



INFORMATION TECHNOLOGY USAGE POLICY

PURPOSE

Electronic devices, email and internet are valuable tools provided to employees, councillors and contractors for the purpose of supporting County operations and to deliver Vulcan County's information and services. This policy outlines the appropriate use of these resources by identifying responsibilities, requirements and providing guidance for the use of electronic devices, internet and email. It is also intended to protect the interests of Vulcan County.

POLICY STATEMENT

Authorized users of all County information technology resources, including electronic communication such as email, online and social media interactions will act responsibly and professionally knowing that they are representing Vulcan County. They must observe all relevant County, Federal and Provincial law, regulations and policies. There should be no presumption of privacy while using Vulcan County information technology resources.

Any violation of this policy may result in disciplinary action.

1. DEFINITIONS

- a) **"Authorized User"** includes elected officials (councillors), employees of the County, a Person or company under contract of the County, or any other person that receives approval from the Chief Administrative Officer or their designate to use the County's Information Technology Resources.
- b) **"CAO"** means the Chief Administrative Officer appointed by Council in accordance with the *Municipal Government Act*.
- c) **"County"** means Vulcan County, in the province of Alberta.
- d) **"Manager of Information Services"** an employee of the County responsible for coordinating and maintaining all County information technology resources.
- e) **"IT Department"** means the Manager of Information Services and the Information Technologist.
- f) **"Computer Systems"** A County owned system of one or more computers and associated software with common storage. The computer system can be physical or virtual.

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- g) **“Employee”** means a person who is employed by the Vulcan County. This includes a permanent, part time, term, seasonal or casual employee.
- h) **“External Contractor”** includes contractors, consultants, members of committees, and other volunteers acting on behalf of Vulcan County.
- i) **“Hardware”** means the physical electronic device. The hardware can be owned by the County, end-user or a consultant.
- j) **“Information Technology Resources”** are defined as, but not limited to:
 - i) computers (desktops, laptops, tablets), mobile devices (iPads, smartphones), cell phones, and all related peripherals (eg. printers, scanners, and memory sticks);
 - ii) core server infrastructure including all processing, storage and memory resources;
 - iii) networks, including wired and wireless, networking and communications equipment, cabling infrastructure, access to and usage of County networks;
 - iv) all types of telephone, two-way radio and other audio/voice communication equipment, devices and networks;
 - v) security equipment (door access equipment, fobs, alarm equipment, surveillance cameras and related hardware and software)
 - vi) user accounts, passwords, usage and information access privileges;
 - vii) computer applications, software and services;
 - viii) internet access and usage;
 - ix) email access and usage;
 - x) consumable goods used in the operation of these resources including, but not limited to CDs, DVDs, USB storage and tape media; and,
 - xi) data records, computer software, documentation and media created/maintained in using these resources.
- k) **“Network”** means a collection of computers and other hardware interconnected by communication channels that allow sharing of resources and information.

2) **APPROPRIATE USE**

- a) Access to County information technology resources are provided to authorized users to aide them in performing their daily duties. All users are expected to conduct themselves in a respectful and professional manner when utilizing County information technology resources.
- b) Any and all usage must be able to survive public scrutiny and/or disclose without causing embarrassment or concern to the user or to the County.

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3) UNACCEPTABLE USES

The following examples include, but are not limited to, activities that are specifically prohibited under this policy:

- a) Users shall not change or remove Apple ID credentials on a County provided iPhone.
- b) Using or accessing another user’s system, files, email or other data without the Manager of Information Services or CAO’s authorization.
- c) Attempting to circumvent security equipment or security of any information technology resources.
- d) Attempting to compromise the integrity of any information technology resources including the placement of any destructive or nuisance programs such as viruses, worms and malware.
- e) Engaging in any activity that may be harmful to any information technology resources.
- f) Unauthorized monitoring of network transmissions and general network traffic on County networks.
- g) Sending fraudulent, harassing, threatening or obscene messages, or sending unauthorized bulk (spam) email.
- h) Transmitting commercial advertisement, solicitations or promotions for any other commercial purposes not authorized by the County.
- i) Displaying, transmitting, distributing or making information available that expresses or implies discrimination or an intention to discriminate.
- j) Intentionally accessing, downloading or collecting obscene material in which the dominant characteristic is the undue exploitation of sex, or of sex and any one or more of the following subjects, namely, crime, horror, cruelty and violence.
- k) Permitting another user to use ones County provided information technology accounts and passwords.
- l) Intentionally breaching the terms and conditions of a software licensing agreement.
- m) Attaching unauthorized equipment to the County network including, but not limited to, personal computers, routers, switches, hubs, or wireless access points.

