

# CORPORATE POLICY AND PROCEDURE



POLICY No.

PAGE 1 of 7

EFFECTIVE DATE  
OCTOBER 25, 2007

REVISION

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<b>Tab</b>	Corporate Services
<b>Authority</b>	Information Technology Services
<b>Subject</b>	Responsible Computing
<b>Related Policies</b>	Corporate IT Guiding Principles Policy, Harassment Policy, Privacy Policy
<b>Approved By</b>	Senior Management Team
<b>Revision Date</b>	July 30, 2007

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**POLICY STATEMENT** This policy addresses access to electronic data and voice network services, including email and Internet access along with the systems that operate these environments, with the goal of improving productivity, facilitating business communications and safeguarding data based on the following principles:

- Access and tools are provided for legitimate business use in the course of assigned duties. Incidental use which does not interfere with the performance of duties and is of reasonable duration and frequency is acceptable
- That use is not in any way illegal or against City policies, any misuse may include disciplinary action
- The City has a responsibility to manage information technology and can therefore monitor use of City's electronic assets

**PURPOSE** To replace the existing Responsible Computing and the Responsible Use of the Internet Policies with one unified policy that establishes a set of information technology principles to guide City of Guelph staff in the responsible use of computers, peripherals and the Internet allowing the City to maintain a stable, reliable infrastructure.

**PROCEDURE** The policy statement above will be:

- A condition of employment for all employees who have access to City electronic assets. By participating in the use of computer, telephone and network services provided by the City, Users and officials are subject to this policy for their use.
- An agreement with employees at the time of hire agree to conduct themselves in a professional manner that preserves the integrity of the City operations and that does not cause ill harm or pose threats to the security of the City. As such, all employees are legally required to conduct themselves properly and responsibly and have

a duty to protect the City's electronic assets.

- Monitored by ITS; under no circumstances may anyone use information technology resources in ways that are illegal or against City policies, violate the City mission statement, threaten the City's tax exempt or other status, are dangerous to the user or anyone else, or interfere with reasonable use by other members of the City. Violations of information technology rules and policies may result in disciplinary action, up to and including termination.

## **DEFINITIONS**

### **Users:**

All City of Guelph full-time and part-time staff, temporary staff, summer staff, co-op students, external consultants, contract staff, and staff of other related boards and agencies who access City's electronic assets.

### **City's Electronic Assets:**

City of Guelph information technology resources include, but are not limited to the following:

- Any computer related equipment and/or data (electronic or printed) owned or managed by the City.
- Any computer, server, networking device, telephone, copier, printer, scanner, fax machine, image capturing device, audio recording device, handheld or other information technology resources which is owned or leased by the City or is connected to the City network is subject to City policies.
- Any device that:
  - i. connects directly to the City data or telephone networks,
  - ii. uses City network remote access facilities (dial-up, high-speed, or wireless systems),
  - iii. Connects directly to a computer or other device owned or operated by the City, and/or
  - iv. Uses or affects City information technology facilities.

### **Acceptable Use:**

Is ethical, reflects honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of information, system security mechanisms, and the individual's rights to privacy and freedom from intimidation, harassment, and unwarranted annoyance. Users may be subject to limitations on their use of computer and network services as determined by the appropriate administrative authority.

### **Information Technology:**

Is a broad subject concerned with technology and other aspects of

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managing and processing information. IT deals with the use of electronic computers and computer software to convert, store, protect, process, transmit, and retrieve information

**Information Technology Resources:**

Electronic computing devices, software and networks that convert, store, protect process, transmit and retrieve information.

**ROLES AND  
RESPONSIBILITIES**

**The City of Guelph**

The computers and networks are a property of the City. The City also has rights to the software and information residing on, developed on, or licensed for these City assets. The City administers, protects, and monitors this aggregation of computers, software, data and networks. In its management of information technology, the City and its departments take responsibility for the following:

- a. Managing City assets so that City staff are not denied fair access to them;
- b. Establishing and supporting reasonable standards of security for electronic information that City staff produce, use, or distribute, and ensuring the privacy and accuracy of administrative information that the City maintains;
- c. Delineating the limits of privacy that can be expected in the use of networked computer resources and preserving freedom of expression over this medium without permitting abusive or unlawful activities;
- d. Enforcing policies by restricting access and initiating disciplinary proceedings as appropriate;
- e. Ensuring that central City computer systems do not lose critical information because of failures or breakdowns;
- f. Protecting individual passwords from disclosure;
- g. Providing network access.

**The Individual (User)**

All City staff must follow the policies that make these resources secure and efficient. All users are subject to City policy and other statements of conduct as published in the Employee Handbook as well as all applicable federal, provincial, and local laws. The City prohibits individual commercial use of City assets. Incidental personal use by employees is allowed at the discretion of management.

