
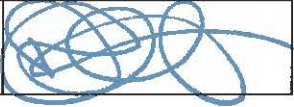




## Administrative Policy

<b>Title: Use of Computer Resources</b>				
<b>Administered By: Information Technology</b>				
<b>New Policy No.</b>	<b>Issue Date (Last Revised)</b>	<b>Renumber Date</b>	<b>Department Head Approved</b>	<b>City Manager Approved</b>
04600.001	UNKNOWN (N/A)	01-03-17		

This Policy had been numbered Policy 100.25. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

**Attachment: Policy 100.25**  
**Issued: UNKNOWN**  
**Revised: N/A**

**Use of Computer Resources  
Administrative Policy 100.25  
Administered By: Information Technology**

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**POLICY:**

**GENERAL:**

With the implementation of the City's e-mail backbone, Local Area Network (LAN), voice mail system, and Internet access, it has become possible for the City of Corona employees to communicate electronically with people all over the world. E-Mail, voice mail, and Internet access capabilities are provided for the purpose of conducting City business, enhancing efficiency, and better serving the public interest.

The City of Corona makes a variety of computer resources available to its employees, including desktop computers, access to local area networks and the Internet, printers, fax machines, modems, application software, data files, voice mail, electronic mail (e-mail), and data imaging. All of these resources are the property of the City of Corona and are to be used for valid business functions. Personal use of these resources that interferes with the employee's performance or the function of the City, or that is intended for personal monetary gain, is prohibited.

In addition to the citywide policies stated in this document, please refer to specific departmental policies on computer use.

***Access to Computer Information / Confidentiality***

Specific state laws regarding public access to computer information and state laws addressing confidentiality apply to computer data files just as they would to any other media covered by the "Public Records Act". E-mail communication is not private or confidential, and may be subject to public disclosure under the Public Records Law.

Further, users should be advised that the City has the right to access all computer files, including e-mail and voice mail files. Except as provided by law, no employee may have any expectation of privacy with respect to any information stored on a City computer. The City will not read electronic message content as a routine matter, but reserves the right to do so without prior notification. For example, the City may electronically scan messages for the presence of specific content such as viruses, or to maintain system integrity. The City will also respond to legal processes and fulfill any legal obligations to third parties.

Employees who are terminated or laid off have no rights to the contents of their computer files, voice mail messages, or e-mail messages, and are not allowed access to the voice mail or email systems. Supervisors or management may access an employee's e-mail if

the employee is on a leave of absence, vacation, or has been transferred from one Department to another and is necessary for the City's business purposes.

### ***Penalties***

Any unlawful use of City computer resources or use in violation of this policy may result in discipline up to and including termination. Unlawful use may result in referral for criminal prosecution.

### ***Acceptance & Agreement to Comply***

City employees who now have access to desktop computers, local area networks and the Internet, printers, fax machines, modems, application software, data files, voice mail, electronic mail (e-mail), and data imaging must indicate their acceptance and agreement to comply with this policy in writing. Failure to do so will result in termination of access to the computer resources specified above. Employees wishing to have access are required to indicate their written agreement prior to being given access.

## **COMPUTER SOFTWARE**

### ***Valid Software Registration or Licensing***

Each piece of proprietary software (i.e., Word, Excel, etc.) operating on a City computer must have valid registration (individually for stand-alone personal computers) or must be covered by users' license (if connected to a local area network). Proprietary software and associated documentation are subject to copyright laws and licensing agreements, and are not to be reproduced unless authorized under a licensing agreement. Appropriate documentation to substantiate the legitimacy of the software is necessary. Employees will not use unauthorized" software on City computer resources.

### ***Personal Software***

Installation and use of privately-owned software, including screen savers and shareware, on City computers is prohibited.

### ***Entertainment Software***

The use of entertainment software in City offices is prohibited at all times, except for training purposes, when it is authorized by the appropriate authority.

## **E-MAIL**

### ***Retention of E-mail***

E-mail generates correspondence and other documentation which may be recognized as Official City Records in need of protection/retention in accordance with the California Public Records Act. Although the use of e-mail is considered official City business, the e-mail system is intended as a medium of communication. Therefore, the e-mail system

should not be used for the electronic storage or maintenance of documentation, including, but not limited to, Official City Records.

