

Subject: Use of Electronic Systems & Tools	Number: 8-11
	Date Issued: July 24, 2007 Date Revised:
Responsible Department: Information Services	Approved:

Purpose

To establish the proper use of electronic equipment, systems and/or tools provided by the City of Fresno to its employees for the purpose of performing job functions including communication, information exchange, and research.

Policy

Electronic systems are defined as: all hardware, software, and tools owned by the City of Fresno and available for official use by City of Fresno employees, including but not limited to, electronic mail, voice mail, calendaring and systems such as Internet.

Ownership

All electronic systems, hardware, software, temporary or permanent files and any related systems or devices are the property of the City of Fresno. These include, but are not limited to, computers, network equipment, software, voice mail, documents, spreadsheets, calendar entries, appointments, tasks, and notes which reside in part or in whole on any City electronic system or equipment.

The City of Fresno has the authority to inspect the contents of any city owned computer and file(s) in the normal course of business and may request Information Services staff to extract information, files, documents, voice mail, etc., through authorization by the City Manager, City Attorney, or designee. Reasons for review include, but are not limited to, system hardware or software problems, general system failure, a legal action taken against the City, public records act requests, suspected unlawful activity or violation of policy, or a need to perform work and/or provide a service when the employee is unavailable.

Confidential/Privacy

Employees who use electronic systems and/or tools provided by the City of Fresno cannot be guaranteed absolute privacy. Any and all opinions made using these systems, whether implied or expressed, are those of the individual and not necessarily of the City of Fresno or management.

Uses of electronic Systems and Information

Electronic systems, hardware, software, tools, and information are provided for the purpose of conducting business for the City of Fresno.

A. Allowable uses of electronic systems and information include the following, to the extent that these uses are for the purpose of conducting City of Fresno business:

1. To facilitate performance of job functions.
2. To facilitate the communication of information in a timely manner.
3. To coordinate meetings of individuals, locations, and City resources.
4. To communicate with departments throughout the City of Fresno.
5. To communicate with outside organizations, as required, in order to perform an employee's job functions.

B. Prohibited uses of electronic systems and information include, but are not limited to, the following:

1. Illegal activities
2. Threats
3. Harassments
4. Slander
5. Defamation
6. Obscene or suggestive messages or offensive graphical images.
7. Political endorsements or solicitations.
8. Commercial activities.
9. Using non-business software including games, third party screen savers, search engine toolbars (such as Google toolbar or Yahoo toolbar), unapproved backgrounds or entertainment software.

C. Unauthorized uses of electronic systems and information include, but are not limited to the following:

1. Using hardware or related computer equipment and software not purchased and/or owned by the City.
2. Listening to voice mail or reading electronic mail of another employee without prior written approval of the employee's Department Head or executive management. An employee's supervisor may inspect the contents of voice mail or electronic mail pursuant to paragraph 2, under section Ownership of this policy.
3. Using a City system or software to conduct non-city business.
4. Storage of copyrighted multimedia files (including music and videos) on City computers or servers.

5. Instant messaging over the internet is not permitted. Use of enterprise-wide instant messaging (GroupWise Messenger or Microsoft Live Communications Server) is acceptable for work purposes.
6. Non-work related streaming media (audio or video). Examples include television broadcasts or replays; radio, sports, music or news stations; personal videos; YouTube, Google Video, MySpace or other similar media.

D. Personal Use

Incidental personal use is acceptable unless it interferes with daily work and violates any stipulations within this Policy. Incidental personal use should be considered in the same context as incidental phone usage.

Passwords

It is the responsibility of each employee to remember and safeguard his/her system passwords. Personal account passwords are not to be shared. The Information Services Department may require verification of identification before issuing a new password in the event that a password is forgotten or ceases to function.

Workstation Hardware and Software

In order to ensure that workstations citywide can be maintained in a timely and cost effective manner, and to ensure that the City is compliant with software licensing issues, the following guidelines and restrictions apply:

1. All software installed on City of Fresno workstations must be legally licensed by the City of Fresno.
2. Employees are not authorized to install personal copies of software on City of Fresno workstations.
3. All hardware and software installations and upgrades on City of Fresno workstations must be performed by authorized personnel. Employees are not authorized to install or upgrade workstation hardware or software.
4. Information Services is authorized to run software on each workstation to provide necessary support and inventory services.
5. To ensure compatibility and interoperability between all City workstations, workstation software must adhere to standards made available by Information Services. These standards will apply to operating systems, email systems, office suite software, and internet browsers. Information Services will grant exceptions to standards on a case-by-case basis as required to perform valid business functions.
6. Employees will not use CMOS passwords (hardware boot passwords).

Procedures

Employee Responsibility

This policy will be provided to all electronic systems users.

Each employee with access to City of Fresno electronic systems and tools is responsible for understanding and following these guidelines. Unauthorized or improper use of the City of Fresno's electronic systems and tools may result in terminating access; and depending on the severity of the outcome of unauthorized or improper use, may result in disciplinary action, including termination.