Examples of responsible use of technology include but are not limited to the following:

- a. Observing policies governing the privacy of others, including restrictions placed upon accessible data (secured

- or otherwise) stored locally or transmitted across network systems;
- b. Using resources efficiently, and accepting limitations or restrictions on computing resources—such as storage space, time limits, or amount of resources consumed—when asked to do so;
  - c. Preventing unauthorized access to or from their City assets.
  - d. Protecting personal passwords and respecting security restrictions on all systems;
  - e. Respecting the rights of others to be free from harassment or intimidation;
  - f. Honouring copyright and other intellectual-property rights;
  - g. Safeguarding personal information of both City Staff and Citizens as per Municipal Freedom of Information and Protection of Privacy Act.
  - h. Taking precautions to avoid introducing computer contaminants, such as Viruses, Trojans, Malwares and Worms into City assets.

**CONDITIONS**

Under no circumstances may anyone use information technology resources in ways that are illegal or against City policies, violate the City mission statement, threaten the City's tax exempt or other status, are dangerous to the user or anyone else, or interfere with reasonable use by other members of the City. Users must protect their information technology resources from loss, theft or damage, and promptly report any loss, theft or damage. Users must be particularly vigilant in protecting any confidential or sensitive data removed from their workplace. Violations of information technology rules and policies may result in disciplinary action, up to and including termination.

**MONITORING USE  
OF ELECTRONIC  
DATA AND VOICE  
NETWORK SERVICES**

Monitoring and blocking tools are used to protect the assets of the Corporation. Use of the network, telephones and the Internet is monitored. Users of computer, telephones and network services provided by the City are therefore advised that all activity is subject to monitoring for security and/or network management reasons.

**EMAIL USE**

1. All email messages and their attachments are the property of the City of Guelph and subject to monitoring. Email should not be assumed to be private or secure.
2. Internal and external mail is filtered for viruses and potentially dangerous file types.
3. Email does not replace substantive memos and business documents. These should be created in the corporate standard word processing software, using the City's forms templates, and sent as an attachment as required for business situations that require the formality of formatted correspondence and structured reports.
4. When creating email messages, sexually suggestive remarks or messages that could be interpreted as harassment or defamation must be avoided. Email should not be used for confidential or sensitive messages, since email messages are easily misdirected, or redirected by another user. Email messages and attachments are also accessible under Municipal Freedom of Information and Protection of Privacy Act. Information retention guidelines must be adhered to.
5. The use of the email system for chain letters, jokes, distribution of program files, non business mailing lists and solicitation, or any activity that could result in personal gain, is prohibited.
6. Access to non-City email systems and accounts (such as Hotmail) from City workstations is prohibited. E-mail accounts accessed through the Internet circumvent safeguards and security measures put in place to protect the City's networks and systems.

**INTERNET USE**

1. All users must act responsibly, according to the terms and conditions of employment.
2. At all times users represent the City of Guelph when using the Internet. Use of the Internet should reflect good judgment, common sense, and careful discretion.
3. Users will not use the Internet for illegal or unethical purposes or to support or assist such purposes. Examples of this would be sending, receiving or accessing discriminating, violent, threatening, pornographic or defrauding material, or any activity contrary to the City's Mission, Vision and Values.
4. Excessive use of web browsing does affect the performance of our

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business systems and the network. From time to time, it may be necessary to limit or restrict web browsing in order to allow our core business systems to operate at optimum levels. Excessive use of non-business related sites will be monitored and dealt with in accordance with this policy (e.g. news sites, personal banking and investing, entertainment, shopping, sports, health, recreation, home etc.).

5. Downloading software of any kind is prohibited. Requests must be directed to ITS's Help Desk (ext. 2499).
6. Users must respect copyright restrictions on any information (text or graphic), which has been downloaded.
7. When purchasing via the Internet, users must adhere to the policies and procedures of the City's Purchasing Policy as it pertains to the acquisition of goods and services.
8. No user will try any alternative methods of connecting to the Internet other than through the corporate firewall (i.e. the use of modems or similar wired or wireless devices not approved by ITS to access the Internet while connected to the network is strictly prohibited).

**MISUSE**

When conducting routine daily network monitoring, ITS records all traffic originating from or terminating in the network. If ITS determines, through a routine analysis or a complaint, that a user is misusing the network, ITS will contact the appropriate Manager or Supervisor who will be responsible for investigating the reported misuse. Human Resources will receive copies of all correspondence.

If an employee is found to have violated the principles and provisions of this policy, the Department Director, in consultation with Human Resources, may take disciplinary action ranging from an oral or written reprimand up to and including termination of employment.

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**PAGE**

7 of 7

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**EXCEPTIONS**

Requests for exceptions to this policy must be provided in writing to the Director, Corporate Services.