

SECTION 10 INFORMATION TECHNOLOGY

City computers and other hardware peripherals, computer files, e-mail system, phones, radios, communications systems, and provided software are the City of Logan's property and are intended for business use only. To ensure compliance with this policy, computers, phones, radios, communications systems, software, and e-mail usage may be monitored, observed, and put under surveillance by the City.

10-01 General Information Technology Usage

- 10-01 (1) Employees should have no expectation of privacy regarding their use of City-owned computer networks, phones, e-mail and internet access and usage, cell phones, text messaging, or any other electronic and/or City owned equipment.
- a. All computer and information assets are to be used by authorized individuals for the sole purpose of City authorized business and may not to be used for private business or personal gain.
 - b. Any personal use of the City's computer and/or information assets will require prior approval from the employee's Department Head. Any approved personal use will be on the employee's personal time and will not adversely interfere with any work-related activity, hard disk space, or network bandwidth.
 - c. All messages sent and received on the City's e-mail system are City property, are not confidential, and do not belong to the employees.
 - d. Logan City computers, hardware peripherals, and information assets may only be used for legal purposes.
 - e. Employees should not use another person's password and should not access files and information that has not been created by or intended for their use, or retrieve any stored data without authorization.
 - f. Important business related e-mails should be archived and preserved and should not be deleted or purged from the system.

outside sources, to insure that it is in compliance with all City computer and e-mail usage policies and procedures.

- a. E-mail may not be used to solicit others for commercial ventures, religious, or political causes.
- b. Unsolicited e-mail should not be sent to large groups of people, especially the group “*everyone*” that does not have a business purpose. This can be an annoyance and productivity drain. Examples include, but are not limited to, using the e-mail system as a bulletin board to sell personal items, a public forum to propagate personal agendas, thoughts, ideas, etc.

10-01 (5) Information assets are considered confidential. Employees should not attempt to gain access to another employee’s personal files, e-mail, or other information, without the employee’s express permission.

- a. All computer and information assets, including data in any format, are the property of the City of Logan.
- b. The City Administration reserves the right to access and disclose all information assets whenever there is a business need to do so.
- c. Each user should have a unique User ID and password (with the exception of special authorized group access accounts) which will be assigned by the Information Technology Department.
- d. Employees are responsible to ensure that access to information assets are only used for official City business and that no one else uses their User ID or password.
- e. Employees should create passwords (preferably using both letters and numbers) so that they are difficult to duplicate by others and are not easily guessed. Passwords should be changed on a regular basis. Use of common words, such as those found in any dictionary, should be avoided as they are easily “cracked” and

discoverable using hacking software developed for this purpose.

- f. Employees should close or sign off of their computer session, or use an active screen saver with password protection, if they will be leaving their workstation unattended for an extended period of time.
- g. Employees are responsible to ensure that all physical security measures are taken when leaving offices where hardware and storage, computer networks, hardcopy documents, etc. are located. Examples include, but are not limited to disks, tapes, storage media and devices, files, etc.

10-01 (6) Employees will only be assigned and authorized to access computer and information assets as needed to fulfill job responsibilities. Any access to information outside an employee's department, work area, or normal work responsibilities requires express authorization from the Department Head who's information is being accessed.

10-01 (7) Information assets may only be used for authorized purposes. Examples of unauthorized uses include, but are not limited to:

- a. Destruction or damage to networks, hardware, software, documents, programs, files, or data belonging to the City or to other employees.
- b. Disruption of or unauthorized monitoring of electronic communications.
- c. Unauthorized use or copying of copyright-protected material.
- d. Violation of software license agreements.
- e. Access to "live feed" internet-based programs that are not business related and that take up valuable network bandwidth, including but not limited to, radio and music broadcasts, news reports, weather broadcasts, etc. are prohibited unless approved by the Department Head and the Information Technology Manager.

- f. Access to internet-based “Social Networking” sites, including but not limited to YouTube, Myspace, etc. are prohibited.

10-01 (8) The City of Logan purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation.

- a. No software, program, or media of any kind, from any outside source, shall be used on any City owned computer without prior approval from the Information Technology Department and the Department Head. This includes, but is not limited to both manual and internet downloads and installations.
- b. In accordance with licensing agreements, the City strictly prohibits the illegal duplication of software and its related documentation.
- c. Supervisors should promptly inform the Information Technology Department when an employee is terminated or transferred to another department so that user accounts can either be deactivated or reassigned to the new department.