If an e-mail message, including any attachments thereto, can be considered an Official City Record, as defined by the City Clerk, such e-mails should be printed as a hard copy and filed in accordance with the City's Records Retention Policy. Generally, the sender of the e-mail should be the person responsible for printing and filing it accordingly, but persons responsible for a particular program or project file shall be responsible for retaining all e-mail they send or receive related to that program or project.

Although the System Administrator will automatically delete any data stored in the e-mail system that is 90 days old, individual employees are responsible for the management of their mailboxes and associated folders. In order to assure maximum efficiency in the operation of the e-mail system, staff is encouraged to delete e-mail messages from their in-boxes once they are no longer needed. All deleted items will be held in a "deleted items file" for only seven days.

It is the responsibility of individual employees and their Department Heads to determine if e-mail is an Official City Record which must be retained in accordance with the City's Record Retention Policy. The City Clerk will assist you in making such a determination. You should keep in mind, however, that preliminary drafts, notes or interagency or intra-agency memoranda which are not retained by the City in the ordinary course of business are generally not considered to be Official City Records subject to disclosure. Employees are encouraged to delete documents which are not otherwise required to be kept by law or whose preservation is not necessary or convenient to the discharge of your duties or the conduct of the City's business.

Periodically, the City receives requests for inspection or production of documents pursuant to the Public Records Act, as well as demands by subpoena or court order for such documents. In the event such a request or demand is made for e-mail, the employee having control over such e-mail, once he becomes aware of the request or demand, shall use his best efforts, by any reasonable means available, to temporarily preserve any e-mail which is in existence until it is determined whether such e-mail is subject to preservation, public inspection or disclosure. The City Clerk shall be contacted regarding any such e-mails within the employee's control.

### ***General Guidelines***

Electronic mail, including any attachments thereto, (e-mail) is viewed as an effective alternative to inter-office memos, suggestions boxes, or general bulletins. Communication on the City's information systems should be focused on work-related information. Employees are not to pursue non-job related issues - including, but not limited to: union activities, commercial ventures, religious or political causes - through e-mail or Internet access.

- The contents of any such messages must also be in keeping with the standards of conduct appropriate to the workplace. E-mail communications are not private and will be monitored as allowed by the Electronic Communications Privacy Act of 1986.
- All messages and/or data files on the computer network are the property of the City and may be accessed by authorized personnel.
- All employees and third parties (e.g. contractors, auditors, etc.) are advised that the City may monitor e-mail, phone calls, software licenses, voice mail and computer files to track the workforce's efficiency and productivity.
- The unauthorized use of passwords and codes to gain access to other's files or messages is prohibited.
- Messages sent on City business or with the use of City facilities will be available for review by any authorized representative of the City for any business need.
- All use of voice mail and/or e-mail must comply with the City's practices and policies regarding fair employment and workplace/sexual harassment, and any other applicable policies.
- Communications should not disrupt or offend others; employees are responsible for the daily use and content of their messages.
- Anything which could be construed as sexually explicit or discriminatory based on race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs is not permitted on the system.

### ***Passwords***

A confidential password does not guarantee privacy, nor does deletion mean the City cannot retrieve past communications, nor does it suggest that voice mail or e-mail are the property right of the employee. Passwords and codes will help secure information, but they do not ensure privacy and security. The use of voice mail and e-mail is for City business. Passwords should be changed periodically to ensure security. Users should not share their passwords with anyone else.

## **E-MAIL COMMUNICATION**

### ***Appropriate Use of E-Mail***

Here are some tips for using e-mail in an appropriate and businesslike way:

- Err on the side of caution. Whatever you write, assume the message is permanent. It can be printed out and it may be retrievable even if deleted. Thus, confidential information (such as personnel or legal materials) should be communicated via a more secure method than e-mail.
- Be clear on tone. E-mail is often treated as a more casual communication mode similar to a conversation. However, the voice inflections heard during normal conversation are lost in e-mail messages.
- Be succinct. Make sure you construct your opening lines so that they clearly describe what you are trying to say.

- Write carefully. E-mail, because it is more casual, often exposes any poor writing, spelling and grammatical skills. Take time to compose your statements, use spell check, and always proofread before you send.
- Do not type in capital letters. In e-mail language, this is the equivalent of shouting. Also, it makes your message more difficult to read.
- E-mail can make communication easier, but if you are dealing with a sensitive issue, be sure to restrict the messages and limit the distribution of information to those with a “need to know”.

