

Information Technology Policies and Procedures

Town of Atkinson New Hampshire

March 21, 2012

Version 8.0

Please note: These Town of Atkinson New Hampshire Information Policies will be reviewed on an annual basis and modified if necessary to maintain consistency with current business practices. In addition, they may change with or without prior notice to staff at any time. However, the Town of Atkinson New Hampshire will make a reasonable effort to seek input from staff prior to any changes.

The Town of Atkinson New Hampshire

Municipal Information Policies

1. Information Systems Policies

1.1. Policy Purpose

To outline information systems policies for the Town of Atkinson New Hampshire (hereinafter referred to as "Town of Atkinson"). In particular, this Policy aims to promote the following goals:

- To ensure the integrity, reliability, availability, and greater performance of IT Systems;
- To ensure that use of IT Systems is consistent with the principles and values that govern use of other Municipal services;
- To ensure that IT Systems are used for their intended purposes; and
- To establish processes for addressing policy violations and sanctions for violators.

1.2. Policy Statement

The municipal information systems, data, and computing assets, which include but are not limited to computers, computer networks, printers, and other related pieces of equipment and/or systems, are the property of the Town of Atkinson and are valuable municipal assets. Individuals using and having access to these municipal assets must take reasonable and prudent steps to preserve the integrity of the systems and their data and to protect the assets. These assets are to be used for appropriate business-related functions only.

Individuals expected to be in compliance with this policy are those who have access to any municipal asset as described above. This includes town employees (both full and part time), volunteers, elected officials, appointed officials, contractors and sub contractors.

All communications emanating from the Town of Atkinson or made and transmitted within the Town of Atkinson shall be professional in nature as they represent the municipality, its employees, Board of Selectmen, and those individuals it serves.

1.3. Policy Acknowledgment

Prior to the use of the Town of Atkinson data and telecommunication systems, the employee or company/individual hired by the Town of Atkinson is required to read the Town of Atkinson municipal information policies and sign an acknowledgment statement. All communication and information transmitted by, received from or stored in these systems are the property of the Town of Atkinson and, as such, are intended to be used for job-related purposes only.

1.4. Policy Guidelines

Municipal information assets include but are not limited to the hardware, software, and data that make up the client workstations, local area networks, wide area networks, and telephone and other communication systems. All information technology (IT) acquisitions must go through an approval process managed by the Board of Selectmen, Town Administrator, or other designated person as determined by the Board of Selectmen, accordingly all changes, modifications, and alterations to computing assets must be made by the aforementioned delegates.

Failure to comply with all components of the Information Technology Policies and Procedures may result in disciplinary action up to and including termination of employment. If you do not understand any part of the policy, it is your responsibility to obtain clarification from your manager, department head or the Board of Selectmen.

These policies are intended to augment existing State, Federal, and copyright laws. Failure to comply with applicable State, Federal, or copyright laws is considered a violation in policy and subject to disciplinary action up to and including termination and may be subject to criminal prosecution.

1.5. Rights Reserved by Municipality

The Town of Atkinson reserves the right to monitor, audit, screen, and preserve data used by or in the possession of any town employees, contract personnel or volunteer as the Town of Atkinson deems necessary in order to maintain compliance with municipal policy. Any dissemination, unauthorized use or benefit from this may result in disciplinary and or legal action being taken.

2. Policy for Physical and Data Security

2.1. Policy Purpose

To outline physical and data security policies for the Town of Atkinson.

2.2. Policy Statement

Every employee or company/individual hired by the Town of Atkinson is responsible for the municipal resources entrusted to them. Due diligence and care should be exercised to ensure the security and integrity of these municipal resources, including but not limited to municipal data and information systems.

2.3. Policy Guidelines

Reasonable and prudent steps should be taken to protect municipal data and information systems. At no time should these steps be breached, evaded, bypassed, or circumvented.

Any action which breaches, evades, or circumvents these reasonable and prudent steps should be immediately reported to the Board of Selectmen. Failure to report these actions is a violation of policy and subject to disciplinary action.

