

Town of Pembroke

Electronic Messaging and Internet Acceptable Use Policy

Effective July 1, 2017

Introduction

The Town of Pembroke established an Information Technology (IT) Committee in 2012. The IT Committee meets on a regular basis to coordinate, improve and streamline the IT efforts for Town Departments, Boards, Committees, and Commissions. The Town of Pembroke encourages responsible, effective and lawful use of Town owned and supported electronic devices and systems as a means for employees to fulfill their individual job duties and responsibilities. Inappropriate use of your Internet and E-mail privileges may result in disciplinary action up to and including termination of your employment with the Town of Pembroke.

Purpose

In view of the potentially serious consequences that may result from the misuse of the Internet and E-mail at work, the Town of Pembroke has issued this policy to provide you with direction and guidance for the acceptable and responsible use of Town owned and supported electronic devices and systems. All employees must read, sign and return the final page of this policy to your Department Head as acknowledgement of receipt and understanding of these requirements.

Scope

This policy applies to all Town employees. "Employees" for the purpose of this policy shall include: all full or part-time employees of the Town of Pembroke, as well as contract employees; individual consultants; temporary employees; seasonal employees; volunteers; trainees; student interns; members; directors; officers; partners; agents; and subcontractors. The use of Town of Pembroke resources implies an understanding of an agreement to this policy.

Policy

Employees should have **no expectation of privacy** when using Town owned and supported electronic devices and systems. All use is continuously monitored to ensure compliance with this policy. The use of town resources constitutes express consent for the Town to monitor and/or inspect any data that users create or receive, any messages they send or receive, and any web sites that they access.

Employees should not use town provided E-mail messaging systems for confidential matters that are not intended for public disclosure.

Each Board, Commission, and Committee shall designate a procedure in which all electronic files containing town business are retained for public record.

Town owned and supported electronic devices and systems are town property. Any content residing on or sent from these devices and systems is Town property.

Incidental personal use of Town Internet and E-mail systems, while not encouraged, is permissible at the discretion of your Department Head. Personal use must not interfere with an employee's work performance and must not violate the unauthorized use guidelines within this policy.

Internet and E-mail access is a privilege provided to employees to help them conduct official

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Town business and may be revoked at any time.

Employees are prohibited from accessing Internet sites or sending any E-mail containing material that is sexually explicit, gambling related or that contains defamatory, harassing, threatening or otherwise offensive content.

Any employee that is requested by an external vendor/consultant/contractor to participate in a remote control type session with the external vendor/consultant/contractor must contact an IT Committee member to request the ability to participate, with exception for recurring sessions with vendors. Each request will be reviewed on an individual basis and a determination issued upon review by the IT Committee.

Confidential, federal or personally identifiable information must never be transmitted via E-mail unless it is sent utilizing an authorized encrypted secure E-mail option approved by the Town.

E-mail must not contain confidential information in the subject line.

Faxes received in an employee's E-mail inbox may not be forwarded to non-Town E-mail addresses unless they are sent via the secure E-mail option.

Non-business related E-mail sent into Town's server via the Internet may be "blocked" and not delivered to the intended recipient. The Town may "block" and prevent employee access to any Internet site.

Employees utilizing Town issued devices may only access the Internet through Town approved firewalls. Under no circumstances may employees use public modem, WLAN (Wireless Local Area Network), or WWAN (Wireless Wide Area Network). Employees are encouraged to contact their Department Head or an IT Committee member for more information.

All Internet pages and E-mail content are scanned for viruses and malicious software and any Internet content containing a virus or malicious software will not be allowed into the Town's network.

The Town's Global Address List will not be made available for public access unless a public records request is filed in accordance with G.L. c.66, §10 and G.L. c.4 §7(26).

As with any other application, Town employees are forbidden from sharing their accounts with anyone except their Department Heads.

Employees are required to notify a member of the IT Committee upon receipt of any E-mail containing sexually explicit material and/or content that is defamatory, harassing, threatening or offensive in nature, or any other item of concern that is received.

