

City of Lawrence
Computer Use Policy

Subject Computer Use Policy	Applies to All Departments and Divisions	
Effective Date November 1, 2001	Revised Date	Next Review Date
Approved By City Manager	Total Pages 8	Policy Number AP-85

1.0 Purpose and Scope

To establish official policy and procedures governing employee access and use of employer-provided computer hardware, software, and networking resources.

Computer use provisions detailed in this document apply to all employer-provided computer equipment, software, and transmission facilities.

2.0 Definitions

User – any City of Lawrence employee, contractual employee, or individual authorized to use City of Lawrence computing facilities.

Computer facilities – computers, computer peripherals, software, network, and transmission facilities provided and maintained by the City of Lawrence.

E-mail - an alternative electronic communications medium provided by the City of Lawrence for the purpose of conducting City business between City departments and outside agencies via the Internet or other network service.

Net working resources – the infrastructure supporting the exchange of data between computers; network resources include network servers, cabling, data transmission media (including telephone lines, wireless, radio, and satellite transmissions) and Internet Service Providers.

3.0 **Acceptable Use**

General

City of Lawrence departments may acquire computer resources for employee use for the purpose of efficiently conducting city business and to enhance the ability of City employees to provide efficient and effective customer service. A technical ability to bypass computer, networking, or security restrictions does not imply authorization to bypass those restrictions.

4.0 **Confidentiality/Ownership**

Employees who use computer equipment provided by the City of Lawrence cannot be guaranteed absolute privacy. Password protection may be used to enhance file protection, but should not be considered as absolute protection from security breaches nor should password protection create an expectation of privacy. City-provided computer equipment and software are the sole property of the City of Lawrence.

The City will not routinely monitor the data file contents of desktop personal computers. However, the City reserves the right to access personal computer file contents under the following circumstances:

- a) Upon leaving employment with the City of Lawrence for any reason, a user's computer files may be accessed for the purpose of saving those files that pertain to City business. These files may be subject for transfer to another user if necessary to conduct City business.
- b) If required by law to do so.
- c) In the course of an investigation triggered by indications of impropriety or as necessary to locate substantive information related to incidents of impropriety. Impropriety, as related to computer use, may include incidents of sexual harassment via the City email system, use of computing resources involving conflict of interest, or otherwise violating the standard of conduct as defined in the City of Lawrence employee handbook.
- d) When necessary to investigate a possible violation of a City policy or a breach of the security of the computer files.
- e) In the event there is reasonable suspicion that a user has committed or is committing a crime. To monitor installed software applications to comply with software licensing and to prevent software piracy.

- f) To access necessary work files or applications in an employee's absence.

5.0 **Procurement**

General

Computer equipment, peripherals, and software may be obtained for employees at the discretion of the requesting Department Director and provided that approved funds are available from the requesting departmental budget. Requested computer components are reviewed by the Information Systems Department for adherence to minimum computer hardware and software standards.

Requests for bid are prepared in the first quarter annually for the evaluation and purchase of computer hardware. Departments requesting computer hardware should plan computer purchases to be included in this bidding procedure. Bid responses shall be evaluated based upon adherence to specifications, warranty, maintenance, delivery, and cost.

Specialized Applications

Departments considering the acquisition of specialized software and hardware applications shall involve Information Systems in the evaluation, procurement and installation in an effort to insure compatibility with existing network configurations.

6.0 **Acceptable Use Guidelines**

- a.) Use of City provided computer hardware, software, and network resources shall be for lawful purposes only.
- b.) Use of computer resources for storage or transmission of harassing, threatening, rude or obscene material (as defined by U.S. and local law) is prohibited.
- c.) Distribution of unauthorized copies or installation of non-licensed software is prohibited.
- d.) Employees shall not intentionally develop programs that harass other users or infiltrate a computer or computing system, and/or damage or alter the software components of a computer or computing system.
- e.) Utilizing resources to operate a commercial business, complete or solicit routine commercial transactions, or perform work for hire is prohibited.

- f.) The use of computer resources to harass or intimidate others or to interfere with the ability of others to conduct City business is prohibited.
- g.) Attempts to circumvent computer security measures or accessing or attempting to access unauthorized resources is prohibited.

7.0 Personal Use of Computer Resources

Incidental or infrequent personal use of computer resources is permitted when in compliance with the following criteria:

- a.) Cost to the City of Lawrence must be negligible.
- b.) Use of computing resources must not interfere with an employee's obligation to carry out their duties in a timely and effective manner.
- c.) The time spent engaged in the non-official use of city-owned resources are not considered to be City of Lawrence scheduled work time. Employee non-official use of city-owned computer resources during scheduled breaks, lunch periods, or after regular work hours shall be at the discretion of the department director.
- d.) Use of such resources in no way undermines the use of City of Lawrence resources and services for official purposes.
- e.) Use neither expresses nor implies sponsorship or endorsement by the City of Lawrence.
- f.) Use must be consistent with state and federal laws.
- g.) Personal use must not violate any City of Lawrence policies regarding political activity, the involvement of services provided, or other inappropriate activities.
- h.) Personal use does not violate any policies established by the user department.
- i.) Employees shall consult with an appropriate supervisor in advance regarding the appropriateness of certain practices.