Municipal data and information systems should only be used as authorized by the Board of Selectmen and in compliance with governing regulations. Access to municipal data and information systems should conform to an individual's job function and/or description.

- Data security and client confidentiality procedures are an indispensable and integral part of the information system policies and procedures followed at the Town of Atkinson. These procedures may include but are not limited to the granting and prudent administering of passwords.
- Municipal data must be protected from negligent and intentional damage. Recovery from this damage is imperative if the Town of Atkinson is to operate without business interruption. The information technology support service contractor shall develop, implement, and be responsible for redundant backup systems that ensure the safe and effective storage of critical municipal data. The information technology support service contractor shall also develop and implement an anti-virus protocol meant to protect the Town of Atkinson data and data systems from software that can damage or otherwise corrupt the town's data and data systems.

Municipal data must be protected by assigned unique passwords. Users with access to systems owned by the Town of Atkinson are held responsible for the security and secrecy of their own passwords. At no time shall a user write a password down or in any way display it for public view or in any other easily discoverable area. Passwords must never be shared, loaned or sold. Passwords must never be included in Email messages, phone conversations, or other forms of electronic communication. Users with access to systems owned by the Town of Atkinson will be required to change their passwords every 120 days. For all new applications and where permitted under existing application rules, passwords must be selected based on the following characteristics to be considered "strong", or secure:

- The password contains both upper and lower case characters (e.g. a-z, A-Z)
- The password has digits and punctuation characters as well as letters, if possible (e.g. 0-9, !@#\$%^&*()_+|~-=\`{}[]:;'<>?,./)
- The password is at least eight alpha-numeric characters long
- The password is not based on personal information, names of family, pets, etc.

2.4. Rights Reserved by Municipality

Municipal data and information systems are municipal resources and must be considered proprietary. The Town of Atkinson reserves the right to monitor its uses, audit policy implementation, and review the content of any files used by or in the possession of any town employees, contract personnel or volunteer. Any dissemination unauthorized use or benefit from the use of this data may result in disciplinary and/or legal action being taken.

3. Policy for Data Ownership

3.1. Policy Purpose

To outline data ownership policies for the Town of Atkinson.

3.2. Policy Statement

The municipal information systems, data, and computing assets are the property of the Town of Atkinson and are valuable municipal assets. The information technology support service contractor assumes responsibilities for information maintained on the network and other central (IT) systems while the primary or assigned staff assumes responsibility for data maintained on the individual computer/workstation.

3.3. Policy Guidelines

Information systems and all data associated with same are valuable municipal assets and the property of the Town of Atkinson. Information systems and data which are accessed on the client workstation becomes the direct responsibility of the client user.

Critical information systems and their data should be stored using network backup facilities. Municipal data must be stored on the network drives as the individual client drives will not be backed up. Therefore, individuals responsible for municipal data must not store data on their client drives.

Information stored, maintained, or accessed on individual computers that is in violation of any state or federal laws, including but not limited to copyright laws, will be construed as a violation of these policies.

Municipal data and information systems should only be used as authorized by the Board of Selectmen. Access to municipal data and information systems should conform to an individual's job function and/or description. Release of data should be in compliance or in keeping with municipal, client, under confidentiality policies. Violations of this policy must immediately be reported to the Board of Selectmen.

3.4. Rights Reserved by Municipality

The municipal information systems, data, and computing assets are the property of the Town of Atkinson and are valuable municipal assets and must not be considered private. The Town of Atkinson reserves the right to monitor its use, screen, and audit policy compliance, and review the content of any file (municipal or otherwise) maintained and/or accessed through the Town of Atkinson's network and used by or in the possession of any town employees, contract personnel or volunteer. In addition, network backup device and client drives, or client backup device is also subject to this audit/screening.

Any dissemination, unauthorized use, or benefit from this access may result in disciplinary action and/or legal action taken.

4. Policy for Internet and Internet Services

4.1. Policy Purpose

To outline Internet and Internet services policies for the Town of Atkinson.

4.2. Policy Statement

The Internet may be used solely for purposes that benefit the Town of Atkinson and that are directly applicable to an employee's job function and authority.

