



## **CHAPTER XV – INTERNET ACCEPTABLE USE POLICY (Cont'd)**

### **SECTION III INTENDED USE**

The Town information networks provide access to local, regional and international sources of information. Only authorized staff may use Town information networks, and the networks shall not constitute a public forum. Staff shall have no rights of privacy with regard to their use of Town's information networks. Authorized staff shall use Town information networks with respect for the public trust that they have been provided and in accordance with policy and regulations established by the Town. This policy does not attempt to articulate all required and prohibited behavior by information network users.

Successful operation of information networks requires that all users conduct themselves in a responsible, decent, ethical and polite manner while using the networks. The user is ultimately responsible for his/her actions in accessing and using network service. The Town Internet access is intended for Town business use and should be considered a privilege, not a right. All users of the Town's computer equipment and network will adhere to the following procedures:

- There will be no hardware or software changes to computer equipment without the involvement of the Information Services (IS) Department. This includes the downloading of files from diskettes or other media, which were obtained from a computer not connected to the network.
- There should be no unauthorized duplication, installation or use of software on any computer. Non-compliance with this direction may violate federal copyright laws and be subject to various civil and/or criminal penalties. This may also expose the system to computer viruses, which may damage or destroy programs and data.
- All media must be virus scanned prior to introduction to the Town's computer systems. If a computer becomes infected with a virus, contact the IS Department immediately. No employee outside of the IS Department should attempt to clean or remove the virus.
- It is standard procedure to run virus-scanning software at all computers. It is strictly prohibited to tamper or alter with the anti-virus software that has been installed on any computer.
- All accounts for non-Town of Londonderry employees require the authorization of the IS Department Manager prior to the start date. No unauthorized individual will obtain accounts to access the network without prior authorization and notification to the IS Department.
- External access to the Town network is for employees only. Use of a Town account by friends or family members is strictly prohibited.

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- Network access will be protected by passwords, which will be maintained by the IS Department. The passwords will expire and must be changed routinely. Passwords may not be shared under any circumstances. If necessary, employees may grant proxy rights to their email accounts to allow other employees access.
- Any computer with a modem installed runs the risk of a hacker attack. Be aware of this factor and keep your computer connections via the modem to an as-needed basis when traveling or away from the office. Do not allow your computer to sit connected via the modem for an extended period of time unattended. In addition, when at the office, your computer should never be connected via your network connection and an outgoing modem connection simultaneously.
- Information maintained on Town provided computers is the property of the Town and may be accessed, copied, deleted or otherwise handled as deemed appropriate by the Town. An employee should have no expectation of privacy with regard to such information.
- Any Asset entrusted to an employee becomes that employee's responsibility to safeguard and regulate access to it.
- No one shall attempt to bypass security procedures established by the Town of Londonderry.
- The Town of Londonderry provides e-mail for business purposes.
- Town information is proprietary and cannot be disclosed outside the Town without management authorization. It should be recognized that Internet e-mail is unsecured and care should be taken concerning message content. Blanket forwarding of e-mail to addresses outside of the Town's network is not allowed.
- E-mail messages shall not contain offensive, intimidating or hostile comments and/or material.
- All inbound and outbound messages that contain attachments will be virus scanned.
- Internet access provided by the Town shall be for business purposes only.
- Personal Internet accounts shall not be accessed from any computer attached to the network.

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- All downloads shall be for business purposes only. The Internet connection will not be used to access offensive, obscene (as defined by community standards), intimidating, hostile or discriminatory information. No one shall access material via the internet that violates local, state or federal law including but not limited to: attempting to gain access to another entity's internal network, information systems and services or databases without proper approval; attempting to conceal your identity when accessing websites, sending email, or otherwise using the internet; attempting to establish a permanent connection to the internet without conforming to the Town procedures; transmitting computer viruses; accessing or transmitting obscene or pornographic materials.
- All downloads shall be virus scanned.
- Downloads of software programs are prohibited unless approved by the IS Department.
- The use of internal chat programs (such as Instant Messenger) is permitted in accordance with the responsible use conduct put forth in this policy and is subject to the same scrutiny as email and web access.
- Any violations of copyright laws are prohibited.

Since Internet sites can maintain records of the names and locations of individuals that accessed their site, the Town of Londonderry employees must not visit sites that may bring discredit upon the Town and must not engage in any activity that would invite destructive retaliation to the Town's information system. The following activities are specifically prohibited and are considered security violations:

- Attempting to gain access to another entity's internal network, information systems and services, or databases without proper approval
- Attempting to conceal your identity when accessing web sites, sending electronic mail, or otherwise using the internet
- Attempting to establish a permanent connection to the internet without conforming to the Town of Londonderry procedures on External Town of Londonderry Connectivity
- Transmitting computer viruses
- Accessing or transmitting obscene or pornographic materials

These tenets also apply to Town of Londonderry users accessing the Internet via personal or other means, yet identifying themselves (or in a way that they can be easily identified) as Town of Londonderry employees.