10-01 (9) Employees should notify their immediate supervisor and the Information Systems Manager upon learning of violations of this policy.

10-01 (10) Employees who violate this policy will be subject to disciplinary measures up to and including termination.

10-02 Social Media Policy

10-02 (1) To address the fast-changing landscape of the Internet and the way residents communicate and obtain information online, City of Logan departments may consider using social media tools to reach a broader audience. The City encourages the use of social media to further the goals of the City and the missions of its departments, where appropriate.

The City of Logan has an overriding interest and expectation in deciding what is "spoken" on behalf of the City on social media sites. This policy establishes guidelines for the use of social media.

- a. All City of Logan social media sites posted by executive departments will be subject to approval by the Mayor.
- b. The City of Logan's website will remain the City's primary and predominant internet presences.
- c. The best, most appropriate City of Logan uses of social media tools fall generally into two categories:
 - As channels for disseminating time-sensitive information as quickly as possible (example: emergency information).
 - As marketing/promotional channels which increase the City's ability to broadcast its messages to the widest possible audience.
- d. Wherever possible, content posted to City of Logan social media sites will also be available on the City's main webs.
- e. Wherever possible, content posted to City of Logan social media sites should contain links directing users back to the City's official websites for in-depth information, forms, documents or online services necessary to conduct business with the City of Logan.
- f. As is the case for City of Logan's web sites, departmental public information staff will be responsible for the content and upkeep of any social media sites their department may create.
- g. Wherever possible, all City of Logan social media sites shall comply with all appropriate City of Logan policies and standards, including but not limited to:
 - Employee Handbook
 - The stated policy that Social Media use is for business communication and for the purpose of

fulfilling job duties, in accordance with the City's mission and not for personal use.

- h. City of Logan social media sites shall comply with federal, state and local laws, regulations and administrative rules.
- i. City of Logan social media sites are subject to State of Utah public records laws. Any content maintained in a social media format that is related to City business, including a list of subscribers and posted communication, is a public record. The department maintaining the site is responsible for responding completely and accurately to any public records request for public records on social media. Content related to City business shall be maintained in an accessible format and so that it can be produced in response to a request. Wherever possible, such sites shall clearly indicate that any articles and any other content posted or submitted for posting are subject to public disclosure. Users shall be notified that public disclosure requests must be directed to the relevant departmental public disclosure officer.
- j. Utah state law and relevant City of Logan records retention schedules apply to social media formats and social media content. Unless otherwise addressed in a specific social media standards document, the department maintaining a site shall preserve records required to be maintained pursuant to a relevant records retention schedule for the required retention period on a City server in a format that preserves the integrity of the original record and is easily accessible. Appropriate retention formats for specific social media tools shall be as determined by the City's Information Technologies Department.
- k. Users and visitors to social media sites shall be notified that the intended purpose of the site is to serve as a mechanism for communication between City departments and members of the public. City of Logan social media site articles and comments containing any of the following forms of content shall not be allowed:

- Comments in support of or opposition to political campaigns or ballot measures;
 - Profane language or content;
 - Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
 - Sexual content or links to sexual content;
 - Solicitations of commerce;
 - Conduct or encouragement of illegal activity;
 - Information that may tend to compromise the safety or security of the public or public systems;
 - Content that violates a legal ownership interest of any other party; or
 - Comments not topically related to the particular social medium article being commented upon.
- l. These guidelines must be displayed to users or made available by hyperlink. Any content removed based on these guidelines must be retained, including the time, date and identity of the poster when available.
- m. The City reserves the right to restrict or remove any content that is deemed in violation of this social media policy or any applicable law.
- n. The City will approach the use of social media tools as consistently as possible, citywide.
- o. All new social media tools proposed for City use will be approved by the Mayor.
- p. For each social media tool approved for use by the City the following documentation will be developed and adopted:
- Operational and use guidelines
 - Standards and processes for managing accounts on social media sites
 - City and departmental branding standards

- Enterprise-wide design standards
- Standards for the administration of social media sites

10-02 (2) The following social media tools have been approved for use by the City of Logan:

- Twitter
- Facebook