TOWN OF LONGBOAT KEY
COMPUTER WORKSTATION POLICY

COMPUTER WORKSTATION POLICY

This administrative policy establishes procedures and guidelines that specify procurement, support and usage regarding the Town of Longboat Key's computer systems. This policy is not intended to restrict departments from the use of computer systems or to keep departments from expanding their capabilities through the use of such systems. Compliance with this policy will ensure that the procurement and use of all computer systems and workstations will be compatible with the Town's overall Information Systems Processing needs.

RESPONSIBILITY

It is the responsibility of the Information Technology Department to provide information services and computer systems support for the Town of Longboat Key. The effective integration of computer workstations into the workplace can be achieved only through the application of standards to the procurement and use of hardware and associated software.

Compliance with this policy will also ensure that the user department's computer needs will continue to be supported by the Information Technology Department.

DEFINITIONS

Town computer workstations are defined as any computer, lap-top computer or word processing workstation that is designed to operate as a single user station or as a station linked into a Town computer workstation network.

Standard computer software is defined as any commercially available software product that is designed or licensed to operate on a single user station or networked computer workstation that will be installed on a majority of town computers and supported by the Information Technology Department. These include Windows operating systems, wIntegrate, and the following Microsoft Office products: Word, Excel, PowerPoint and Outlook.

Non-standard computer software is defined as any commercially available software product authorized for installation on specific Town computer workstations at the request of a user department. Non-standard software is not supported by the IT Department. Training and support is the responsibility of the end user. These include AutoCad, CorelDraw, MS Project, Publisher, etc.

PROCUREMENT

All Town computer workstations, computer upgrades, computer replacements, software and computer peripherals are budgeted for in the IT Department budget. Town computer workstations will not be purchased or placed in Town service without the prior written approval of the Information Technology Director. Workstations that are not approved for Town service by the Information Technology will not be supported or maintained by the Department nor will they be connected to any Town computer network. IT plans and budgets for all workstation replacements on a scheduled timetable. Upgrades, additions or replacements desired by the end user department outside this timetable must get approval by the IT Director, and will be purchased from the IT budget.

In those instances where the use of a computer workstation is directed by an outside agency, the Information Technology Director must be made aware of the implementation of the system. Every attempt will be made to integrate the use of the computer workstation into the department's operational environment however; the Information Technology Department will not assume support or maintenance for any computer workstations that are placed in Town service by outside agencies.

Purchase of add-on hardware for existing Town computer workstations such as monitors, mouse, modems, scanners, zip drives and multimedia packages, will be done by the Information Technology Department to ensure compatibility of equipment. Users must submit a Computer Hardware Request form to initiate the purchase and installation of any peripheral hardware or software.

All standard and non-standard computer software will be purchased and installed by the Information Technology Department to ensure compatibility with existing hardware. *Installing any software on any Town workstation by a user without the prior written approval of the IT Director is a violation of this policy*. User departments must submit a Computer Software Request form to initiate the purchase and installation of computer software. This form must also be used to obtain approval for the installation of any outside agency mandated or provided software. This form must also be used to obtain approval for the installation or downloading of any 'free' software.

OPERATIONS

The Information Technology Department will assist the user department in the installation of computer workstations that are purchased in accordance with this policy and will instruct user staff on how to operate the computer workstation.

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The Information Technology Department will assist the user department in the installation of both standard and non-standard computer software that is purchased in accordance with this policy.

The Information Technology Department will assist in resolving operational hardware and standard computer software problems to the level that staffing will permit. Non-standard computer workstation software problems must be directed to the software manufacturer where possible.

The standard windows settings, wallpaper and screen savers set up by IT on each Town computer workstation are not to be altered by the user. Town computer workstations are not considered 'personal' computers. Modifications to non-standard settings or screen savers by the user are in violation of this policy.

The user department will be responsible for the integrity of data that reside on their Town computer workstations. The Information Technology Department will be responsible for backing up data that is stored on the Town's central computer system (i.e. "z-drive") via the Town computer workstation. These back-ups are not intended for storage of documents, but are solely for the purposes of restoring needed, active files in the event of accidental deletion or data loss. Users are not to rely on these back-up tapes as a document retention mechanism, as the tapes are routinely recycled every 30 days.

COMPUTER WORKSTATION SECURITY

Users are responsible for following reasonable security practices regarding system physical access, and network rights.

- Log out of the network when not in use during lunch breaks; turn off your computer overnight or over weekend periods.
- Protect your passwords, share only as necessary and change them immediately if the password is compromised.
- Report any concern regarding unauthorized utilization or suspected tampering to MIS immediately.

To ensure data integrity and security, all data loaded on a Town computer workstation from any external source other than another Town computer workstation must be 'virus checked'. The Information Technology Department will assist in this function. Transferring Town data electronically on any magnetic media or Internet e-mail to any external source should have prior authorization of the user's department head.

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The Information Technology Department will provide periodic audits associated with the operation of computer workstations. **Town policy prohibits the unauthorized or personal use of Town equipment without Town Manager approval. Any material found on a Town workstation that violates this policy will be deleted without warning. Employees that use or install unauthorized software on Town computer workstations will be subject to disciplinary action, up to and including termination of employment.**

TRAINING AND ON-GOING SUPPORT

The Information Technology Department will assist the user departments with training in the interfacing of computer workstations with the Town's central computer system.