### ***Inappropriate Use of E-Mail***

Messages are not to be used for employee personal gain, partisan political messages of any sort, harassment of others, or any illegal activity. Users must avoid sending messages that may be construed as scandalous, defamatory, libelous, obscene, immoral, or in violation of any intellectual property rights, including, but not limited to, copyrights and trade secrets. Unless expressly allowed in the collective bargaining agreement, use of City computers is not permitted for union business.

Employees may not intentionally intercept, eavesdrop, record, read, alter, or receive other persons' e-mail messages without proper authorization.

### ***Listservs or “Electronic Bulletin Boards”***

Listservs or “electronic bulletin boards” are a messaging function hosted by server computers that automatically mail messages to subscribers.

Listservs or electronic bulletin boards hosted on server computers not operated by the City of Corona are to be subscribed to for City business purposes only, because the amount of traffic generated by listservs can significantly impact the e-mail system.

Listservs hosted on City of Corona server computers may be created and subscribed to by City employees, subject to approval by the appropriate Department head. Appropriate postings to these City listservs include: employee recognition announcements; announcement of birth/adoption of a child; announcement of death in family; announcement of hospitalization/severe illness; announcement of employee retirement; Department news from its staff, etc.

### ***E-Mail Attachments***

With an e-mail system such as GroupWise, it is possible to attach other files to a message. Due to technical limitations, the Data Processing Division of Management Services has placed a size limitation on any message sent over the e-mail backbone. The attached file(s) should not exceed a total of 1 MB in size (approximately the same amount of data that will fit on a floppy disk). The routing of attached files can have a much greater impact on resource requirements than simply sending text messages. For this reason, sending attachments with personal messages is prohibited. Data Processing monitors traffic on the e-mail backbone and tracks the volume of traffic and common destinations.

Departments will be notified of problems such as unusually high volumes of messages, or attachments that exceed the size limitation.

## **INTERNET ACCESS**

Use of the Internet is becoming increasingly necessary for City employees to provide superior customer service. The efficient utilization of the Internet for communications and research can improve the quality, productivity, and general cost effectiveness of the City's workforce. Thus, the City provides access to the Internet for selected employees. This capability will be provided on an "as needed" basis and is a revocable privilege.

### ***General Guidelines***

The Internet is a worldwide communication network that can put users in touch with unlimited amounts of information. Aspects of the Internet—such as its openness, lack of security, and complexity—may make available materials which could be offensive to the sensitivities of some users. The City considers the value of allowing access to information resources through external networks to outweigh the potential harm from the possibility of misuse or that users may encounter materials they may find offensive. All users of City-provided networks and information resources do so at their own risk with regard to the possibility of encountering material they may find offensive. While accessing the Internet, employees represent the City of Corona. As with any other communication medium, employees should conduct themselves appropriately and exercise good judgment and common courtesy.

### ***Internet User's Responsibilities***

It is the responsibility of each Internet user to:

- Use the Internet only to conduct City business.
- Maintain the confidentiality of the user's password and other security measures.
- Ensure the user is in compliance with all City Administrative policies and procedures.
- Scan for viruses all files that are downloaded from the Internet.
- Comply with license agreements and policies of networks and on-line services accessible via the Internet.

### ***Acceptable Use of the Internet***

Specifically acceptable uses of the Internet include:

- Communication and information exchange directly related to the mission, objectives, and activities of the City of Corona.
- Communication and exchange for professional development, to maintain currency of training or education, or to discuss issues related to the employee's city government activities.
- Use for advisory, standards, research, analysis, and professional society activities related to the employee's work tasks and duties.
- Announcement of new City laws, procedures, policies, rules, services, programs, information, or activities.

### ***Unacceptable Use of the Internet***

- Specifically unacceptable uses of the Internet include: Use of the Internet for any purpose that violates a U.S. or State of California law.
- Use for access to and distribution of indecent or obscene material (re: US Supreme Court. Miller v California 1973 and Ginsberg v New York 1968) or child pornography (re: 18 US Code 2252).
- Use of City of Corona Internet services that interferes with or disrupts the City's local area network users, services, or equipment.
- Intentionally seeking out information on, obtaining copies of or modifying files and other data which is private, confidential or not open to public inspection, unless specifically authorized to do so by the file owner.
- Copying software without determining that permission to do so has been granted by the file owner.

Representing oneself electronically as another, unless specific permission to do so has been granted. Accessing a web site or location on the Internet where a fee is charged. Employees acquiring such charges will bear sole responsibility for them.