



## City of Grand Rapids

# ADMINISTRATIVE POLICY

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| NUMBER: 84-02  | DATE: 7/23/84                       |
| REVISIONS: 6/17/88; 11/7/00 (replaces old #84-02, #95-07, & #95-08); 6/13/08; 11/26/13 |                                     |
| ISSUED BY: City Manager  | SIGNED: <i>Gregory A. Sundstrom</i> |

**SUBJECT: ELECTRONIC COMMUNICATIONS, COMPUTER RESOURCES, COMPUTER RELATED PROFESSIONAL SERVICES, AND RELATED HARDWARE AND SOFTWARE: ACQUISITION AND USE POLICY**

### **PURPOSE:**

The City of Grand Rapids relies on its computer network to conduct its business. The City has created this Administrative Electronic Communications Policy and by extension IT Best Practices to ensure that its computer resources are used properly by its employees, independent contractors, agents, and other computer users. This policy's intent is to establish procedures to protect the City against intentional or unintentional loss, misuse, or damage to the City's computer resources.

The rules and obligations described in this Policy apply to all users of the City of Grand Rapids computer network, wherever they may be located. Violations of this policy may result in disciplinary action, up to and including termination, as well as, civil and criminal liability. It is every user's duty to use the City of Grand Rapids' computer resources responsibly, professionally, ethically, and lawfully.

### **POLICY:**

#### **I. Computer Resources**

Computer Resources refers to the City's entire computer network. Specifically, Computer Resources includes but is not limited to: computer servers, telephony and communication equipment and servers, e-mail servers, internet web servers, desktop/workstations computers, laptops, cell phones, handheld electronic devices, mobile computing and communication devices, software, applications, data files, and all internal and external computer and communications networks that may be accessed directly or indirectly from our computer network.

The Computer Resources are the exclusive property of the City of Grand Rapids. Users are permitted access to the Computer Resources to assist them in the performance of their jobs.

## II. **Computer Hardware and Software Acquisition**

- A. All computer-related hardware or software acquisitions exceeding \$2,500, or \$10,000 under approved term contracts, shall be coordinated with and reviewed by the City's Information Technology Department.
  - 1. The following procedures will be followed to advance the Information Technology Department's review and approval of the requests for computer-related equipment or services listed in III.A:
    - i. All computer-related bid specifications shall be coordinated with the Purchasing Office and copied to the Information Technology Department.
    - ii. The Information Technology Department shall evaluate all Requests for Proposals (RFPs) for professional technology related services and provide any written exceptions or technical counsel prior to release of the RFP.
    - iii. The Information Technology Department shall evaluate all Grants for technology related services or solutions and provide any written exceptions or technical counsel prior to submission.
- B. All acquisitions of computer-related hardware and software must meet the standards and guidelines set in the IT Computer Related Equipment & Services Guidelines policy.
- C. If the request for computer hardware or software is the direct result of or response to an ADA accommodation request, the Information Technology Department shall consult experts on computer applications for disabled individuals to assure appropriate utilization of proposed purchases.
- D. All software licenses purchased shall be coordinated with the Information Technology Department. Departments purchasing software should track software licenses and be prepared to qualify compliance.

## III. **Computer Related Professional Service Acquisition**

- A. All acquisitions of computer-related professional services exceeding \$2,500, or \$10,000 under approved contracts, shall be coordinated with and reviewed by the City's Information Technology Department.
- B. The Information Technology Department shall evaluate each request with the requesting Department/ Director or Service Group Manager, as appropriate within 3 working days and respond with reservations, reject the request, or require additional information.

## IV. **Standards**

In using or accessing the City of Grand Rapids Computer Resources, users must comply with the following provisions.

A. Awareness

All users that use of the City's computer resources are subject to Administrative Policy 84-02.

B. No Expectation of Privacy

*No expectation of privacy.* The Computers Resources and computer accounts given to users are to assist them in performance of their jobs. Except for certain privileged communications from or within the Law and Labor Relations Departments, users should not have an expectation of privacy in anything they create, store, send, or receive on the computer system. The computer system belongs to the City of Grand Rapids and shall be used for business purposes.

*Waiver of privacy rights.* By use of the City's Computer Resources, users expressly waive any right of privacy in anything they create, store, send, or receive on the Computer Resources or through the Internet or any other computer network. Users consent to allowing personnel of the City of Grand Rapids, as authorized by the City Manager, to access and review all materials that users create, store, send, or receive on the Computer Resources, or through the Internet, or any other computer network. Users understand the City of Grand Rapids may use human or automated means to monitor use of its Computer Resources.

C. Acceptable Activities.

*Research/Education.* Communication with professional associations, other governments, universities, businesses, and individuals for facilitation of City business, research, and education efforts.

*General Public.* Distribution of information to the general public, when such information is provided in accordance with City policies and guidelines for the release of information and the Freedom of Information Act.

*Incidental Communication.* Exchanges of information among City employees and professional colleagues that facilitates work assignments and professional discussion in a work-related field of knowledge.

*Internet Use.* The City's computer resources are for business use. Internet access is authorized to individual employees by their Department Director. Those authorized to use the Internet may browse during meal times, scheduled break times or outside of work hours at the discretion of the Department Director.

