



City of Long Beach
Department of Human Resources

PERSONNEL POLICIES AND PROCEDURES

Subject: **CITY COMPUTER, E-MAIL AND INTERNET USE** Effective: **May 20, 2009**
Number: **1.11**

I. POLICY STATEMENT

The purpose of this policy is to guide the appropriate use of City-supplied computers and related equipment, networks, software, e-mail and Internet access by employees and contractors and to ensure City computer resources are secure and reliable while enhancing the productivity, efficiency and effectiveness of City operations. All files, including e-mails, are property of the City and are subject to audit and review even if sent as authorized incidental personal use of the computer. There is no expectation of personal privacy.

II. PROCEDURES

A. Application

All current employees and contractors (hereafter “covered individuals”) who have access to the City’s computers and related systems and who work in departments and offices directly responsible to the City Manager are covered by this regulation. It is requested that elective offices and other independent offices, commissions, boards, and departments also comply with this regulation.

B. Conditions of Employment/Service

The following conditions of employment/service apply to all covered individuals in their use of computers and related equipment, e-mail and Internet access:

1. All City computers (including laptop/notebook computers) and related equipment are formal communication and analytic tools. They should be used for City business-related purposes in a professional and courteous manner. Any use of City computer equipment for personal purposes, including sending and receiving e-mails and Internet access, shall be limited, brief, and infrequent provided that the use does not directly or indirectly interfere with City computer systems, or services, burden the City with additional incremental cost, interfere with other City computer users employment or other obligations to the City, or reflect negatively on the City or it’s employees. Covered individuals shall not use City computers and City provided Internet access to log onto personal e-mail accounts due to the potential of exposing the City’s information systems and network to viruses, worms or other unauthorized programs.
2. All files, including e-mails, are property of the City and are subject to audit and review even if sent as authorized incidental personal use of the computer. There is no expectation of personal privacy. City computers and

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related equipment/systems are the sole and exclusive property of the City and may be monitored when the City deems it necessary to do so.

3. City e-mail users should use care when sending e-mail messages from City supplied e-mail addresses. Messages should be professional. The text of any e-mail should be appropriate to be sent as a signed letter on City letterhead. E-mail users should consider that certain e-mails may constitute electronic public records subject to inspection and copying under the Public Records Act.
4. Internet access is for City business-related purposes (see section A above). Covered individuals should not have any expectation of privacy regarding websites accessed through the City's computers and network systems. The City will monitor individual Internet access and produce reports documenting Internet use.
5. Covered individuals are strictly accountable for the use of their personal password as it provides an audit trail for system activity.
6. Covered individuals shall use a strong password to gain access to the City's computer network. Please refer to AR 8-29 Network Password Policy for strong password guidelines. When not using the computer, covered individuals are to log-off or shut down the computer.
7. Hardware or software, which is requested by a user department, may only be installed, changed, removed or added by authorized personnel.
8. The following are restricted activities under this policy:
 - a. The City prohibits unauthorized copying, transfer, or reproduction of City owned software. Loading of privately owned software, or non-City software, must be approved in advanced by authorized personnel.
 - b. Covered individuals shall not access, take, copy or send data or files that disclose sensitive, personal, confidential or proprietary information without appropriate authorization.
 - c. Covered individuals shall not attempt to decode system or user passwords; or read, delete, copy or modify data without appropriate authorization; or attempt to gain unauthorized access to any City equipment, computers or technology system.
 - d. Covered individuals shall not share passwords with anyone. Passwords shall not be revealed in e-mail messages or saved on files in any computer system. All passwords are to be treated as confidential City information.

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- e. Covered individuals shall not use City computers and related equipment/ systems to engage in non-City related social activities, individual charity sponsorships, political activities, employee association/union business, commercial use for profit, outside employment, or other activities outside of their job scope without appropriate authorization.
- f. Covered individuals shall not use City computers and related equipment, City e-mail or Internet access to create, send, forward, reply to, transmit store, display, copy, download, read, or print inappropriate material. This includes, but is not limited to, material that is: unlawful or illegal; obscene or pornographic; defamatory; threatening; offensive; or violates the City's discrimination or harassment policies, as well as jokes and chain letters.
- g. Covered individuals shall not use City computers and City provided Internet access to log on to personal e-mail accounts due to the potential of exposing the City's information systems and network to viruses, worms or other unauthorized programs.
- h. Covered individuals shall not download or install audio, video, or data files on City equipment for personal use, including but not limited to, photos, music and movies.

C. Violation of Policy

Covered individuals who violate this policy may have their computer and technology system usage and access, and related privileges, revoked or suspended, and may be subject to progressive disciplinary action, up to and including termination. Violations of local, state, and federal laws carry additional penalties.

D. Notification

All covered individuals are directed to acknowledge receipt of this policy by signing a condition of employment/service form indicating they have received, read, understand, and will abide by its provisions. If a covered individual declines to sign, a witness shall make a notation that the individual has received the information.

The original form shall be placed in the personnel file and a copy shall be given to the employee, or attached to a contractor's service agreement.