Employee Responsibilities

Department Heads must ensure that their employees comply with this policy and all standards, guidelines and laws referenced within this policy.

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Department Heads must ensure that their employees safeguard the confidentiality and integrity of the Town's information as part of the ongoing business process and their individual work assignments.

Employees are expected to ensure that content within all Town owned and supported devices and systems is appropriate for the workplace and must be able to withstand public scrutiny, as any information contained within these systems can be subject to public disclosure.

Non-compliance/Unauthorized Use

Unauthorized use of Internet and E-mail includes, but is not limited to:

- Accessing personal or non-Town mail servers, including personal E-mail accounts, unless granted prior authorization by Department Head.
- Storing or forwarding Town information using non-Town mail servers, including personal E-mail accounts, unless granted prior authorization by Department Head.
- Sending obscene, defamatory, harassing or threatening messages or messages containing sexually explicit material.
- Sending or posting any material or images that may be offensive or demeaning to any person based upon their race, sex, religion or sexual orientation.
- Using an unauthorized encryption method or sending unencrypted confidential information, including but not limited to, names, addresses, social security numbers, tax and child support data over the Internet or via E-mail.
- Sending or posting messages with a disguised or false identity.
- Gaining or attempting to gain unauthorized access to any computer, computer records, data, databases or electronically stored information.
- Distributing chain letters, conducting illegal activities, or soliciting information for personal gain or profit via the Internet and/or E-mail is strictly prohibited.
- Engaging in public instant messaging and/or accessing bandwidth intensive services.
- Violating any local, state or federal law.
- Making or posting indecent remarks and proposals.
- Prior to uploading or downloading any software employees must contact IT Committee for authorization. Depending on the software download request, IT Committee may require a formal request defining the business need. This request must come from a Department Head

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and may be reviewed by the IT Committee at the next available IT Committee meeting.

- Knowingly spreading a computer virus.

Penalties

Non-compliance or unauthorized use of the Internet and/or E-mail may result in a direct violation of federal and state statutes.

Procurement

The Town recognizes that departments have specialized technology needs which may require the purchase of hardware and software to meet those needs. However, the IT Committee must ensure that the technology can be integrated into the current infrastructure prior to it being purchased and/or installed.

In the event that your office requires a purchase of hardware or software to enhance the job performance the Department Head is required to present the proposal to the IT Committee at a scheduled IT Committee meeting. The appointment will be added to the Agenda and posted before the meeting in accordance with MGL c.30 §20(b). This will give the committee the opportunity to review the purchase for any compatibility issues. Knowing potential issues before the purchase allows for a smoother implementation and a more accurate cost assessment of the proposed purchase or project.

Support

In the event that you experience operating issues with your workstation equipment, including but not limited to computer hardware, software and telephone, please contact someone on the IT committee immediately for assistance. They can discuss the issue with you and determine whether a call to the outside service contractor is necessary. If it is determined that outside assistance is required, the IT Committee member will remain in contact with the engineer throughout the solution process.

Department heads MUST notify a member of IT Committee immediately of any personnel changes within your office. This includes but is not limited to, new hires, terminations, retirement, temporary hires, seasonal workers, interns, outside vendor changes etc.

IT Committee contact information is listed in the table below.

IT Committee Member	Department	Telephone	Email (preferred)
Cathy Salmon (Chairman)	Assessor	781-709-1414	csalmon@townofpembrokemass.org
Sabrina Chilcott	Selectmen	781-709-1402	schilcott@townofpembrokemass.org
Kathleen McCarthy	Treasurer	781-709-1417	kmccarthy@townofpembrokemass.org
Deborah Wall	Library	781-293-6771	dwall@sailsinc.org
Kristine Fraser	Fire	781-293-2300	kfraser@pembrokefire.org
Sheila Landy – Support Specialist	Health	781-709-1407	slandy@townofpembrokemass.org
Casey Driscoll – Support Specialist	Selectmen	781-709-1416	ctobin@townofpembrokemass.org