



# Technology Resource Policy

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## **1. Introduction**

To more effectively and efficiently provide services for the Public, the Village of Lake Zurich has made significant investments in various technology resources. In recognition of this investment and acknowledging that use of the Village's resources is a privilege, it is necessary to establish standards for careful and responsible use by employees.

## **2. Responsibilities of Users**

This policy and other related policies applies to all Village employees and all other authorized users of the Village's technology resources, which are collectively referred to as "users" throughout this policy.

Use of the Village's technology resources must at all times be appropriate, professional and ethical. The Village expects users to use these resources responsibly, respecting the public trust through which these resources have been provided, the rights and privacy of others, and all pertinent laws and Village policies.

Users during the course of work will have access to personal information about a citizen, a co-worker, or member of the general public. All such information is confidential and shall only be discussed, exchanged or communicated on a "need to know" basis as part of the user's assigned duty. Unless authorized to do so, users are prohibited from:

1. Gaining, or attempting to gain unauthorized access to information that is private or protected.
2. Running programs that attempt to identify passwords or codes.
3. Interrupting, or attempting to interrupt programs that protect data or secure systems.
4. Attempting to gain access to resources to which the user is not entitled.

## **3. Computer Systems: Passwords and Logon/Logoff**

The Technology Department shall be responsible for the administration of access controls to all Village computer systems.

Employees joining the organization shall be issued unique credentials in coordination with the Human Resources Manager. Appropriate application access shall be requested through the helpdesk system by the supervising Department Director or Manager.

The Human Resource Manager shall notify the Technology Department via email, when possible, of a pending employee separation.

Each user's computer and network access is protected by a personal, confidential password to be determined by the user. It is the user's responsibility to maintain the confidentiality of their password. Individual users can be held accountable for this use of their account by others. From time to time, users will be required to change the password (no less than twice a year) as determined by the Technology Department.

Each user shall be responsible for all computer transactions that are made with the employee's password. A user may not use another user's password to gain access to the computer system. Neither may a user offer the use of their privileges for another user's access. Users with a need to access a



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coworker's files should contact the Technology Department.

Users who believe their password has been compromised shall report the incident to their supervisor, and advise the Technology Department of the need to change the password.

Users are expected to log out or lock the screen when leaving a workstation for an extended period. To prevent unauthorized access, every user is expected to log off the computer every day at the close of the workday.

## **4. Equipment and Systems**

It is the Village's policy that all technology resources, including email, telephone/voice mail and access and use of the Internet, are to be used for the benefit of the Village. Use of any technology resource to violate Village policies is prohibited and may lead to disciplinary action up to and including dismissal.

All technology resources, hardware, software, temporary or permanent files and any related systems or devices used in the transmission, receipt or storage of email, voice mail, or any other data, message or communication system are the property of the Village.

The Village's technology resources shall be monitored and/or reviewed periodically. Possible reasons for monitoring may include, but is not limited to: examination of email, examination of the user's activity, and examination of any computer files. All information, including any personal information, placed on the Village's communications equipment and systems is subject to monitoring and/or review.

## **5. Electronic Mail (Email)**

The following applies to all users of the Village's email system.

The use of the Village's email system is provided for legitimate Village business. Occasional personal use is permissible, and means infrequent, incidental and brief use, that does not interfere with Village business or the performance of the user's duties.

Users should be aware that use of email for personal use will be treated no differently than other messages. Users should not expect that a message will never be disclosed to or read by others beyond its original intended recipients.

Following are examples of improper uses of email:

1. Intercepting, eavesdropping, recording, or altering a co-worker's email message without the user's permission.
2. Misrepresenting your identity, position or office on any email message.
3. Composing email that contains any information or message that is a violation of Village personnel or department policies, including but not limited to those policies that protect employees from discrimination and harassment based on race, color, religion, sex, age, physical disability, sexual orientation, political affiliation or national origin.
4. Composing, sending or forwarding email for any commercial purpose, including personal messages offering to buy or sell goods or services.



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5. Sending or receiving copyrighted documents or electronic software in violation of applicable copyright laws.
6. Communicating confidential or sensitive information to persons not intended to receive such information.
7. Sending a mass email on the Village's network without the prior authorization of the Department Head or the Village Manager.
8. Subscribing to any email list that is not directly related to the user's assigned duties.

Users authorized to receive and use an email account are prohibited from encrypting any email message, and from establishing a direct connection from an outside source to a Village email account, unless otherwise authorized by the Technology Director.

Due to the potential for viruses and security breaches, users are expected to exercise extreme caution in downloading and executing any files attached to an email. If the attachment is not clearly business related and/or expected from a known source, it should never be opened or executed. If a user believes an email or an attachment contains a virus or otherwise comprises a security breach, the Technology Department shall be immediately notified.

Users are expected to adhere to professional standards pertaining to email usage and etiquette, including:

1. Keep messages brief and to the point. Be aware the commonly accepted abbreviations within the Village may not be known by residents or vendors.
2. Use sentence case. USING CAPITAL LETTERS LOOKS AS IF YOU ARE SHOUTING.
3. Use courtesy copy and blind copy appropriately. Don't use BCC to keep others from seeing who you copied; it shows confidence when you directly CC anyone receiving a copy. Do use BCC, however, when sending to a large distribution list, so recipients won't have to see a huge list of names. Be cautious with your use of CC; overuse simply clutters inboxes. Copy only people who are directly involved.
4. Use the subject field to indicate content and purpose. A meaningful subject will assist in locating the right email in the future.
5. Remember that your tone cannot be heard in e-mail. Have you ever attempted sarcasm in an e-mail, and the recipient took it the wrong way? E-mail communication cannot convey the nuances of verbal communication. In an attempt to infer tone of voice, some people use emoticons, but use them sparingly so that you do not appear unprofessional. Also, don't assume that using a smiley will diffuse a difficult message.
6. Use a signature that includes contact information. To ensure that people know who you are, include a signature that has your contact information, title, Village web site, and phone numbers. Do not add unnecessary graphic images to your signature since not every email program can display them.

