

**City of Lawrence
E-Mail & Internet Policy**

Subject E-Mail & Internet Use Policy	Applies to All Departments and Divisions	
Effective Date February 1, 1998	Revised Date	Next Review Date
Approved By City Manager	Total Pages 5	Policy Number AP-20

1.0 Purpose and Scope

To establish official policy and procedures governing employee access and use of employer-provided electronic mail (e-mail) and Internet accounts.

E-mail provisions detailed in this document apply to all electronic mail messages and files sent or received by City of Lawrence employees using employer-provided equipment, software and transmission facilities. Policy statements pertain both to internal as well as external e-mail.

2.0 Definitions

Internal e-mail - an alternative electronic communications medium provided by the City of Lawrence for the purpose of conducting City business within and between City departments.

External 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.

3.0 E-mail and Internet Policy

Electronic Mail

City of Lawrence departments may acquire internal e-mail accounts for employee use for the purpose of efficiently conducting city business within and between City departments. Internal communication by e-mail is encouraged when it results in more efficient and effective communication. E-mail will be provided in order to enhance the ability of City employees to provide efficient and effective customer service.

Internet Access

City of Lawrence departments may acquire Internet access for employee use with the City's preferred Internet Service Provider when it can be demonstrated that the use of Internet access will (1) enhance the ability of City employees to provide innovative, cost effective, efficient and effective customer service, or (2) provide a cost effective and efficient means of acquiring information to assist in increasing job knowledge and function.

4.0 **Confidentiality/Ownership**

Employees who use e-mail provided by the City of Lawrence cannot be guaranteed absolute privacy. All e-mail messages are part of the City's computer systems and therefore, are considered City property.

As a routine, the City will not monitor electronic mail messages. However, the City reserves the right to access messages under the following circumstances or whenever there is a legitimate purpose to do so:

1. Upon leaving the employ of the City of Lawrence for any reason, a user's mail may be accessed for the purpose of saving those messages that pertain to City business. This access will be granted only upon written notification from the Department Director to the Information Systems Security Administrator. These files may be subject for transfer to another user if necessary to conduct City business.
2. If required by law to do so.
3. In the course of an investigation triggered by indications of impropriety or as necessary to locate substantive information related to incidents of impropriety.
4. When necessary to investigate a possible violation of a City policy or a breach of the security of the electronic mail system.
5. In the event there is reasonable suspicion that a user has committed or is committing a crime against the City or for which the City could be held liable.

5.0 **E-mail and Internet Procedure**

Internal e-mail accounts may be obtained for employees at the discretion of the requesting Department Director. City standard e-mail software packages and required network components may be obtained through the Information Systems Department.

Internet access may be obtained upon written authorization from the City Manager. Authorization shall also include the access category for the requesting individual, i.e. e-mail only, Web access, FTP, Telnet, or full access.

Department Directors shall complete form “**Internet Access Request**” and forward to the City Manager for authorized signature.

Employees who use e-mail/Internet access shall certify that they have read and fully understand the contents of the City’s e-mail/Internet policy. The document “**Email & Internet Policy Acknowledgment Statement**” shall be signed by the employee and witnessed prior to issuance of an e-mail account.

6.0 **Acceptable Use Guidelines**

1. The use of City provided e-mail and Internet resources shall be for lawful purposes only.
 - a. Transmission of harassing, threatening, rude or obscene material (as defined by U.S. and local law) is prohibited.
 - b. The use of the e-mail system to send copies of documents or files in violation of copyright laws is prohibited.
 - c. Use of electronic mail for chain letters, job searches, or advertisement of personal business is prohibited. Messages broadcast for general employee review shall be for the purpose of conducting City business communications.
 - d. Sending any personnel action as an email message, including disciplinary action and performance appraisals is prohibited.
 - e. The use of email to harass or intimidate others or to interfere with the ability of others to conduct City business is prohibited.
2. Composing or sending email messages which contain racial or sexual slurs or jokes, innuendo, or any material of an inappropriate, slanderous, defamatory, fraudulent, sexually oriented, or derogatory nature is prohibited.
3. Personal use of email: Incidental or infrequent personal use of email is permitted when such use does not generate a direct cost for the City, when personal email does not directly or indirectly interfere with the City’s operation of its email systems and resources, when personal use does not interfere with the email user’s employment or obligation to the City, and when such use neither expresses nor implies sponsorship or endorsement by the City.
4. Internet Use: Seven major applications are available on the Internet. This policy will address the use of each of these applications.

- a. Electronic Mail: (See above use guidelines for email). The City has acquired a domain (<http://www.lawrenceks.org>). E-mail should originate from this domain address.
 - b. Network News: Subscription to or monitoring of news groups shall be limited to only those of a professional or employment nature.
 - c. Gopher: Downloading of files for personal use is prohibited.
 - d. World Wide Web (WWW): Downloading of files for other than job-related use is prohibited. Surfing should be restricted to links which are reasonably thought to be of a professional or employment-related nature. Playing games, participation in chat rooms, downloading screensavers or copyrighted material, "surfing the net", or attempting to break into another system for which the user is not authorized is prohibited. Executable files or programs must be retrieved from an official vendor support service and any material downloaded must be scanned for a virus before being used.
 - e. File Transfer Protocol (FTP): Downloading of files should be performed for organization use and respect copyright and license agreements. Downloading screensavers, copyrighted material, or files not directly related to City business use is not permitted. Executable files or programs must be retrieved from an official vendor support service and any material downloaded must be scanned for a virus before being used.
 - f. Telnet: Access should be limited to sites which are reasonably thought to be of a professional or employment-related nature.
 - g. Wide Area Information Network (WAIS): Queries should be limited to information reasonably thought to be of a professional or employment-related nature.
5. All City-related informational items placed on the Internet for public consumption must obtain approval from the City Manager prior to posting. Applications or artistic work published on the Internet shall be considered the property of the City of Lawrence unless otherwise determined prior to publication. Programs and data obtained from the Internet shall be for internal use only and respect copyright and license agreements.
- a. Users of Internet accounts shall respect the privacy of others. Users shall not intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or represent themselves as another user.
 - b. Passwords to Internet accounts shall not be distributed to other users unless authorized by the director of the department for which the account was acquired.

7.0 **Policy Exceptions**

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

8.0 **Violation of Policy**

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

9.0 **Repeal of Policy**

Policy Number AP-20 (Acquisition and Use of Internet Accounts) shall be repealed and replaced by this policy.