



TOWN OF NEWTON NEW HAMPSHIRE



Information Technology (IT) Resources Policy

**ADOPTED
October 18, 2022
Amended November 1, 2022**

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TOWN CLERK

DATE

Town of Newton, NH
IT Resource Policy
Information Technology (IT) Resources Policy

I. Purpose

- A. The purpose of this Information Technology Resources Policy ("Policy") is to establish general principles for the Town of Newton, New Hampshire ("Town") employees for use of technology provided by the Town.
- B. Computers, computer networks and files, the E-mail system, voice mail system, Internet access, PDAs, telephones/cell/smart phones (iPhones, etc.), fax machines, online services, social media accounts, and all other electronic devices, services, platforms, and software furnished to or made available to employees by the Town (collectively referred to in this Policy as "IT Resources") are the property of the Town and are intended for Town business use only. The purpose of the IT Resources is to to facilitate and support Town operations and communications, ensure appropriate use of those IT Resources, maintain security of the Town's information technology systems, and instill trust in employees, residents, and others in the Town.
- C. All employees are obligated to use IT Resources in a professional, ethical, and lawful manner, consistent with this Policy, and are responsible for using the IT Resources in a way that furthers the best interests of the Town. No employee should have any expectation of privacy in their use of IT Resources or with respect to any information stored in, created, received, or sent using IT Resources.

II. Passwords

- A. Employees shall not use a password, access a file, or retrieve any stored communication, other than their own, without authorization. Security and individual passwords shall remain confidential and shall not be shared or misused by other employees or anyone outside the Town. Notwithstanding the foregoing, employees must share passwords with the Information Technology Department ("IT Department") upon request. The use of passwords does not create a right of privacy or diminish the Town's right to access and/or monitor IT Resources.
- B. All passwords that are used by employees with regard to IT Resources, including websites, must be password protected and be a minimum of fourteen (14) characters. Passwords must include at least one (1) upper and lower case letter, one (1) number, and one (1) special character.

III. E-Mail

- A. E-mail is a communication tool to be used for Town business purposes. It may not be used to send personal messages (except for limited and occasional personal use, provided that such limited and occasional personal use does not interfere with work or violate any Town policies), to solicit others for commercial ventures, to contact outside organizations (except to conduct Town business), or for other non-business matters. Generally, employees should not put anything into an E-mail that would not be appropriate for an official Town

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memo. E-mail messages and other electronic communications should be written with the same care, judgment, and responsibility as would be used with business correspondence on Town letterhead. In addition, any external telecommunication, E-mail or otherwise, should be for Town business purposes only and must comply with the Town's policies. Employees shall not use vulgar, profane, offensive, or sexually explicit language in any email.

- B.** Unofficial email accounts are defined as any email account outside of the Town's network identifying as the Town or its departments. These types of email accounts cannot be used for Town business unless authorized by Town Administrator upon advice from the IT Department. The Town reserves the right to access and/or view all emails from these non-Town accounts if they are used for Town business.

IV. Town Monitoring

The Town reserves the right, but does not have the duty, to access and review at any time all information in any of the Town's IT Resources to ensure IT Resources are being used in compliance with the law, this Policy, and other Town policies. The Town reserves the right to install filters and/or to monitor employee use with or without notice to employees. This may also include monitoring or retrieving deleted files, metadata, and other electronic information stored on the Town's central back-up systems or otherwise available as part of its data management. For this reason, employees should not have an expectation of privacy in their use of Town owned computers, E-mail system, Internet, or other IT Resources. If employees have sensitive information to transmit, they should use other means.

V. Social Media

Social media accounts such as Facebook, Twitter, Instagram, etc. that are not authorized or could be reasonably assumed to be affiliated with, sponsored by, or sanctioned by the Town or any departments within the Town are prohibited. In the event that the Town establish any social media accounts in the name of the Town or its departments, such accounts shall only be used for Town-business and only those officials designated to use those social media accounts shall be allowed to use those social media accounts. Individuals so authorized to post or create content in the name of the Town shall not use offensive, profane, sexually suggestive, or vulgar language, and shall, at all times act in a respectful and professional manner.

