needing assistance with log off procedures should contact Data Processing at X292.

Each employee may perform specific functions, as authorized by his/her Department Head, which are identified through use of the User-ID. Employees may have access to large volumes of information, much of which may be confidential to the Department or the City. It is important that the employee know and understand what information may be shared within the limits of the exceptions to the California Public Records Act (Government Code Sections 6250 - 6270) or legally recognized privileges, with others in the work unit, in the department, with personnel in other departments, and with the general public. Employees who are uncertain as to the confidentiality of data should request clarification from their supervisors immediately.

II.   SCOPE

This procedure is applicable to all City departments. Exceptions to this procedure shall be allowed only when approved by the City Administrator.

Where any section, subsection, sentence, clause or phrase of this procedure is inconsistent with an approved current memorandum of understanding enacted between the City and a recognized employee organization, the memorandum of understanding shall prevail.

III.   AMENDMENTS

This procedure may be amended by the City Administrator.

IV.   USE OF E-MAIL SERVICES PROVIDED BY THE CITY OF LOMPOC

By law all electronic mail messages (*e.g.*, GroupWise or Internet Mail) are City records. The City reserves the right to access and use for business purposes the contents of **all** messages sent over its electronic mail systems, including electronic mail sent over the Internet. **Employees should not expect or assume any privacy regarding the content of electronic mail communications**. Users of City-provided E-Mail systems are expected to use these systems in a professional manner, consistent with the guidelines for acceptable use and "netiquette" given below.

In order to use system resources efficiently, general interest work-related announcements should be posted to the "City Information" bulletin board, not sent to individual mailing lists. Other than incidental and occasional minimal personal use, Rule XVII, Section 5 of the City Personnel Rules, which prohibits personal use of City property, applies to use of City computer equipment.

V. GUIDELINES FOR ACCESS TO CITY COMPUTER SYSTEMS, THE INTERNET, BULLETIN BOARDS AND OTHER ON-LINE SERVICES

Users of computer services provided by the City are required to:

A. Inform themselves of these access guidelines and acceptable and unacceptable uses of City computer systems, the Internet and other on-line services in general. The burden of responsibility is on the user to inquire what are acceptable and unacceptable uses prior to accessing the system. Compliance with applicable use restrictions is mandatory.

B. Use City provided computers, Internet and other on-line services only for City related activities and not for personal business.

C. Respect the rights of others. Conduct which involves the use of City computing resources to violate another user's rights includes:

   1. Invading the privacy of an individual by using electronic means to obtain confidential information;

   2. Copying or altering another user's software or data which has been obtained by illegal means;

   3. Abusing or harassing another user through electronic means.

D. Respect the legal protection provided to programs and data by copyrights and licenses. Users may not copy City-owned or licensed software or data to another computer system for personal or other non-City use without the prior written approval of the City's Data Processing Manager.

E. Respect the integrity of computing systems connected to the City network, the Internet, and other on-line services.

F. Know and follow the generally accepted etiquette of E-Mail, the Internet, and other on-line services. For example, use civil forms of communication and avoid being drawn into "flame wars." Attachment (A) gives a brief summary of points of "netiquette".

G. Avoid uses that reflect poorly on the user's department, the City, or government in general.

H. Under no circumstances access the Internet or another on-line system from a City computer system without obtaining the prior approval of the user's Department Head and the City Data Processing Manager.

Users should remember that existing and evolving rules, regulations, and guidelines of ethical behavior of government employees and the appropriate use of government resources apply to the use of electronic computing and communications systems supplied by the City.

VI.   SPECIFICALLY ACCEPTABLE USES

A.   Communication and information exchange directly related to the City or Department mission, or to the user's City work tasks.

B.   Communication and exchange for professional development, to maintain currency of training or education, or to discuss issues related to the user's governmental activities.

C.   Use in applying for or administering grants or contracts for City programs.

D.   Use for advisory, regulatory, research, analysis, and professional society activities related to the user's governmental work tasks and duties.

E.   Announcement and/or tracking of new laws, procedures, policies, rules, services, programs, information, and activities.