Training associated with standard computer workstation software products will be the joint responsibility of the user department and Management Information Systems.

Training associated with non-standard computer workstation software products will be the responsibility of the user department.

USE OF TOWN E-MAIL SYSTEM

E-mail is a network-based electronic communications, scheduling, and information management tool and is provided as a tool in the conduct of Town business. E-mail communications must not be used improperly. Examples of improper use include, but are not limited to:

1. Personal gain, personal business or political ventures;
2. Soliciting junk mail or subscribing to newsgroups unrelated to Town business;
3. The sending of offensive messages;
4. Personal use except in compliance with this policy.

"Offensive" for the purposes of this policy is broadly defined as containing information or images that would be considered inappropriate in the Town workplace or that would contribute to creating a hostile work environment. Examples would include, but are not limited to content which could make others feel uncomfortable because of their treatment of topics involving gender, race, disabilities, or sexual matters.

All E-mail messages sent and received by Town employees are subject to the Florida Public Records Law and are open for inspection.

The Town of Longboat Key may monitor any of its assets at any time to ensure usage is in compliance with this policy.

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When sending or receiving E-Mail messages, always be aware that the Town may investigate and implement the appropriate discipline, including termination of employment with the Town of Longboat Key, if it is determined an abuse of the system has occurred.

PUBLIC RECORDS AND RETENTION

E-mail information is defined as a public record in the same manner as all materials used in official business by local and State government agencies. (Chapter 119, F.S.)

The State has a record series entitled "Transitory Messages." This series is designed to cover certain e-mail communications, as well as other information with short-term administrative value, and is defined as follows:

"This record series consists of those records that are created primarily for the informal communication of information, as opposed to communications designed for the perpetuation or formalization of knowledge. Transitory messages do not set policy, establish guidelines or procedures certify a transaction or become a receipt. The informal nature of transitory messages might be compared to the communication that might take place during a telephone conversation or verbal communication in an office hallway. Transitory messages would include, but would not be limited to: E-mail messages with short-lived or no administrative value, voice mail, self-sticking notes, and telephone messages. RETENTION: Retain until obsolete, superceded, or administrative value is lost."

REMEMBER: Users are responsible for properly retaining a record of their e-mail in accordance with public records guidelines. E-mail should be stored in the paper or project file to which it relates; this can be achieved by printing a copy of the e-mail and storing it in the paper file. If e-mail is required to be retained, the electronic version of the e-mail must not be deleted until a printout is filed in the paper file as the "official copy of record." If you have any doubts about the retention of any e-mail, print a copy for filing.

It is the responsibility of you, the user, to make a retention judgment. The sender of the e-mail should consider the retention requirements of the message being sent, and if a more formal communication is required, such as an interoffice memorandum, use that method rather than the e-mail system.

Keep in mind that IT will routinely backup servers, and the back-up media is recycled on a scheduled timetable. It is important NOT to rely on this backup for e-mail messages, or to store non-transitory e-mail on a local drive that is not backed up.

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INSTRUCTIONS:

Return this acknowledgement to the Human Resources Department or your Supervisor.

TO: Human Resources Department

I, the undersigned employee of the Town of Longboat Key, acknowledge that I have received, read and understand the Town Computer Workstation Administrative Policy. I understand its contents and have been advised that if I ever have questions about the meaning of the Town's policy statement or how it applies in a particular instance, I should contact my supervisor. I understand that violation of this Policy may result in disciplinary action, including possible termination of my employment.

Employee Name: _____

Employee Signature: _____ **Date:** _____

TOWN OF LONGBOAT KEY
INTERNET ACCESS POLICY

INTERNET POLICY

PURPOSE:

The policies and procedures established herein are designed to ensure that access to the Internet by Town employees is managed and used to enhance the effectiveness of Systems provided to the citizens of the Town of Longboat Key.

It shall be the policy of The Town of Longboat Key Government to allow operating departments' access to a wide variety of research information and resources throughout the world via access to the Internet. This enhanced access will improve the effectiveness of staff in meeting the demands of The Town of Longboat Key Government.

RESPONSIBILITY:

All Town of Longboat Key departments.

MANAGEMENT:

The Management Information Systems, hereafter referred to as the IT Department, will establish an account for permitted users of the Internet; however, Internet usage by the individual is managed by the Department Head. Usage and productivity by the permitted individual will be monitored by their respective Department Head periodically to ensure compliance with this policy.

ADMINISTRATION:

The MIS Department, as the central contact for the user, provides the initial contracting to establish the Internet connection. IT will be the central contact between user departments and the ISP. MIS will also be responsible for user support and responding to requests for service. Hardware and software required for Internet access will be provided for by the MIS Department.

