

DEPARTMENT: Council and All Departments**TITLE:** **Information/Communication Technology Usage Policy**Minutes reference date: 30 APRIL 2007 PAGE 00345

PURPOSE:

The Town of Amherst provides internet access and electronic communications to increase the efficiency and effectiveness of overall business operations. Information / communication technology is used as a tool to support the delivery and enhancement of services to the public. This policy will provide users with guidance as to the appropriate use of information / communication technology thereby enhancing productivity of Town employees.

POLICY STATEMENT:

The Information/Communication Technology network, including all electronic documents generated within this network, is considered to be the property of the Town of Amherst. Members of Council and Staff with the Town of Amherst are provided access to information technology to assist them in the performance of their duties. Users may be afforded the privilege of accessing various forms of technology including computers, printers, other peripherals, internet, email, intranet, telephones, cell phones (including PDA and BlackBerry) and fax machines. These users have a basic responsibility to ensure that technology is used in a professional, lawful and ethical manner.

ACCEPTABLE USAGE:

Town of Amherst users will be provided with access to various forms of technology based on the job requirements of each individual employee to perform the duties of his/or her position. Information/communication technology equipment and programs should be used in a manner which is consistent with the requirements of overall operations in the Town of Amherst. Employees who remove note books and portable devices from Town property to use at home or other sites must exercise caution that these devices remain in their custody and control. While information/communication technology generally must be used only for activities related to Town business, minor personal usage during business hours is acceptable contingent on the following guidelines:

- Activity does not interfere with responsibilities and duties related to job performance.
- Activity does not require excess system resources that will negatively impact on operations.
- Activity is not related to personal business ventures.

After normal business hours, employees may enjoy personal usage of the Town's information /communication technology equipment and programs in a professional, lawful and ethical manner and in accordance with this policy, so long as there is not an incremental cost to the Town.

UNACCEPTABLE USAGE:

The Town of Amherst has a limited amount of bandwidth and storage available to it. Therefore, users must not perform acts that waste or dominate these resources. The following usages are prohibited:

- Spending excessive amounts of time during normal business hours on the internet for non-Town purposes;
- Playing on line games;
- Excessively using personal on-line messaging (MSN, Yahoo, etc.); the determination of what constitutes excessive usage shall be left to individual Department Heads;
- Downloading large files for personal use;
- Accessing high-bandwidth streaming audio and/or video files for non-work related purposes, without authorization of the Technology Officer or CAO; (i.e.: radio broadcast, video such as CNN or TSN);
- Making, sharing and/or distributing unauthorized copies of software used by the Town;
- Any use which is contrary to the laws of Canada and/or the Province of Nova Scotia.

OFFENSIVE MATERIALS:

Participating in sexual, ethnic and racial harassment by way of e-mail, the internet or any other form of information/communication technology provided by the Town of Amherst is prohibited. Users are prohibited from actively searching out, storing, sharing, or intentionally authoring and/or viewing this type of material. Even with the filtering systems in place, with the amount of information contained on the internet, it is difficult to avoid receiving e-mails or attaining search results on the internet without sometimes being directed to materials that are sexually explicit or are considered to be offensive for some other reason. Should this type of material be encountered, it shall be deleted immediately. If difficulties are encountered in deleting this material, the IT department must be contacted immediately for assistance.

PRIVACY:

Users who have been granted access to information/communication technology to assist them with their jobs should have no expectation of privacy in anything they create, store, send or receive using the Town's information/communication technology. The Town of Amherst has the ability, and reserves the right, to monitor and maintain records on all aspects of its computer system including internet usage, file storage, participation in on-line discussion groups, file downloads, messaging and any other electronic communications deemed necessary.

SECURITY:

Users are not permitted to download or install software without the authorization of the Technology Officer or the CAO. Certain primary programs as outlined in appendix "A" attached may be updated by users as required. Users are not permitted to disable or alter in anyway the Town's anti-virus software. Each user will be assigned a user name and password for the applications that are necessary to perform their duties. This information must remain confidential and should not be shared with others at any time. Users are to ensure that they log off all software programs such as Notes, SAP and Internet Explorer at the end of the day and all information systems are secure prior to ending their workday.

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Information/Communication Technology Usage Policy “Appendix “A”

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| 1. Norton Antivirus - | Update definitions |
| 2. AdWare – | Update definitions |
| 3. SpyBot – | Update definitions |
| 4. Adobe Writer 7 | Updates |
| 5. Office XP Pro | Updates |
| 6. Windows XP Pro | Updates |