

**City of Alamogordo**

**Computer**

**and**

**Telecommunications**

**Policy**

Effective Date: January 06, 2009

## **1.0 Scope and Purpose**

The purpose of this document is to establish a uniform policy and procedures that define acceptable use of City of Alamogordo Computer and Telecommunications Equipment. Any user found in violation of this policy may be subject to corrective action up to and including termination.

### **1.1 Use**

The City computers and telephone systems are to be used for the sole purpose of transacting City business. Any exceptions must be approved by the Department Director or his designee.

## **2.0 Applicability**

This policy is applicable to all City employees.

## **3.0 Adoption of this Policy and Related Procedures**

The City has adopted the following policy and related procedures so that the Management Information Systems Department (MIS) may serve employees to the best of its ability with available resources. Adherence to this policy and related procedures will ensure that each computer system is reasonably safe and operational.

### **3.1 Authority to Develop and Enforce this Policy**

The authority to develop and enforce this policy is derived from Section 2.020, *Alamogordo Personnel Manual, adopted July 13, 2004, as amended.*

## **4.0 Confidentiality**

Users who have access to or otherwise obtain sensitive computer data including payroll, personnel, financial, or other confidential information, are not authorized to reveal or disclose such information unless release of such information is subject to the New Mexico Inspection of Public Records Act or court order. Information stored on a retrievable medium such as a computer hard drive, floppy disk, flash drive, CD-ROM, tape, or similar type hardware shall be subject to the provisions of this section. Users that connect from home with their personal computer equipment are subject to disclosure by public records request.

## **5.0 Security**

The City endeavors to protect its computer and telephone system against unauthorized use. Password access and User Identification Forms are the practiced methods of protection. User authorization forms have been implemented to document authorized access.

## **5.1 Passwords**

Each system accessed by a user normally requires a password. This includes the network, midrange systems, voice-mail, e-mail, etc., and are administered as follows:

- a) MIS initially provides each user with a user ID and password for the respective system.
- b) Passwords are intended for the assigned user only and are not to be shared.
- c) Each system will force the password to be changed on a regular basis. Exceptions are e-mail and voice-mail. Therefore, it is recommended to change these passwords periodically.
- d) Reuse of old passwords is not recommended.
- e) Use of commonly known personal information is not recommended. Examples include: name, birth date, social security number, pet's names, etc. It is **not** recommended that the same password be used to access all systems, including voice and e-mail.
- f) Users may be liable for damage caused by an unauthorized user accessing system information using their password. Users may not be liable if reasonable precautions have been taken to protect their password from others.

## **5.2 Sungard Public Sector Access**

The MIS Department is responsible for menu and data access security for the software modules that make up the Sungard Public Sector software package. A form will be available for processing requests to change access to these software products. If remote access is needed by Sungard Public Sector to repair, change, or fix certain programs, contact the MIS Department to arrange this access.

## **5.3 Library System Access**

The Library, in conjunction with the MIS Department, operates the Horizon Dynix system and public access computers. The Library provides passwords for the use of these computers.

## **6.0 Misuse of Computer and Telecommunications Resources**

Misuse of City controlled computer or telecommunications resources for personal gain, or with intent to alter, defraud, damage, or cause damage to occur to any computer or telephone system located anywhere on City property or property operated by the City will not be tolerated. Evidence of such activities may be cause for criminal investigation or prosecution and/or

termination of all computer and/or telephone privileges as well as corrective action up to and including termination.

## **7.0 Software**

Each software package in use by the City is governed by a license agreement provided by the Software developer. Some licenses are more stringent than others. It is the responsibility of the MIS Department to make sure that the City complies with the spirit and intent of each agreement and adheres to all points in the licensing provisions for each software package.

Software that does not qualify for 'take-home' use includes Computer Operating Systems, Volume Licensing of applications, application software authorized by the City in which the user is not an authorized employee within that specified module.

A user installing a 'take-home' copy of software will be required to sign a 'Take-home' Software Agreement. By doing so, the user agrees not to distribute copies of the software and will remove said software from his or her computer upon termination of employment, or when such time that the software is no longer required to perform City related duties. Media will be provided for installation, and must be returned to MIS immediately after installation.

### **7.1 Licensing**

- a) Licensed software will not be copied for any reason, unless the agreement makes provision to do so under certain circumstances.
- b) All software purchased and used by the City will comply with the software license agreement, including where it pertains to original vs. upgraded copies.
- c) Freeware/shareware is considered software and follows the licensing rules.