### **6. Electronic Mail – Confidential Information**

Users are directed to use extreme caution when transmitting or forwarding any confidential or sensitive information via email. All users must protect the integrity of the Village's confidential information as well as the privacy of others.



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Confidential or sensitive information should never be transmitted or forwarded to persons who do not have a business need to know the information. Users who are unsure whether information is confidential or sensitive are directed to consult with their Department Head, Village Manager, Assistant Village Manager, Village Attorney, Manager of Human Resources, or Technology Director. Information that may be considered confidential or sensitive includes, but is not limited to:

1. Information from an employee's personnel files including private information such as employee's social security number or personal family information.
2. Medical information about any person.
3. Attorney-client communications.
4. Information concerning litigation or administrative proceedings of either a criminal or civil nature.
5. Information which would give a competitive advantage to one vendor over another.
6. Information concerning the value of property the Village might wish to sell or buy.
7. Drafts or working papers involved in the preparation of proposed legislation.

To reinforce the above, the following message shall appear automatically at the bottom of all externally sent email messages:

*This communication is for use by the intended recipient and contains information that may be privileged, confidential or copyrighted under applicable law. If you are not the intended recipient, you are hereby formally notified that any use, copying or distribution of this email, in whole or in part, is strictly prohibited. Please notify the sender by return email and delete this email from your system.*

### **7. Telephones and Voice Mail**

Authorized users of desk telephones shall be provided with a voice mailbox that allows for storage of the user's password and messages. From time to time, users will be required to change the password (no less than once a year) as determined by the Technology Department.

Users are expected to adhere to the Village's customer service guidelines pertaining to telephone usage and etiquette.

The use of Village's desk telephone and voice mail system is provided for legitimate Village business. Occasional personal use is permissible, and means infrequent, incidental, and brief use, that does not interfere with Village business or the performance of the user's duties.

Authorized users of Village issued cellular telephones are expected to comply with General Safety Rules pertaining to use of a cellular phone while driving a Village vehicle.

### **8. Access and Use of the Internet**

The following applies to employee access and use of the Internet.

1. Access to the Internet shall be limited to those individuals determined by the Department Head to have a legitimate business purpose to use Internet resources.
2. The use of the Internet is provided for legitimate Village business. Occasional personal use is permissible, and means infrequent, incidental, and brief use, that does not interfere with Village



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business or the performance of the user's duties.

3. Internet use must be in compliance with all applicable laws and policies of the federal, state, local governments, and Village policies. It is not to be used for illegal, inappropriate, unprofessional or illicit purposes.
4. Users are prohibited from accessing, viewing, creating, possessing, copying, downloading, transmitting, or distributing sexually explicit materials. The Internet shall not be used to communicate defamatory, derogatory, threatening, harassing, obscene, disruptive, profane, or otherwise objectionable materials or comments.
5. The Village has no control over material that exists on the Internet and therefore is not responsible for the content of information.
6. The transfer of information via the Internet is not secure; therefore unauthorized confidential or sensitive information should not be transmitted using the Internet.
7. Users are prohibited from using the Internet electronic communications systems to express their own personal views and represent them as those of the Village.
8. Users are prohibited from subscribing to any services that broadcast material via the Internet. This includes listening to music, or radio stations, and receiving news, sports information, and/or stock market information.
9. Users should be mindful that Internet sites they visit collect information about visitors. Such information will link the user to the Village. Users will not visit any site that might in any way cause damage to the Village's image or reputation.

### **9. Computer Software**

The Village purchases licenses for the use of copies of computer software from a variety of outside companies. The Village does not own the copyright of such software or its related documentation, and unless authorized by the software developer, does not have the right to reproduce it for use on more than one computer.

No software applications of any kind, including, but not limited to: games, screensavers, Instant Messaging, (e.g. Yahoo, AOL Instant Messenger etc), Flash, Shockwave software may be downloaded, installed or used on any Village owned computer without the prior authorization of the Technology Department. If approved, the Technology Department will coordinate the purchase and installation of the software.

Employees learning of any misuse or unauthorized installation of software or related documentation within the organization are directed to notify their Department Head, who in turn is required to notify the Technology Department.

According to U.S. Copyright law, illegal duplication of software can be subject to civil and criminal penalties which may include substantial fines. The Village does not condone the illegal duplication of software. Users who make, acquire or use unauthorized copies of Village owned software may be disciplined.

### **10. Equipment and System Maintenance, Security and Virus Prevention**

The Technology Department is responsible for ensuring that all Village electronic communications equipment and systems are properly maintained and secure. Accordingly, the Technology Department will from time to time define maintenance, operational and access standards for users.



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Users are prohibited from connecting accessories and from modifying the settings or programs to any Village-issued computers, unless otherwise authorized by the Technology Department.

Users with issues or problems regarding Village-owned communications equipment and systems should contact the Technology Department and not attempt to repair problems themselves.

The Technology Department is responsible for maintaining security and anti-virus software on the Village network and on all personal computers. Users shall not download and/or install any programs, antivirus software or other type of software without approval from the Technology Department. All users must update security and anti-virus programs as requested by IT personnel.

### **11. Discipline**

All employees are expected to comply with this policy. Violations will result in disciplinary action up to and including dismissal. The Village's possible tolerance of prior policy violations is no defense against disciplinary action under the policy.