

City of Asheville

Administrative Policy

Subject: Internet Use		Manual Administrative Policy
		Effective Date April 1, 1998
		Filing Instructions: A copy of this policy must be maintained in Section Administrative Policy Letters of the City of Asheville of each City Department and Division
Policy Number 30	Addendum Number Revision	
Issued By: Internet Policy Team		City Manager Approval:

PURPOSE

The goal of this policy is to ensure that all usage of City-owned equipment to access Internet resources is consistent with City policies, all applicable laws, and the responsibilities of the individual user. It is also to encourage and promote responsible, efficient, ethical and legal utilization of Internet resources and to establish basic guidelines for appropriate use of these resources.

SCOPE

This policy applies to all users of City-owned computer equipment accessing Internet resources.

POLICY

All users are encouraged to use the Internet to its fullest potential, providing effective services of the highest quality, discovering innovative and creative ways to use resources and improve services, and encouraging staff development. The Internet should be a primary method for the exchange of ideas and information.

Internet access is intended to be used for business purposes. The Internet must not be used to compromise the integrity of the City and its business in any way. The City employee shall make no intentional use of Internet services in an illegal,

malicious, or obscene manner, including but not limited to, using the services to access materials such as those advocating hate, pornography or violence when not directly related to official City business. All use of the Internet should be sensitive to the perceptions of other City employees and the public. The Internet may also be used on a personal basis. In addition to following the criteria for business usage, personal usage must not interfere with normal business activities, must not involve solicitation, or be associated with any for-profit business activity not directly related to the City of Asheville.

Responsibilities

1. All information placed on the Internet should accurately represent policies and positions of the City of Asheville. All information should be accurate and up-to-date. All information that is no longer accurate or up-to-date should be removed immediately. It should represent views of the City and not personal opinion.
2. When sending e-mail through the Internet, you must include the following information at the end of each message:
 - your full name
 - your organization, department and/or division, and
 - your full Internet e-mail address.
3. All users have been supplied with virus detection software and are expected to use it to its fullest extent.
4. Programs downloaded from any external source may be installed on City computers only by Information Services staff or by an Information Services authorized departmental liaison.
5. The Internet provides easy access to software distributed by companies on a trial basis. This should not necessarily indicate that the software is free or that it may be distributed freely. All applicable software copyright and licensing laws must be followed.
6. The safety and security of the City's network and resources must be considered paramount when using the Internet. User passwords are confidential. It is the user's responsibility to maintain the confidentiality of their password(s). The unauthorized use of anyone's password(s) is prohibited.
7. All Internet users need to understand that e-mail messages and other transfer of information via the Internet is presently not secure. Do not send confidential communications via the Internet. Until such time as Information

Services determines that the Internet is secure, no City credit card information should be transmitted over the Internet or through e-mail.

8. It is the user's responsibility to read and abide by this Policy.

Ownership

All electronic systems, hardware, software, temporary or permanent files, and any related systems or devices are the property of the City of Asheville. Employees who use information systems provided by the City of Asheville cannot be guaranteed absolute privacy. Any documents produced by City employees is a matter of public record unless it is related to a personnel or legal matter or is considered to be in a draft form. It must be made available to any member of the public upon request.

While Internet use is not routinely monitored, supervisors may exercise their authority to inspect the contents of any files, electronic or otherwise, in the normal course of their supervisory responsibilities. Hardware or software systems problems, general system failure, legal expediency, an urgent need to perform work or provide a service when the employee is unavailable, or any other reasonable need are considered just cause for examination of employees' files.

Compliance

Internet access is a privilege. Anyone found in violation of this policy will be subjected to disciplinary action which could result in termination of system access, termination of employment and/or criminal prosecution, if appropriate. Notwithstanding any statement herein, or in any policy or in any verbal statements, the Asheville City Manager or his/her designee has sole discretion to grant, transfer, suspend, or cancel any employee's Internet access at any time for any reason.