### **7.2 Unauthorized Duplication**

Unauthorized copying or duplication of software is a violation of federal copyright laws and other laws which may vary from state to state. In addition, copying software is in violation of most End User License Agreements (EULA) provided by the individual software developers. Such duplication must be expressly allowed by the software license agreement. *Monitoring will be performed at random to verify compliance with the appropriate license agreement.*

### **7.3 Installation**

A user is **NOT** allowed to install any software or updates on any City-owned computer unless approved by the MIS Manager, the Department Manager or their designee.

## **7.4 Exceptions**

The following exceptions may be granted by the MIS Manager or his designee while contemplating a software purchase:

- a) If a copy is available, Software may be installed for up to two weeks as a trial or evaluation copy before purchase. If the user chooses not to purchase this software item, it will be removed at the end of the two-week period.
- b) If available, Software may be installed on a user's computer if a licensed copy is in the process of being purchased and shipped to the City. If the order is canceled, the software will be removed from the personal computer.

## **7.5 Customization and Installation Notes**

When performing upgrades or other software and hardware changes, MIS will attempt to preserve a user's customized environment whenever possible.

## **8.0 Personal Computer Usage and Operation**

A user may be provided with a personal computer, laptop, or other computing device for his use, subject to the following:

*If personal documents are printed on City equipment, a per page rate will be established by the Finance Department and charged to the employee to cover appropriate costs.*

### **8.1 Treatment and Care**

Computers and/or related equipment are fragile and should be treated with care.

- a) Do not move any computer.
- b) If liquids are spilled on the equipment, or foreign objects such as paper clips, etc. fall through the vent, do not touch the computer. There is risk of electric shock. Notify MIS immediately if any of these events occur.
- c) Do not open or attempt to disassemble any computer, printer, or monitor. Only authorized personnel approved by MIS are allowed to access and add/move/remove components contained within a piece of equipment. This includes unhooking cables attached to the equipment. Doing so may cause damage to the equipment or personal injury to the user.

### **8.2 Hardware Checkout**

Computer hardware may be checked out by an individual for home use for the purpose of transacting City business, subject to the following:

- a) Such equipment is only made available on a case by case basis, and based on availability.
- b) Equipment normally used during routine business hours is not available for checkout. Take-home equipment will only be made available when excess equipment is on-hand and is not needed elsewhere in the City.
- c) The user agrees to take reasonable, prudent steps to protect the equipment from misuse, abuse, or theft. If the equipment is lost, stolen, or intentionally damaged through negligence, misuse, or abuse, the user may be held responsible for the cost of repair or replacement of this equipment (normal wear and tear excepted).

### **8.3 Personal Hardware and Software**

The MIS department does not allow users to connect, install, or attach personal hardware or software to any city owned and/or operated equipment, network or stand alone devices. MIS does not authorize any user, division, or department to allow users to purchase their own equipment or software.

In the event of personal hardware or software in use, the following rules apply:

- a) approval must be obtained from the MIS Manager or designee.
- b) equipment and/or software must meet the standards implemented and maintained by the MIS department on behalf of the City.
- c) a letter of donation or a letter of written statement authorizing the user to purchase equipment and/or software from the purchasing user must be sent to the Legal department for an opinion and once authorized a copy filed with the City Clerk in the MIS contracts folder. The document must contain the Brand, Model, Serial Number and description of hardware. Software must comply with license agreements and the original media must be held by the City of Alamogordo MIS department for compliance.
- d) a personal device for portable storage known as: thumb-drives, memory sticks or of similar name for the purpose of storing data and transporting is acceptable by the MIS Department, with the acknowledgement that the information being stored on the device is strictly used for conducting City business and is subject to the public records laws and confidentiality of the type of data practiced by the City of Alamogordo.

### **9.0 Equipment Relocation**

The MIS Department is responsible for the tagging, transfer, and tracking of all City-owned computer equipment, telephone equipment, and software, for internal control and auditing purposes.