4.3. Policy Guidelines

The Internet or Internet connections shall not be used to transfer information that is in violation of State, Federal, or copyright laws, or that or contradicts the intent or spirit of these policies or procedures.

The Internet must not be used for commercial purposes outside those directly related to or benefit the Town of Atkinson.

Access to a municipal Internet account is limited to those expressly authorized by the Town of Atkinson.

The internet may be accessed only through an Internet service provider engaged by the Town of Atkinson or another form of Internet access provided by the Town of Atkinson. Accessing the Internet through a means other than that provided by the Town of Atkinson is strictly prohibited.

Non-business use of the Internet, and in particular the content that can be printed and copied from it, can reflect negatively on the municipality. Internet use will be made for the sole purpose of benefiting the municipality.

The Town's computer networks and the Internet may not be used to access other systems for which the user has no authorization.

Unauthorized Internet use must be immediately reported to the Board of Selectmen. Failure to report unauthorized Internet use is a violation of municipal policy and subject to disciplinary action up to and including immediate termination.

4.4. Rights Reserved by Municipality

Internet access provided by the Town of Atkinson is a municipal asset and may not be considered private. The Town of Atkinson reserves the right to monitor, audit, screen, and review Internet use accessed by any town employees, contract personnel or volunteer. Any dissemination,

unauthorized use or benefit as a result of this access may result in disciplinary action and/or legal action being taken.

5. Policy for Website Development and Updates

5.1. Policy Purpose

To outline website development and update policies for the Town of Atkinson (www.town-atkinsonnh.com).

5.2. Policy Statement

The Website is an asset to the Town of Atkinson may only be used to convey information pertaining to the municipality as a whole. All municipal data and information contained within the site are the property of the Town of Atkinson. All code, scripts, images and logos used in the design of the site are to be considered property of the Town of Atkinson as implied by the copyright obtained upon publication. The web coordinator(s) assumes responsibilities and accountability for information contained within their assigned page(s) while the web administrator assumes responsibility for the receipt, timely modification, and publication of the information contained within the site.

5.3. Policy Guidelines

Please refer to the attached document "*Website Update Procedure*" for a comprehensive definition of responsible parties as well as a process for updating the site.

5.4. Rights Reserved by Municipality

The website (www.town-atkinsonnh.com) provided by the Town of Atkinson is a municipal asset and may not be considered private. The Town of Atkinson reserves the right to monitor, audit, screen, and review the website content used by or in the possession of any town employees, contract personnel or volunteer. Any dissemination, unauthorized use or benefit as a result of this access may result in disciplinary action and/or legal action being taken.

6. Policy for Electronic Mail

6.1. Policy Purpose

To outline electronic mail ("e-mail") policies for the Town of Atkinson.

6.2. Policy Statement

E-mail is a municipal asset and may be used solely for purposes that benefit the Town of Atkinson and by authorized individuals.

6.3. Policy Guidelines

E-mail is a municipal resource and may be used solely for purposes that directly benefit the Town of Atkinson.

E-mail may not be used:

- in violation of Federal or State laws
- to provide municipal information or municipal performance information without prior written consent of the Board of Selectmen
- to distribute material that contradicts or is in violation of the Town of Atkinson policies
- to conduct personal business beyond what is reasonable and usual during the course of a business day

E-mail can be used to solicit support for town-sponsored events and town-supported charities.

Access to e-mail is limited to those expressly authorized by the Town of Atkinson.

Standard e-mail addresses for all Town employees or volunteers, with the exception of the Board of Selectmen, should be in the format of **function@atkinson-nh.gov** . The Board of Selectmen should be assigned an email address in the format of **FirstInitialLastName@atkinson-nh.gov** . E-mail addresses assigned to elected members of the Board of Selectmen should be retained for one year after the conclusion of their term and forwarded to the Chairman of the current sitting Board of Selectmen. After one year that e-mail address should be disabled.

Unauthorized e-mail use must be immediately reported to the Board of Selectmen. Failure to report unauthorized e-mail use is a violation of municipal policy and subject to disciplinary action.