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4) RESPONSIBILITIES

- a) Users will ensure to use common sense and follow best practices when working with files, email and email attachments that originate from outside County information technology resources to avoid phishing/virus attacks.
- b) Users will ensure protective cases and screen protectors remain on hardware devices, as issued by the IT Department.
- c) Users will be held responsible for excessive charges billed to Vulcan County issued cell phones (as determined by the Chief Administrative Officer) unless the charge is confirmed as business related.
- d) Each County employee and councillor is provided with a unique log on identification and is fully accountable and responsible for any activity that occurs on the Information Technology device using that unique log on identification. It is suggested that when an employee is away from a device that a password protected screen saver is enabled.
- e) The Manager of Information Services, only by direction of the CAO, will coordinate any investigations of inappropriate use of information technology resources. This investigation may include, but is not limited to, such methods as tracking of network activity, review of email transactions and review of the contents of all data storage devices that are attached to or part of County information technology resources. The investigation will be documented as appropriate.
- f) In recognition of the need that employees have to take care of occasional personal and family issues throughout the workday, reasonable Personal Use of information technology resources is allowed provided that it does not interfere with County business or incur additional cost to the County. Authorized users should try to confine personal use to non-working times such as lunches and breaks or before and after working hours and restrict usage as per section 9(a) of this policy.

5) EMAIL AND INTERNET ACCESS AND SERVICES

- a) Authorized users are provided with appropriate access to County information technology resources as their position requires. This may include a County provided e-mail address and access to the Internet. Any email which is sent or received by a County provided e-mail address is the property of the County. Inappropriate use of e-mail and Internet poses a risk to the County. It is therefore important that each user understands his/her responsibilities in using these services.
- b) Any e-mails or files stored on County information technology resources will become subject to search and retrieval as required in accordance with a FOIP request.
- c) All Internet activity does flow through the County's firewall and online activity is potentially searchable if required.

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d) Use of all other forms of electronic communication (such as Instant Messaging, text messages, Peer to Peer, Non-County E-mail services) through the County's information technology resources must be approved by the Manager of Information Services.

6) **COPYRIGHTS & LICENSES**

All copyrights and software licenses and the rules governing such copyrights and software licenses are to be respected and recorded for administrative purposes.

7) **OWNERSHIP**

- a) All information technology resources, whether or not such items are assigned for the specific or general use of an employee, are owned by Vulcan County.
- b) All electronic files, documents, images, and records shall remain the intellectual property of the County and should be used in accordance with corporate policies, contractual terms and conditions.
- c) Allocation of information technology resources will be at the discretion of the Manager of Information Services. If the information technology resources are deemed unusable by Vulcan County, then it may be disbursed in priority order as follows:
 - i) Auctioned to employees and councillors through sealed bid, with proceeds to be donated to non-profit community group/organization at the discretion of Administration.
 - ii) The information technology resources to be donated to non-profit community group/organization at the discretion of Administration.

8) **INSPECTION**

a) Users do not have any expectation of privacy with respect to activities conducted and documents stored on County information technology resources and related software. In order to protect Vulcan County and prevent liability, information received, generated or stored on County information technology resources may be examined, inspected, monitored or reviewed by Vulcan County at any time without the User's consent or notification, however this shall be conducted only through specific direction of Council or the CAO.

9) **PERSONAL USE**

Personal use of computers is defined as using any County computer for any purpose other than those directly related to or required by an employee's position.

