



TAB 6

Information Technology



POLICY AND PROCEDURE

Subject: Computer, E-mail and Internet Usage

1.0 Purpose

Carson City recognizes that use of the Internet and e-mail has many benefits and can make workplace communication more efficient and effective. Therefore, employees are encouraged to use the Internet and e-mail systems appropriately. Unacceptable use of the Internet and e-mail can place the City and others at risk. This policy outlines the City's guidelines for acceptable use of the Internet and e-mail.

2.0 Employees Affected

All City employees, volunteers and Elected Officials

3.0 Policy

This policy must be followed in conjunction with other policies governing appropriate workplace conduct and behavior. The City complies with all applicable federal, state and local laws as they concern the employee/employer relationship, and nothing contained herein should be construed to violate any of the rights or responsibilities contained in such laws.

The City has established the following guidelines for employee use of the City's technology and communications networks, including the Internet and e-mail, in an appropriate, ethical and professional manner.

- All technology provided by the City, including computer systems, communications networks, City-related work records and other information stored electronically, is the property of the City and not the employee. In general, use of the City's technology systems and electronic communications should be job-related and not for personal convenience.
- Employees may not use the City's Internet, e-mail or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race,

age, disability, religion, national origin, physical attributes or sexual preference may be transmitted. Harassment of any kind is prohibited.

- Employees may not use the City's Internet, e-mail or other electronic communications to operate a business, solicit money for personal gain, sending chain letters or e-mails, gambling, circulating jokes, comics or non-job-related computer graphics.
- Disparaging, abusive, profane or offensive language; materials that might adversely or negatively reflect on the City or be contrary to its legitimate business interests; and any illegal activities- including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the Internet or e-mail- are forbidden.
- Copyrighted materials belonging to entities other than the City may not be transmitted by employees on the City's network without permission of the copyright holder. Employees must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy for reference only. Saving copyright-protected information to a network drive without permission is prohibited. Sharing the URL (uniform resource labor locator or "address") of an Internet site with other interested persons for business reasons is permitted.
- Employees may not use the system in any way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and "spamming" (sending e-mail to thousands of users).
- To prevent contamination of City technology and communications equipment and systems by harmful computer viruses, downloaded files should be checked for possible infection through the IT Department. Also, given that many browser add-on packages (called "plug-ins") may not be compatible with other programs and may cause problems for the systems, downloading plug-ins is prohibited without prior permission from IT.
- Every employee of the City is responsible for the content of all text, audio or image files that he places or sends over the City's Internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. The City's identity is attached to all outgoing e-mail communications, which should reflect the City's values and appropriate workplace language and conduct.
- E-mail and other electronic communications transmitted by City equipment, systems and networks are not private or confidential, and they are the property of the City. Therefore, the City reserves the right to examine, monitor and regulate e-mail and other electronic communications, directories, files and all other content, including Internet use, transmitted by or stored in its technology systems, whether onsite or offsite.
- Internal and external e-mail, voice mail, and text messages are considered business records and may be subject to discovery in the event of litigation and/or release in accordance with the Nevada Public Records laws. Employee must be aware of this possibility when communicating electronically within and outside the City. Although a message or file has been deleted or erased, it is still possible to recreate the message. Therefore, ultimate privacy of messages cannot be assured to anyone.

- Although e-mail and voice mail use passwords for security, confidentiality cannot be guaranteed. It is possible for messages to be retrieved and viewed by someone other than the intended recipient. Furthermore, all employee e-mail and system use is accessible by the City even in the absence of an employee.

Guidelines for Appropriate Use of E-mail

When using the City's e-mail and other forms of electronic communication, appropriate workplace etiquette must be observed. The guidelines for appropriate and effective e-mail and other forms of electronic communication include:

- Communicating urgent matters for immediate response, communicating with several people quickly or communicating other time-sensitive matter.
- Keeping all messages as brief as possible to minimize reading time, thereby keeping communication efficient.
- Using the simple rules of who, what, when, where and why to answer any anticipated questions.
- Avoiding sensitive subject matter that should be addressed in person, if possible.
- Checking message content for accuracy and good business writing style (i.e., using correct grammar, spelling and punctuation.)
- Following up when a response is expected or requested and has not been received in a timely manner.
- Reading all messages and responding when requested or expected.
- Avoiding the use of capital letters.
- Avoiding the "reply all" function (i.e., systemwide distribution) when not necessary or intended.
- Saving, printing or deleting messages after reading to avoid using the e-mail server as permanent storage.

Guidelines for Appropriate Use of the Internet

Though the City encourages employee use of the Internet, its use is restricted to the following:

- Communicating with employees, vendors or clients regarding matters within an employee's assigned duties.
- Acquiring information related to, or designed to facilitate, the performance of regularly assigned duties.
- Facilitating performance of any task or project in a manner approved by an employee's supervisor.

City's Right to Monitor and Consequences for Misuse

All City supplied technology, including computer systems, equipment and City-related work records, belongs to the City and not to the employee user. Employees understand the City monitors use patterns, and employees should observe appropriate workplace

discretion in their use and maintenance of such City property. All computer systems and software, as well as e-mail and Internet connections, are the property of the City, thus all City policies apply to their use and are in effect at all times. Any employee who abuses the City-provided access to e-mail, the Internet, or other electronic communications or networks, including social media, may be denied future access, and, if appropriate, be subject to disciplinary action up to and including termination, within the limitations of any applicable federal, state or local laws.

Questions Regarding the Use of City Technology

If you have questions regarding the appropriate use of the City's electronic communications equipment or systems, including e-mail and the Internet, please contact your supervisor, manager or the IT Department.

4.0 Reference

Workplace Harassment and Discrimination Equal Employment Opportunity Unacceptable Behavior Solicitation Policy Workplace Violence Prevention Policy Workplace Violence Prevention Policy

END OF SECTION