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E. Responsibilities and Guidelines

Covered individuals are responsible for complying with this policy. Managers and supervisors are responsible for enforcing this policy. The Technology Services Department is responsible for assisting and administering this policy.

Newly hired covered individuals shall be given this document during the orientation process.

F. Definitions

1. "Personal Computer" -- means a microcomputer designed for individual use for applications such as word processing, financial analysis, data management, and graphic presentations and to access e-mail and the Internet.
2. "E-mail" – means messages entered into a personal computer or personal communications device and sent to a receiving personal computer or device. This refers to e-mail on the City's network and on the Internet.
3. "Internet" -- means a world-wide collection of publicly accessible networks linked together for the exchange of information and services.
4. "Independent Contractor" – means a person who contracts to supply certain materials or do certain work for a stipulated sum for the City; not a City employee.

G. REFERENCES

Administrative Regulation 8-30 -- Use of City Computer and Related Equipment and Use of E-mail and Internet
Administrative Regulation 8-29 – Network Password Policy

H. APPENDICES / FORMS

City Computer, E-mail and Internet Use Policy Statement and Conditions of Employment/Service Form

**City of Long Beach
Department of Human Resources**

**City Computer, E-mail and Internet Use Policy Statement and
Conditions of Employment/Service
(Administrative Regulation 8-17/Personnel Policy 1.11)**

The City of Long Beach supplies computers and related equipment, e-mail and Internet access to employees and independent contractors to enhance the productivity, efficiency and effectiveness of City operations. It is a condition of employment/service that all current employees and independent contractors (hereafter "covered individuals") who have access to the City's computers and related systems comply with the following Conditions of Employment/Service:

- A. All City computers, including laptop/notebook computers, and related equipment are formal communication and analytic tools. They should be used for City business-related purposes in a professional and courteous manner. Any use of City computer equipment for personal purposes, including sending and receiving e-mails and Internet access, shall be limited, brief, and infrequent provided that the use does not directly or indirectly interfere with City computer systems or services, burden the City with additional incremental cost, interfere with other city computer users employment or other obligations to the City, or reflect negatively on the city or its employees.
- B. All files, including e-mails, are property of the City and are subject to audit and review even if sent as authorized incidental personal use of the computer. There is no expectation of personal privacy. City computers and related equipment/systems are the sole and exclusive property of the City and may be monitored when the City deems it necessary to do so.
- C. City e-mail users should use care when sending e-mail messages from City supplied e-mail addresses. Messages should be professional. The text of any e-mail should be appropriate to be sent as a signed letter on City letterhead. E-mail users should consider that certain e-mails may constitute electronic public records subject to inspection and copying under the Public Records Act.
- D. Internet access is for City business-related purposes (see section A above). Covered individuals should not have any expectation of privacy regarding websites accessed through the City's computers and network systems. The City will monitor individual Internet access and produce reports documenting Internet use.
- E. Covered individuals are strictly accountable for the use of their personal password as it provides an audit trail for system activity.
- F. Covered individuals shall use a strong password to gain access to the City's computer network.
- G. Hardware or software, which is requested by a user department, may only be installed, changed, removed or added by authorized personnel.
- H. The following are restricted activities under this policy:

1. The City prohibits unauthorized copying, transfer, or reproduction of City owned software. Loading of privately owned software, or non-City software, must be approved in advanced by authorized personnel.
2. Covered individuals shall not access, take, copy or send data or files that disclose sensitive, personal, confidential or proprietary information without appropriate authorization.
3. Covered individuals shall not attempt to decode system or user passwords; or read, delete, copy or modify data without appropriate authorization; or attempt to gain unauthorized access to any City equipment, computers or technology system.
4. Covered individuals shall not share passwords with anyone. Passwords shall not be revealed in e-mail messages or saved on files in any computer system. All passwords are to be treated as confidential City information.
5. Covered individuals shall not use City computers and related equipment/ systems to engage in non-City related charitable or social activities, political activities, employee association/union business, commercial use for profit, outside employment, or other activities outside of their job scope without appropriate authorization.
6. Covered individuals shall not use City computers and related equipment, City e-mail or Internet access to create, send, forward, reply to, transmit store, display, copy, download, read, or print inappropriate material. This includes, but is not limited to, material that is: unlawful or illegal; obscene or pornographic; defamatory; threatening; offensive; or violates the City's discrimination or harassment policies, as well as jokes and chain letters. If an employee inadvertently goes to an inappropriate website, it is highly encouraged to inform his/her supervisor of the incident.
7. Covered individuals shall not use City computers and City provided Internet access to log on to personal e-mail accounts due to the potential of exposing the City's information systems and network to viruses, worms or other unauthorized programs.
8. Covered individuals shall not download or install audio, video, or data files on City equipment for personal use, including but not limited to photos, music, and movies.

My signature on this document indicates that I have received and read the City Computer, E-mail and Internet Use Policy Statement and Conditions of Employment/Service and that I will abide by this policy and conditions of employment. Any attempt to violate this policy may result in having my computer use and access, and related privileges, revoked or suspended, and may be subject to progressive disciplinary action, up to and including termination. Violations of local, state, and federal laws carry additional penalties.

Employee Name (printed)

Signature

Date