8.0 Software Standards

Approved Microcomputer Software

Approved software that has been sanctioned by the Information Systems Department and Information Management Resource Committee (IRMaC) shall

be found on the approved computer software list (see **Appendix A**). Non-supported software such as America Online, downloaded screen savers, and games have the potential to alter network configuration settings and/or disrupt other office application software and shall not be installed. Compatibility between all users is a critical component of sharable network resources and the management of the City of Lawrence. The Information Systems Department, the Information Resources Management Committee, and the Management Team shall determine appropriate software upgrades and changes for major software applications.

Purchases

Requests for computer software purchases shall be reviewed by the Information Systems Department prior to ordering. The requesting department/division will be invoiced accordingly for purchased software. Many products, such as the Microsoft Office suite, are purchased via 'State' and other contracts with major suppliers and developers. Purchasing software through Information Systems ensures compatibility with approved standards.

Licensing

Software may only be used in compliance with the terms and conditions of the applicable license agreements. Unless otherwise stated by the licensor, purchased or leased software is licensed for one specific computer system. Copies of license agreements are to be retained by Information Systems to insure compliance with their use.

Registration

Information Systems must register all software products. If software is delivered directly to the end user, then the user shall notify Information Systems of receipt of the software so that registration may be completed.

Inventory

Information Systems will maintain inventory records of software purchases and any related updates or upgrades since the City is subject to potential audit requests from Software Companies and other governing agencies.

Installation

Information Systems personnel will complete software installations, unless that responsibility is specifically delegated.

Responsibility of Departments with Exceptions

Departments covered under Section 12: Policy Exceptions are required to maintain purchasing, licensing, registration and inventory information in case requests are made by the City Manager's office, software companies, or other governing agencies.

Games & Entertainment

Games and entertainment software are not authorized for use on city-owned equipment or resources, including playing from floppy or multi-media drive(s).

9.0 Training

Information Systems periodically coordinates on-site training with training provider companies in an effort to offer effective training to City of Lawrence personnel. Departments are responsible for authorizing personnel to attend such classes as they are billed appropriately for their staff's training. Vendors and departments can coordinate specialized software training needs with Information Systems personnel. Any use involving the use of the City of Lawrence's training room must be coordinated with Information Systems personnel.

10.0 Security

Accessing 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 shall not use the computer system to 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 or by a modem 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 of Lawrence computer resources. This duty includes taking reasonable precautions to prevent intruders from accessing the company's network without authorization and to prevent introduction and spread of viruses.

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. The use of passwords to gain access to City of Lawrence computer facilities does not imply that users are guaranteed absolute privacy in the material they create or receive through these computer facilities. Passwords used to logon to the City's network and email should only be known to the user.

It is recognized that there are instances where software applications and data stored on an employee computer may need to be made accessible to others during that employee's work absence. Rather than sharing that employee's password to gain access to files other preferable means of data sharing include: (1) placing accessible data files on a shared departmental network server, (2) having the employee designate the necessary file folders as a shared resource on the local personal computer, or (3) contacting Information Systems personnel to designate the necessary folders as a shared resource.

Email & Internet Use

Email and Internet usage are specifically covered under the City's Email and Internet Policy number AP-20.

11.0 Viruses

Viruses can cause substantial damage to computer systems. Each user is responsible for taking reasonable precautions to ensure that viruses are not introduced into the City of Lawrence computer networks. All material received on floppy disk or other magnetic or optical media and all material downloaded from the Internet or computers or networks that are not the property of the City of Lawrence must be scanned for viruses and other destructive programs before being placed onto the computer system. Users should understand that their home computers and notebook computers might contain viruses. All disks transferred from these computers to City of Lawrence network must be scanned for viruses. The greatest risks from viruses are from clicking on "attached" files received in email. Do not open any file that you were not expecting.

12.0 Policy Exceptions

Police Department personnel utilizing computer resources during the course of department-approved investigations shall be exempt from the conditions of this policy.

The Police and Fire and Medical Departments, who retain departmental information technology personnel, shall assume information technology management duties including software installation, hardware upgrades/replacements, and departmental network management responsibility.

13.0 **Violation of Policy**

A person or persons violating this policy will be subjected to the City's disciplinary process.