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Each occurrence of an information security violation requires the initiation of a security investigation to determine the source of the violation and the damage that has been caused. This process is very costly, intrusive to employees and deflects staff from performing work that supports the business in a productive fashion. It is the responsibility of all employees to comply with the Town of Londonderry Information Security Policies and Procedures. Failure to comply will result in severe disciplinary action. Furthermore, if during an information security investigation, any illegal activity is discovered (e.g., accessing child pornography) the appropriate state and federal authorities will also be notified. The policies apply when any Town resource is utilized – including the use of a personal Internet Service Provider (ISP) account on a Town computer. The Town of Londonderry makes no exceptions in following this course of action.

### **SECTION IV            INCIDENTAL AND OCCASIONAL PERSONAL USE**

While incidental and occasional personal use of the Town Internet access is permitted, information stored in the Town systems implementing Internet access will be treated no differently from other business-related information. In this context, incidental and occasional personal use must comply with the Intended Use section of this Policy. In addition, personal use is permitted only if it complies with the following:

- It does not consume more than a trivial amount of resources
- It does not interfere with worker productivity
- It does not preempt any business activity
- It does not constitute private business activity

The Town of Londonderry staff will not resolve technical problems for users relating to their incidental and occasional personal use of the Town Internet access.

### **SECTION V            ACCESS TO INTERNET TRAFFIC**

The Town Internet access is intended for business use. Accordingly, all audit trails and records of activity are considered company property. The Town of Londonderry must, and does, maintain the right and the ability to enter into, for maintenance and other purposes, all of the systems and to review any and all data recorded in those systems. This includes, but is not limited to, records of Internet sites visited by the Town users. Because the Town of Londonderry has the right to obtain access to all information retrieved or transmitted over these systems, users should not assume transactions and activities involving the Town Internet access are private and confidential. If necessary, the Town may disclose information associated with Internet access within or outside of the Town of Londonderry. Users should not expect that any information stored on their computers – whether the information is contained on workstation hard drives, file or database servers, removable computer media, within audit logs, or anywhere else – will be private.

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### **SECTION VI CONFIDENTIALITY OF INTERNET USE**

Users of the Town internet access should understand that, with the exception of a very few instances, all transactions across the internet (e.g., newsgroup access and participation, web browsing, file transfer, software and document downloads, etc.) leave an electronic “trail” and are completely open to any public scrutiny or eavesdropping from any point in the world, both in real-time and in collected form for later examination. There are many organizations, both legitimate and illicit, that track Internet use in general and by companies. Additionally, even when individuals use their own methods to access the Internet, it is often very easy to identify them as employees of (or otherwise associated with) the Town of Londonderry.

### **SECTION VII PURCHASING ISSUES AND INTERNET ACCESS**

Often, the act of downloading software via Internet access may imply the acceptance of licensing agreements, which can consequently imply agreement to fees. Inspect all licensing agreements for such clauses. The Town users of Internet access may not undertake any licensing agreements for the corporation through the use of software acquired from the Internet. Please contact the IS Department with any questions.

### **SECTION VIII DISCIPLINE**

It is the Town of Londonderry’s policy to place as few restraints on personal conduct as possible. The Town is justifiably proud of its employees and the manner in which they conduct themselves. Each employee is expected to act in an appropriate and responsible manner, using good judgment at all times. However, for the protection of the Town’s property, business interest, and other employees, the Town has established certain rules and a specific policy and procedures regarding information services.

Disciplinary action taken will depend on the seriousness of the violation. Disciplinary action will be taken by the appropriate Department Head, in accordance with the Town of Londonderry policy, following the appropriate union contract in place for that employee. Such action may include: counseling, informal or formal reprimands, oral or written warnings, suspension, demotion, transfer, or other forms of sanctions including termination of employment. Department Heads and/or supervisors are responsible for strictly enforcing adherence to this policy.

**CERTIFICATE OF ACKNOWLEDGMENT**

I have received a copy of the Town of Londonderry's Internet Acceptable Use Policy. I understand that I am responsible for reading and becoming familiar with the Policy. Should I have questions regarding interpretation of the information, I will contact the Human Resources Department for clarification.

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Print: Last Name

First Name

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

This signature form is to be placed in the employee's personnel file.