## **9.1 Equipment Relocation – Computer and Telecommunications Equipment**

- a) Any MIS related equipment located in a specific office or area, is not to be moved, transferred, or connected to any other system for any reason without the prior knowledge and consent of the MIS Department. Monitoring will be performed at random to verify compliance with the policy. Any discrepancies will be noted and forwarded to the appropriate personnel.
- b) Moving, unplugging or changing hardware configurations can damage the system or cause unpredictable failures that may affect other users. Always contact MIS before moving any equipment.
- c) To prevent possible damage to the phone system and other related phone programming problems, all telephones and related equipment will not be disconnected, unplugged, or otherwise removed from the area in which these items were installed. If equipment needs to be relocated, please contact MIS, Facility Maintenance or DPS designee depending on your location.
- d) The installation of answering machines, 'hands-free' type handsets, and other phone system accessories is acceptable. Before purchase is made of these items, contact MIS or Facility Maintenance, depending on your location, to determine compatibility with existing equipment and other configuration requirements.
- e) Phones and related equipment needed for special events, conference calls, etc. will be made available on an 'as-needed' basis and when available. Please provide at least 24 hours advance notice to MIS (where possible) for these types of requests.

## **9.2 Exceptions**

In the case of an emergency, for instance the roof leaks during a storm, moving the equipment to a safe area is appropriate without the consent of the MIS Department. Please notify MIS at your earliest convenience to check for possible equipment damage.

## **10.0 Purchasing Procedures**

**Please refer to the Purchasing Policies and Procedures**

## **11.0 Electronic Mail and Instant Messaging**

The following rules have been established to address E-mail and Internet E-mail usage by all employees because of the City's desire to protect its interest with regard to its electronic records.

## **11.1 Access to Employee E-Mail**

While the City does not intend to regularly review employees' E-mail or Internet records, employees have no right or expectation of privacy in E-mail or the Internet. The City owns the computer and software making up the E-mail and Internet systems and permits employees to use them in the performance of their duties for the City. E-mail messages and Internet records are to be treated like shared paper files, with the expectation that anything in them is available for review by authorized City representatives.

Authorized access to employee e-mail by other employees or individuals outside the City, includes, but is not limited to the following:

- a) Access by the MIS Department during the course of system maintenance or administration. It is not standard procedure for MIS to read or otherwise review any user's E-mail.
- b) Access approved by the Personnel Manager, the City Manager, Finance Director or the City Attorney, if there is reason to believe the employee is using e-mail in violation of the City's policies.
- c) Access approved by the Personnel Manager or City Attorney in response to the City's receipt of a court order or a request from law enforcement officials for disclosure of an employee's E-mail messages. Consequently, employees should always ensure that the business information contained in an E-mail or Internet E-mail messages is accurate, appropriate, and lawful.

## **11.2 Personal Use**

The City's E-mail and Internet systems are intended to be used for business purposes only. *Using these systems to sell personal or charitable goods, services, chain letters and spam related documents, etc. is not permissible.*

## **12.0 Internet**

The City provides Internet access as an additional method of obtaining information or data that users may find beneficial when performing their duties. As such, adherence to the following guidelines will assure that this access continues to be available when needed.

### **12.1 Downloading of Files and Programs**

Any and all files that are not the property of, or licensed by the City, must be evaluated for license compliance and approved by the MIS department prior to installation and activation. Only files and programs related to departmental operations may be downloaded. Software available on the Internet is not necessarily 'free' in many cases. Please contact MIS for assistance if the need to download any of the above items arises.

## **12.2 Website URL useage:**

Visiting URL sites that contain information not directly related to a users job, job description, work or project assignments, or viewed as inappropriate, obscene, pornography or related topics, is strictly prohibited. Usage and site reports can be produced upon request of the Supervisor, Manager, Director, City Manager or Law Enforcement agency if there is reasonable suspicion that a user is mis-using, conducting business, or surfing the net that is non-productive to the city's business.

## **12.3 Website URL Exceptions:**

Access to URL sites to the public or law enforcement must following these guidelines:

- a) Public access via the Alamogordo Public Library, Alamo Senior Center, Housing Authority, Department of Public Safety or other access point that the general public has or may have connection is not blocked from visiting all sites available from the internet. Each department within the City of Alamogordo that offers public access provides guidelines within their area to control content viewing.
- b) The Department of Public Safety has designated officer(s) that investigate cases that require full access to the internet and its content without any limitations set by the City of Alamogordo.

## **13.0 Remote Access**

Remote access to the City computer systems is granted on a case by case basis. Each request will be reviewed, approved and implemented on a case by case basis.

## **14.0 Telecommunications**

### **14.1 Restrictions**

- a) No user is authorized to order or otherwise request any phone company to install, maintain, or troubleshoot City phone lines. Requests are reviewed and approved by the MIS Department, the Purchasing Department, and DPS for private and undercover cellular phones. Unauthorized lines will be disconnected.