F.   Any other governmental administrative communications not requiring a high level of security.

G.   Communication incidental to otherwise acceptable use, except for illegal or specifically unacceptable uses.

VII.   SPECIFICALLY UNACCEPTABLE USES

A.   Use of City computer systems, the Internet, or any other on-line service for any purposes which violate the law.

B.   Use for any for-profit activities unless specific to the mission or duties of the user's department.

C.   Use for purposes not directly related to the mission or work tasks of the user's department at any time.

D.   Use for private business, including commercial advertising and sending or replying to "chain letters." Use of City computing resources for external consulting is specifically prohibited.

E.   Sending or soliciting sexually oriented messages or images.

F.   Libelous, offensive, or harassing statements, including disparagement of others based on their race, national origin, sex, sexual orientation, age,

disability, religious or political beliefs.

G.   Use for access to and distribution of computer games, except for incidental and occasional use of legally obtained games which come pre-installed with the computer's operating systems, as approved by the user's supervisor.

H.   Use of City of Lompoc provided computer systems, the Internet, or other on-line services so as to interfere with or disrupt network users, services, or equipment.

I.   Intentionally seeking out information on, obtaining copies of, modifying, or divulging files, reports, and other data which is private, confidential or not open to public inspection or release unless specifically authorized to do so once the legal conditions for release are satisfied.

J.   Intentionally copying or printing any software, electronic file, program or data using City provided computer systems, Internet, or other on-line services without a prior, good faith determination that such copying or printing is, in fact, permissible. All efforts to obtain permission should be adequately documented.

K.   Intentionally seeking information on, obtaining copies of, or modifying files or data without proper authorization. Seeking passwords of others or the exchanging of passwords is specifically prohibited.

L.   Users intentionally representing themselves electronically as others, either on the City network, the Internet, or other on-line services unless explicitly authorized to do so by those other users. Users shall not circumvent established policies defining eligibility for access to information or systems. Conduct which involves misuse of computer identities includes but is not limited to:

   1.   Allowing an unauthorized individual to use the identity.

   2.   Using another person's User-ID without that person's express permission, even if that person has neglected to safeguard his/her User-ID.

M.   Intentionally developing programs designed to harass other users or infiltrate a computer or computing system and/or damage or alter the software components of same.

N.   Use for fund raising or public relations activities not specifically related to City activities.

O.   Attempting to modify City-owned or licensed software or data files without prior written approval by the City's Data Processing Manager or the manager

responsible for maintaining the application.

P.   Attempting to damage or disrupt operation of computing equipment or telecommunication equipment or lines.

Q.   Using City computing resources for purposes other than those intended by the Department authorizing access, including allowing access by unauthorized persons, even if they are members of the community or City staff.

VIII.   ADDITIONAL GUIDELINES

A.   Any software obtained from a source other than the City's Data Processing Division must be virus checked prior to use. The Data Processing Division has virus-checking software available for this purpose.

B.   Contractors, volunteers, and other non-City employees may be granted access to City provided computer services at the discretion of the City's Data Processing Manager. Contractors, volunteers, and other non-City employees using City of Lompoc computing resources are subject to the same policies and guidelines as any City employee. Violation of these policies and guidelines will result in immediate revocation of the user's access permission, and may result in other disciplinary action, when appropriate.

C.   Use passwords associated with a City of Lompoc information system only on the system. When setting up an account at a different information system that will be accessed using the Internet or another on-line service, choose a password that is different from ones used on City of Lompoc information systems. Do not use the same password for both local and remote systems accessed via the Internet or another on-line service. If the password used at the remote site were to be compromised, the different password used locally would still be secure. Passwords should not be so obvious so that others could easily guess them, and passwords should be changed at least every 60 days.

D.   Log off (Exiting). Always make a reasonable attempt to complete the log off or other termination procedure when finished using any computer system or program, especially the Internet and other external computer systems. This will help prevent breaches of security.