- a) The following activities are considered acceptable uses of a computer for personal reasons:
 - i) Creating a document, spreadsheet, and database file for personal use;
 - ii) Printing personal documents, in small quantities;

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- iii) Using on-line tutorials;
 - iv) Administrative tasks associated with various County user groups, committees, or associations;
 - v) Using County owned software to enhance one's computer skills and knowledge;
 - vi) Writing emails addressed to non-business related persons; and
 - vii) Browsing the internet.
- b) The following activities are not acceptable uses of a computer for personal reasons:
- i) Using a computer for the purposes of compensation or remuneration for or from outside persons or agencies;
 - (1) Development of computer applications with the subsequent use thereof for outside persons or agencies;
 - ii) Installing Software without authorization from the Manager of Information Services and prior approval from the CAO;
 - iii) Copying County data;
 - iv) Accessing or downloading files of an inappropriate nature from the internet as noted in the "Email and Internet Access and Services" section of this policy;

10) HARDWARE CONFIGURATION MODIFICATIONS

Modifications to any County information technology hardware will be performed by the IT Department or personnel delegated by the CAO.

- a) Hardware configuration modifications include:
- i) Installation of information technology resources;
 - ii) Removal of information technology resources;
 - iii) Repair of information technology resources;
 - iv) Replacement and movement of information technology resources from an area.
 - v) Hardware modifications performed by a third party is strictly prohibited unless authorized by the IT Department.

11) SOFTWARE CONFIGURATION MODIFICATIONS

Modifications or data permissions to any County Computer Software or Network will be authorized by the CAO, Manager of Information Services and performed by the IT Department or personnel delegated by the CAO.

- a) Software configuration modifications include:
- i) Installation of information technology resources Software;
 - ii) Uninstalling information technology resources Software; and
 - iii) Changing the network infrastructure and operating system Software characteristics.
 - iv) Software modifications performed by a third party is strictly prohibited unless authorized by the IT Department.

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12) FILE STORAGE

- a) All staff user created files, either business related or personal, should be stored on the County Network. All staff users are encouraged to avoid storing files on the local hard drive of a computer workstation. Workstation local hard drives are reserved for operating systems and application files only. Compliance with this section will help ensure that the performing of County business is not dependent on specific workstations - users can perform their tasks on any County workstation.

- b) All files on the Network are backed up on a regular basis. Files stored on the local hard drive of a computer are not backed up and will not be recovered following a hardware failure.

13) BUSINESS RELATED FILES

- a) All staff users shall store all business-related files on the County's Network.

14) TECHNOLOGY EQUIPMENT BORROWING

Borrowers are responsible for loss or damage to equipment. Borrowing times may be shortened at any time in case of significant demand. Privileges to borrow IT equipment may be revoked or suspended due to the following:

- a) Repeatedly returning equipment late;
- b) Returning equipment that is damaged or otherwise not complete or in good condition as determined by the IT Department;
- c) Repeatedly not picking up booked equipment.

The IT department will provide instruction, if needed, for the use of borrowed Technology Equipment but may not be responsible to be present to operate it.

Any malfunction or difficulty encountered in the use of the loaned equipment needs to be reported to the IT Department immediately.

Schedule 'A' contains the IT Electronic Equipment Loan Form that needs to be completed by the IT Department and the borrower prior to any equipment being loaned from the IT Department.

15) DISCIPLINE

- a) All reports of alleged inappropriate use of County information technology resources will be reviewed on a case by case basis, by the CAO.

- b) Personnel found to be in non-compliance with this policy will face appropriate disciplinary action, up to and including dismissal for first offense.

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- c) Confirmed incidents of blatant misuse involving hate, pornographic, bigoted, or racist sites will result in immediate dismissal from employment with Vulcan County. Determination of these circumstances shall be at the discretion of the CAO.

Schedule 'A'

Vulcan County
IT Electronic Equipment Loan Form

Name: _____ Department: _____
Phone Number: _____ Email Address: _____

Equipment Information: _____

Reason equipment is being borrowed: _____

Location where borrowed equipment will be used: _____

Terms of Loan:

The equipment indicated above is the property of Vulcan County and is to be used only for the purposes indicated in the borrowing policy.

Period of loan: From _____ To _____

Restrictions of use: _____

I understand that I am responsible for damage or loss of the above equipment while it is in my care, custody, and control.

Signature of borrower: _____

Date: _____

Authorized by: _____

IT Department Representative

Date: _____

Complete upon return of loaned equipment:

I, _____ (print name), acknowledge receipt and inspection of the equipment listed above.

Remarks: _____

Signed: _____ Date: _____