While the telephone system is intended to be used for business purposes only, the City recognizes that it may be necessary for personal calls to be made on an occasional basis. Such calls should be infrequent and as brief as possible. Whenever possible, personal calls should be made during meal or break periods. Any charges for personal use will be billed to the user and payable to the Cashier's upon receipt.

### **14.2 Long Distance Calls & PIN Numbers**

- a) Each user who has a need to make long distance calls on the City's behalf, is provided a Personal Identification Number (PIN) to gain this access. This PIN number is not to be shared or disclosed. Disclosure of this number to unauthorized persons may make the user assigned this PIN code liable for charges made, even if the user did not make the call.
- b) All personal long distance calls are to be charged to a personal credit card or personal calling card. At no time is a personal call to be charged to the City.

## **15.0 Work Orders**

To provide more timely and efficient service, the MIS Department has adopted a work order system to handle requests. This section of the Policy provides instructions and guidelines for processing a work order.

A work order is *required* for any request for assistance from the MIS Department that involves installation, configuration, pricing, testing, troubleshooting, etc. of computer hardware or software.

An immediate work order is not required for any request for assistance related to a user profile or identification problems, being locked-out, resetting a password, certain hardware or software failures that prevent a user from performing their job, or a quick question/answer.

### **15.1 Work Order Types**

Computer/Telephone Work Order: Submit this work order for any type of work that needs to be done on a user's computer or telephone. This includes installations, upgrades, etc.

E-Mailed Work Order: The procedure for an E-Mailed MIS Work Order is as follows:

- a) Work orders will be accepted via E-Mail to MISworkorder, with the exception of DPS. DPS employees must contact the DPS Administrative Manager.
- b) Work orders will be accepted directly from all Managers, Supervisors, and Directors, or an individual assigned by the Manager. DPS users must contact the DPS Administrative Manager.
- c) The individual assigned must review the request, and if approved, forward it via E-Mail to MISworkorder. Do not send requests directly to members of the MIS Department.

### **15.2 Work Order Reports**

Upon request, a Work Order Report will be distributed detailing work orders received, their status, priority level, etc. to each Department Supervisor.

### **15.3 Processing Time Frame**

The goal of MIS is to process and finish a work order within 24 - 48 hours of receipt whenever possible. Delays may be caused by parts or supplies needing to be ordered, etc.

### **16.0 Definitions**

*Crash:* When a computer stops performing its intended operations, stops responding to user input, or otherwise freezes.

*Hardware:* Any physical electronics device, i.e. computer, monitor, speakers, keyboard, mouse, etc.

*Software:* Programs or applications designed to run on a computer.

*Unauthorized user:* Any user accessing or attempting to access files, systems, or computers which are not necessary to perform his job function, and which he has not been granted access to by the MIS Department.

*User:* An individual who is legally employed by the City government and is paid through the City payroll, and including City Commissioners, contracted persons, and consultants.

*Operating System:* A collection of software that controls various resources of a computer. The main program which manages all other programs on a computer.

Revised 7-29-98; 9-5-08; 12-23-08

APPROVED:

\_\_\_\_01/06/2009\_\_\_\_\_  
Date



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Matt McNeile, Interim City Manager



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**RECEIPT FOR  
CITY OF ALAMOGORDO COMPUTER  
AND TELECOMMUNICATIONS POLICY**

I acknowledge that I have received a copy of the City of Alamogordo Computer and Telecommunications Policy. I understand that I am bound by the provisions of this Policy. I acknowledge that it is my duty to familiarize myself with the contents of the Computer and Telecommunications Policy and to abide by the rules therein. If I need clarification on any part of the Policy, it is my responsibility to seek assistance from my supervisor. I am not entitled to act in reliance upon conflicting interpretations, which I may perceive.

Although the City permits its governing body / employees to use the City owned computers and software in the performance of their duties for the City, I acknowledge that I have no right or expectation of privacy regarding such use.

I acknowledge that if I am found in violation of this policy, I may be subject to corrective action up to and including termination.

All previously issued rules, regulations, policies, and procedures inconsistent or in conflict with this Policy are hereby revoked.

\_\_\_\_\_  
Governing Body / Employee (Print Name)

\_\_\_\_\_  
Governing Body / Employee Signature

\_\_\_\_\_  
Date