D. Prohibited Activities.

*Inappropriate or unlawful material.* Material that is fraudulent, harassing, embarrassing, sexually explicit, racially offensive, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be downloaded, sent by e-mail, attachments, or other form of electronic communication (such as bulletin board systems, newsgroups, chat groups, social media) or displayed on, or stored in the City's computers, unless it is necessary for the conduct of the person's responsibilities with the City and then only in that purpose.

*Prohibited uses.* The City's Computer Resources shall not be used for dissemination or storage of commercial or personal advertisements, solicitations,

promotions, destructive programs (that is, viruses or self-replicating code), political or religious material, software designed to breach security (i.e. password crackers, Trojan horses, etc.) or any other unauthorized use.

*Waste of computer resources.* Users may not deliberately perform acts that waste Computer Resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to: sending mass mailings or chain letters, spending excessive amounts of time on the Internet, instant messaging, playing games, gambling, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic (i.e. Listening to unnecessary audio broadcasts, such as music, talk radio, etc.).

*Communication of trade secrets.* Unless expressly authorized by the Executive Office, sending, transmitting, or otherwise disseminating proprietary data, trade secrets, or other confidential information of the City of Grand Rapids is strictly prohibited. Unauthorized dissemination of this information may result in civil liability as well as criminal penalties under the Economic Espionage Act of 1996.

#### E. Federated Autonomy.

The City's centralized enterprise infrastructure shall continue to operate as a single entity, however Departments may operate independent SCADA/operational control networks. Departments may not operate independent e-mail services, independent internet webservices (including cloud or SaaS), or social networks sites without permission of the City Manager.

#### F. Passwords

*Responsibility for passwords.* Users are responsible for safeguarding their passwords for access to the computer system. Individual passwords should not be printed, stored online, or given to others. Users are responsible for all transactions made using their passwords. No user may access the computer system with another user's password or account, unless specifically authorized to do so in the case of an emergency.

*Passwords do not imply privacy.* Use of passwords to gain access to the computer system or to encode particular files or messages does not imply that users have an expectation of privacy in the material they create or receive on the computer system. The City of Grand Rapids has global passwords that permit access to all material stored on its computer system, regardless of whether that material has been encoded with a particular user's password.

#### G. Security

*Accessing other user's files.* Users may not alter or copy a file belonging to another user without first obtaining permission from the owner of the file. Ability to read, alter, or copy a file belonging to another user does not imply permission to read, alter, or copy that file. Users may not use the computer system to "snoop" or pry into the affairs of other users by unnecessarily reviewing their files and e-mail.

*Accessing other computers and networks.* A user's ability to connect to other computer systems through the network, modem, wireless communication or by any other communication does not imply a right to connect to those systems or to

make use of those systems unless specifically authorized by the operators of those systems.

*Computer security.* Each user is responsible for ensuring that use of outside computers and networks, such as the Internet, does not compromise the security of the City's Computer Resources. This duty includes taking reasonable precautions to prevent intruders from accessing the City's network without authorization and to prevent the introduction and spread of viruses.

#### H. Viruses

*Virus detection.* All City computers are required to have anti-virus software installed on them because of substantial damage that viruses can cause. Each user is responsible for taking reasonable precautions to ensure he or she does not introduce viruses into the City's network. All pre-authorized material received on floppy disk or other magnetic or optical medium and all pre-authorized material downloaded from the Internet or from computers or networks that do not belong to the City must be scanned for viruses and other destructive programs before being placed onto the computer system. Users should understand that their home computers and laptops may contain viruses. All information transferred from these computers to the City's network must be scanned for viruses.

#### I. Attorney-client communications.

E-mail sent from or to in-house counsel or an attorney representing the City of Grand Rapids should include this warning header on each page: "ATTORNEY-CLIENT PRIVILEGED; DO NOT FORWARD WITHOUT PERMISSION."

#### J. Compliance with applicable laws and licenses.

In their use of Computer Resources, users must comply with all software licenses; copyrights; and all other state, federal, and international laws governing intellectual property and online activities.

#### K. User Training

Departments and users are expected to have adequate training in the operation and use of their Computer Resources. Continual training should be sought through user's respective department and City University.

#### L. E-mail Signatures

Except as provided herein, every E-mail signature line may include ONLY the user's name, title, department, location, E-mail address, phone number and other contact information. "Other contact information" may include social media contacts (Facebook, Twitter, etc.), provided such social media account is operated by the user in his or her capacity as an employee of the City of Grand Rapids. This standard also pertains to all 'out of office' messages and other automatic responses. Except for those exceptions specifically permitted below, email signatures shall not include additional information such as personal messages, inspirational sayings, jokes, graphics (other than City logos) or quotes.

Exceptions: The following are permitted in E-mail signatures:

1. Environmental notices such as: 'Please consider the environment before printing this email'.
2. Invitations for customer feedback, including links to customer service surveys.

V. **Other**

*Other policies applicable.* In their use of Computer Resources and cellular telephones, users must observe and comply with all other policies and guidelines of the City, including but not limited to the following:

- City of Grand Rapids Computer Related Equipment and Services Guidelines Policy
- IT Best Practices
- City of Grand Rapids Rules and Regulations
- City of Grand Rapids Administrative Policy Manual
- Charter of the City of Grand Rapids
- All Labor Agreements
- All Applicable Departmental Rules and Procedures

*Amendments and revisions.* This Policy may be amended or revised from time to time as the need arises. Users will have access to all amendments and revisions.

*No additional rights.* This Policy is not intended to and does not grant users any contractual rights.