Data standards are also necessary to ensure the integrity of the Town's network and systems, as well as for protection from viruses and individuals attempting illegitimate access. Copyrighted computer software, official correspondence, unauthorized software, and sensitive data may not be sent over the Internet, as this is an unsecured network. Further, software/files accessed from the Internet must be downloaded first to the local user's hard drive and passed through a virus protection program before it is loaded onto a network server or executed. Lastly, graphics, voice, and video files should be judiciously selected as they consume significant network resources due to their size, and may have little practical use.

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Before Internet access is activated, an acknowledgement of this policy is required to be signed by the permitted individual prior to using the Town's Internet resources. This document will be kept in their personnel file in Human Resources.

OPERATIONS:

This section provides an overview of the various aspects of Internet service and begins to identify necessary operational procedures.

Establishing and Maintaining the Internet
The IT department will arrange for Town connections to the Town's designated Internet Service Provider (ISP) and provide the Internet client software.

Establishing an Internet Account
Town of Longboat Key employees requesting Internet access must do so via a Request for Internet Access Form (See attached form). The Department Director and the Town Manager must sign the request.

Security Administration
Security procedures are designed to balance the Town of Longboat Key's need for broad access with the need to protect its information assets. In this regard, passwords will be periodically changed. No indirect access or backdoor accounts will be permitted. All security violations must be reported to IT.

Support
IT will handle requests for assistance from the Town's Internet users. Failure to connect to specific Internet resources and other Internet-related problems not under the control of MIS are not considered problems but are rather characteristics of the Internet environment.

USE:

This section details an initial list of procedures, which must be followed by all Town of Longboat Key employees accessing the Internet. This list is not inclusive; common sense and good judgment should be used at all times.

Protecting Privileged Information
All information transmitted via the Internet must be public information as defined by the public Records Act, Section 119, Florida Statutes. Specifically barred from transmission over the Internet is the Town of Longboat Key proprietary information, copyrighted software products, or any information deemed sensitive or confidential under the Public Records Act. Any information specifically exempted from the Public Records Act,

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Section 119 may not be transmitted over the Internet in any form. In addition, because electronic mail messages can be altered, official correspondence may not be sent over the Internet.

E-Mail Policies
Casual business correspondence is encouraged over the Internet. Messages related to the employee's professional responsibilities may be sent and received through the Town's Internet e-mail facility. Such correspondence should positively reflect on the agency and the Town of Longboat Key. As per Public Records Act, Section 119, Florida Statutes, all e-mail sent and received on the Internet by the Town of Longboat Key employees is public record and should be available for inspection. It is the responsibility of the user to ensure proper public records procedures are followed in sending, receiving, storing and/or deleting e-mail. See the Town's Computer Workstation Administrative Policy for more specific information regarding e-mail.

Downloading Policies
The Internet provides a vast array of shareware and freeware software, data, graphics, voice, and video files, which may be downloaded. A separate agreement between the agency and the file provider must be in place before any chargeable downloads occur. The Town of Longboat Key will not be responsible for any expenses incurred. All downloads must be in support of agency mission. After each download, employees will scan for viruses and delete the file(s) if a virus is detected. Once the scan is complete, the file may be executed based on the licensing provisions of the program. In accordance with the Town of Longboat Key's software policy, *the employee or department must contact MIS to obtain written approval prior to using any computer software downloaded from the Internet for any purpose.*

Appropriate and Inappropriate Usage
All employees of The Town of Longboat Key will observe Internet etiquette; use common sense and good judgment while accessing the Internet. It is essential for each user to recognize his/her responsibilities in having access to vast systems, sites, and people. The user is ultimately responsible for his/her own actions in using Internet resources. The use of the Internet is a privilege, not a right and is limited to Town business. It may be revoked at any time for inappropriate conduct. Such Internet conduct includes but is not limited to: the placing of unlawful information on a system; the use of abusive or otherwise objectionable language in either public or private messages; the sending of messages that are likely to result in the loss of recipient's work or systems; the sending of chain letters or broadcast messages to lists or individuals; and any other usage which would cause intentional congestion of the networks or otherwise interfere with the work of others.

In addition, employees must not:

1. Broadcast unsolicited messages to others' mailboxes or News groups.
2. Commit any crime using the Internet.
3. Make any threats against another person or institution.
4. Mount an attack on the security of any system.
5. Disturb any other user's files or directories.
6. Use the Internet for personal gain.
7. Use the Internet for non-Town approved solicitation.
8. Deliberately download or upload material containing the following:
    a. Derogatory racial content
    b. Sexual content
    c. Derogatory religious content
    d. Political statements or activities which violate the Town's Personnel Policies
    e. Offensive language
    f. Material which adversely affects the employee's ability to do his or her job or which adversely affects the Town of Longboat Key's ability to carry out its assigned mission
    g. Material prohibited by law
    h. Humor of an offensive or disruptive nature

Restrictions on Non-Professional Use

All employee use of the Internet service must be to further the mission of the Town. The Town reserves the right to determine what shall be considered inappropriate use of the Internet. If an employee is suspected of violating federal, state or local laws, all relevant materials will be made available to the appropriate law enforcement agency for investigation and possible criminal prosecution.

Any negligent, inappropriate or deliberate misuse of the Internet shall be handled in accordance with the Town Personnel Rules and Regulations.

Approved:

Dave Bullock, Town Manager
Town of Longboat Key