E.   E-Mail Security. Unencrypted electronic mail sent or received on the City's E-Mail system, the Internet, or another on-line service is not secure. Users should be aware that the sender has no control over what the recipient does with the message, and that messages may be sent to the wrong address or be intercepted by hackers.

F.   The City networks and the Internet connection are shared resources among

all City departments. Large file transfers and intensive multimedia activities will impact the service levels of other users and should be scheduled early or late in the day, at lunch time, or after business hours with a supervisor's permission.

G. Disclaimers. The public may perceive a user's posting and E-Mail as official City policy. Users must avoid being drawn into discussions where disclaimers like "this represents my personal opinion and not that of my Department or the City of Lompoc" need to be used. **When using E-Mail, the Internet, and other on-line services provided by the City of Lompoc, users should remember that they represent the City. Do not make statements of personal opinion which may be misinterpreted as official policy.**

IX. INTERPRETATION AND IMPLEMENTATION

Any questions relative to the event and/or application of this policy should be directed to the Personnel Department.

AUTHORIZED:

Frank L. Priore, City Administrator	Date

"Netiquette"

The following are some "Don'ts" (commonly known as "netiquette") of which users of E-Mail, especially on the Internet, should be aware. Failure to use proper netiquette may result in other users not responding to your messages, a mailbox full of any mail, or a "flame-war", *i.e.*, an angry on-line conversation.

I.   **Chat Rudeness:** Cursing, recreational arguments, sexual harassment, etc. Continued violation may result in other users issuing an "ignore" command so that commands you type will not appear or their screens. To avoid this problem, follow the City access guidelines and all related City policies (*e.g.,* sexual harassment), pay attention to the thread of conversation, and always address people respectfully.

II.   **Over-Familiarity:** Writing to strangers and addressing them as if you already know them may cause your messages to go unread and unanswered. Using "Dear-so-and-so" works well when writing to someone you don't know.

III.   **Endless E-Mail:** "Send-reply-send-reply" conversations may drag on needlessly, or may result in dead silence from the other party. Don't continue meaningless or boring correspondence. End your reply with something like "over and out" if necessary.

IV.   **"Spamming":** Sending unsolicited mail, including advertisement and chain letters, or placing people on mailing lists without their permission. Not only is this behavior a violation of the City's access guidelines, spamming on the Internet is a good way to guarantee your mailbox overflows with "flame mail". The users you have spammed are likely to engage in "counter-spamming" or sending you angry replies which also disrupt service to other City network users.

V.   **"Flame Bait":** An angry note, usually written in haste, and often regretted shortly after mailing. This may result in a "flame war" if the other party responds in kind. Remember that you are representing the City and think carefully about what you put in print.

VI.   E-Mail messages on the Internet may contain abbreviations to help convey meaning, for example: lol for "laughing out loud"; imho "in my humble opinion", used when you've said something that may be controversial; o&o for "over and out". "Emoticons" are "smiley-face" symbols used to convey emotional states by representing facial expressions. For example (look at them sideways):

        :-)   a smile
        :-]   a smirk
        :-D   laughter
        :-(a frown

VII. "Mash Notes" and other embarrassing messages: City users should never send this type of mail. Remember that no E-Mail message is secure. Users may accidentally send to the wrong address; the recipient may show the message to others; hackers may access and read unencrypted mail messages. If you wouldn't want to read it on the bulletin board or in the newspaper, **or if it violates City policies or access guidelines, don't send it via E-Mail.**

Users looking for more information about netiquette may contact Data Processing for advice or refer to one of many Internet sites devoted to the subject.

ATTACHMENT B

City of Lompoc
Computer Access Consent Form

I hereby acknowledge that I have read, understand, and agree to abide by the City of Lompoc Computer Access Procedure.

I understand that by utilizing E-mail, Internet, or other on-line services from City equipment or through City provided accounts, I voluntarily consent to allow the City of Lompoc to access information stored in my computer and monitor my E-mail and Internet activities or content as deemed necessary by the City Administrator. This includes both internal activities on the City network and external activities on the Internet or with on-line providers.

_____   _____
Name (please print)   Date

_____
Signature