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**The above is for *digital automation only* and is not meant to be an integral part of the whole.**

This document is meant to replace in whole all of the following:

WIN 5:00:10:98    Computer Use and Information Policy

WIN 5:00:11:98    Computer Virus Policy

WIN 5:00:12:98    Hard Disk Backup and Restore Procedures

## **INFORMATION TECHNOLOGY POLICY:**

### **SECTION ONE: PURPOSE**

- A. The purpose of this policy is to better serve the community, and provide employees and others connected with the Town the best tools to complete their required tasks.
- B. **The Town of Windham** makes available to its employees and, as necessary and appropriate, volunteers (i.e. Trustees), with access provided by the Town to one or more forms of electronic media and services, including computers (incl. software), e-mail, telephones, (includes Cell Phones), voicemail, fax machines, external electronic bulletin boards, wire services, online services, intranet, and the World Wide Web.
- C. **The Town of Windham** encourages the use of these media and associated services, as it believes they enhance the efficiency and effectiveness of communication, and serve as valuable sources of information about vendors, customers, technology, and new products and services. However, all employees and others connected with the Town should remember that electronic media and services provided by the Town are Town property. Their purpose is to facilitate and support Town operations, and all computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.
- D. To ensure that all employees and others connected with the Town are responsible in their use of these services, the following guidelines have been established for using e-mail and the Internet. While no policy can lay down rules to cover every possible situation, this document is designed to express **The Town of Windham's** philosophy and set forth general principles when using electronic media and services provided by the Town.

### **SECTION TWO: PROHIBITED COMMUNICATIONS**

Electronic media cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

1. Discriminatory or harassing;
2. Derogatory to any individual or group;
3. Obscene, sexually explicit or pornographic;
4. Defamatory or threatening;
5. In violation of any license governing the use of software; or
6. Engaged in any purpose that is illegal or contrary to **The Town of Windham's** established policies or interests.

**SECTION THREE: PERSONAL USE**

The computers, electronic media and services provided by The Town of Windham are maintained primarily for business use to assist employees and others connected with the Town in the performance of their jobs. Limited, occasional, or incidental use of electronic media (i.e. sending or receiving email) for personal, non-business purposes is understandable and acceptable. Such activity should be done in a manner that does not negatively affect the systems' use for business purposes, and employees and others connected with the Town are expected to demonstrate a sense of responsibility and not abuse this privilege.

**SECTION FOUR: ACCESS TO EMPLOYEE COMMUNICATIONS**

A. Generally, electronic information created and/or communicated by an employee or other connected with the Town using e-mail, word processing, utility programs, spreadsheets, voicemail, telephones, Internet and bulletin board system access, or similar electronic media, is not reviewed by the Town. However, the following conditions should be noted:

**The Town of Windham** does routinely gather logs for some electronic activities and/or monitor employee communications directly, e.g., telephone numbers dialed, time at which calls are made, call length, and sites accessed for the following purposes:

1. Cost analysis;
2. Resource allocation;
3. Optimum technical management of information resources; and
4. Detecting patterns of use that indicate employees or others connected with the Town are violating Town policies or engaging in illegal activity.

B. **The Town of Windham** reserves the right, at its discretion, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other Town policies.

C. Employees and everyone connected with the Town should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

**SECTION FIVE: MAINTENANCE, UPGRADES, VIRUS PREVENTION**

All hardware maintenance, additions and connections are to be completed by an authorized technician, this is to include but is not limited to Printers, Scanners, Cameras, PDA's, and USB devices of a permanent nature as well as the software associated with such devices.

To prevent computer viruses from being transmitted through the Town's computer system, a Town wide, network based enterprise anti-virus application is installed, at no time should this application be disabled or removed with out authorization, additionally, unauthorized downloading and/or installation of any software not authorized or purchased by the Town is strictly prohibited. Only software registered through **The Town of Windham** may be downloaded and/or installed. Employees should contact their supervisor, Department Head or the Information Technology Director if they have any questions.

**SECTION SIX: SECURITY/APPROPRIATE USE**

- A. Employees and others connected with the Town must respect the confidentiality of other individuals' electronic communications. Except in those cases where explicit authorization has been granted by the Town Administrator, employees and others connected with the Town are prohibited from engaging in, or attempting to engage in:
  - 1. Monitoring or intercepting the files or electronic communications of other employees or third parties;
  - 2. Hacking or obtaining access to systems or accounts they are not authorized to use;
  - 3. Using other people's log-ins or passwords; and
  - 4. Breaching, testing, or monitoring computer or network security measures.
- B. No e-mail or other electronic communications shall be sent that attempts to hide the identity of the sender or represents the sender as someone else.
- C. Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- D. Anyone obtaining electronic access to other entities' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

**SECTION SEVEN: ENCRYPTION**

Employees and others connected with the Town can use encryption software supplied to them by the Information Technology Director for purposes of safeguarding sensitive or confidential business information. Employees and others connected with the Town who use encryption on files must be prepared to provide their supervisor with the access code, password or encryption keys necessary to access the files.

**SECTION EIGHT: PARTICIPATION IN ONLINE FORUMS**

- A. Employees and others connected with the Town should remember that any messages or information sent on Town-provided facilities to one or more individuals via an electronic network (i.e. Internet mailing lists, bulletin boards, and online services), are statements identifiable and attributable to **The Town of Windham**.
- B. **The Town of Windham** recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of a news group devoted to the technical area. Examples of this type of forum currently in use are Plan-Link, & NH-Login.

**SECTION NINE: VIOLATIONS**

Any employee or other connected with the Town who abuses the privilege of their access to e-mail or the Internet in violation of this policy will be subject to corrective action, loss of unrestricted access or, possibly, termination of employment, legal action, and criminal liability.

**SECTION TEN: EMPLOYEE AGREEMENT ON USE OF E-MAIL AND THE INTERNET**

I, the undersigned, have read, understand, and agree to comply with the foregoing policies, rules, and conditions governing the use of **The Town of Windham's** computer and telecommunications equipment and services. I understand that I have no expectation of privacy when I use any of the telecommunication equipment or services. I am aware that violations of these guidelines on appropriate use of the e-mail and Internet systems may subject me to disciplinary action, including but not limited to: loss of unrestricted access, termination of employment, legal action, or criminal liability. I further understand that my use of the e-mail and Internet may reflect on the image of **The Town of Windham** to our residents, and that I have responsibility to maintain a positive representation of the Town. Furthermore, I understand that this policy can be amended at any time.

**EMPLOYEE CERTIFICATION:**

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Adopted by the Board of Selectmen: August 8, 2005**

**Roger Hohenberger  
Galen Stearns  
Margaret Crisler  
Alan Carpenter  
Bruce Breton  
Board of Selectmen**