6.4. Rights Reserved by Municipality

E-mail resources and files are a municipal asset and must not be considered private. The Town of Atkinson reserves the right to monitor its use and review the content of all messages and files on the e-mail system used by or in the possession of any town employees, contract personnel or volunteer. Any dissemination, unauthorized use or benefit from this access may result in disciplinary actions and/or legal actions taken.

In addition to the Town of Atkinson's access and use, E-mail information is also subject to review by law enforcement or government agencies; this information may be used and accessed during said investigative review.

7. Policy for Voice Communications Equipment and Voice Mail

7.1. Policy Purpose

To outline voice communications equipment and voice mail policies for the Town of Atkinson.

7.2. Policy Statement

Voice communications equipment and voice mail may be used solely for purposes that benefit the Town of Atkinson and that are directly applicable to an employee's job function.

7.3. Policy Guidelines

The voice communications equipment and voice mail systems are municipal resources and are not to be considered private. Use of this equipment is limited to those purposes that directly benefit the Town of Atkinson. Voice communications include but are not be limited to cellular telephone, telephone, voice mail messages, or radio.

The voice communications equipment or voice mail system will not be used:

- in violation of Federal or State laws
- to provide municipal information or municipal performance information without express consent of the Board of Selectmen
- to distribute material or information that contradicts or violates the spirit of the Town of Atkinson 's policies
- to conduct personal business beyond what is reasonable and usual during the course of a business day

The voice communications equipment and voice mail system must not be used for commercial purposes other than those authorized or which solely benefit the Town of Atkinson.

Cellular phones may not be used for any purpose, including but not limited to voice communications or data transmission (texting, email, Internet access) while operating a motor vehicle on Town business.

The voice communications equipment and voice mail system may be used to solicit support for town-sponsored events and town-supported charities.

Access to the voice communications equipment and voice mail systems is limited to those expressly authorized by the Town of Atkinson. Voice mail access will not be provided to individuals not specifically authorized for its use.

Unauthorized voice communications equipment or voice mail use must be immediately reported to the Board of Selectmen. Erroneous communications charges must be immediately reported to the Board of Selectmen and immediately investigated. Failure to report unauthorized use is a violation of municipal policy and subject to disciplinary action.

Voice communications and voice mail content must be professional in nature. Unprofessional and inappropriate use of voice mail including but not limited to the use of disparaging, discourteous, insulting, ethnic, harassing, or abusive language, or slanderous, defamatory, coercive, extortive

content is strictly prohibited. Violation of this policy may result in disciplinary action up to and including termination. In addition, appropriate legal action may be taken.

Conversations conducted using municipal voice communications equipment and voice mail files are an accessible and audited municipal asset and must not be considered private. The Town of Atkinson reserves the right to monitor the use of voice communications systems and review the content of all messages and files on the voice mail system.

Prudent use of municipal voice communications equipment is expected; excessive or reckless charges may result in a loss of privileges or more severe disciplinary action.

Voice communications equipment phone number listings are published for internal use only. External requests for these listings should be immediately referred to the Board of Selectmen.

7.4. Rights Reserved by Municipality

Voice communications equipment and voice mail systems are municipal assets and must not be considered private. The Town of Atkinson reserves the right to monitor their use and review the content of all messages and files on the voice mail system used by or in the possession of any town employees, contract personnel or volunteer. Any dissemination, unauthorized use or benefit as a result of this access may result in disciplinary action and/or legal action taken.

Voice mail information is subject to review by law enforcement or government agencies; this information may be provided as a result of an investigative request.

Authorized By: _____

Authorized By: _____

Authorized By: _____

Revision Date: _____

Authorization Date: _____

Original Issue Date: _____

The Town of Atkinson New Hampshire

Municipal Information Policies

Acknowledgement Statement

I have read and understand the municipal information policies and I agree to adhere to the stated requirements. I also understand the signing of this page does not constitute a contract, nor is it to be construed as such; rather, my signature only indicates I have read the enclosed policies and will comply with same.

Name: _____

Signature: _____

Date: _____