VI. Internet Use

Access to the Internet is also intended for town business use. Employees should keep non-business use of the Internet to a minimum, ensure that it does not interfere with work, and ensure that any such use complies with all Town policies. IT Resources should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of others to access and use the system. Internet access shall not be used to access in any way that may compromise or jeopardize the Town's IT Resources, including, but not limited to, pornographic websites, sexually suggestive material, or such other sites which are offensive, harassing, or may otherwise damage the reputation of the Town. The Town may terminate or suspend an employee's access to internet in the event that Internet use is abused or is in violation with this policy.

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VII. Town issued Cellular/Smart Phones

To assist employees and officials in the conduct of their duties, the Town may issue cellular/smart phones. Under those circumstances, Town issued cellular/smart phone devices are a communication tool to be used for town business purposes. Town issued cellular/smart phone devices may not be used to send personal messages (except for limited and occasional personal use, provided that such limited and occasional personal use does not interfere with work or violate any Town policies), to solicit others for commercial ventures, to contact outside organizations (except to conduct Town business), or for other non-business matters. In addition, any external telecommunication, E-mail or otherwise, should be for business purposes only and must comply with the Town's policies. Cellular/smart phone device issuance will be at the discretion of the Department head. All phone bills will be processed through the Bookkeeper's office. All cellular/smart phone devices will have their serial numbers registered in the Town Hall database. All Town employees are required to seek approval prior to any changes to their cellular/smart phone device information and notify the Town Administrator so that the database can be updated.

The Town will not reimburse employees for the use of their personal devices for Town business, unless the Town decides to make an exception. In the event that the Town reimburses employees for the use of their personal device, the employee shall not engage in any conduct or take any action on the part of the Town which would bring the Town into disrepute, or which would otherwise constitute a violation of this Policy. The Town may terminate any such reimbursement upon the violation of this Policy.

VIII. Personal Devices

The use of personal devices for town business should be used on a limited basis or in an emergency. If the Town makes an exception to reimburse in whole or in part fees for personal devices (such as cell phones), then the Town reserves the right to access and/or view communications on those personal devices relevant to Town business, including voicemail, texts, call histories, etc.

IX. VEEO Policy Compliance

The Town strives to maintain a workplace free of harassment and discrimination. Therefore, the Town prohibits the use of its IT Resources in ways that are discriminatory on the basis of any protected classification. For example, downloading, displaying or transmitting sexually explicit images, messages, cartoons and off-color jokes, ethnic slurs and racial comments or other remarks that may be construed as harassing, derogatory to any individual or group, obscene, defamatory or threatening, in violation of any license governing the use of software, illegal, or discriminatory against others is not allowed. Employees may not use IT Resources to conceal or misrepresent their identity. All use of the Town's IT Resources must be lawful, responsible, and compliant with the Town's policies and rules of conduct.

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X. Software

- A.** The Town's computers, software, and other IT Resources are important assets of the Town and are to be used only in full compliance with the laws and only for the purposes required by the employee's position. Copyright laws protect a copyright owner's property rights in its software and provide substantial civil and criminal penalties for any violations. Software publishers have become increasingly vigilant in protecting their software; therefore, properly utilizing these resources in compliance with the law and any and all licenses or subscription agreements is more important than ever.
- B.** The following guidelines are to be observed by all Town employees, whether or not their computers or other IT Resources are located on Town property:
- No employee may install or store any software (even if the software is free or has been paid for by another party) on the hard drive of any Town computer or other IT Resource without prior written authorization from the IT Department;
 - No employee may move or copy any software acquired for use by the Town (except copies may be made as are reasonably required for backup or archival purposes);
 - No employee of the Town may lend the original or any copy of any software to other departments or other parties without first receiving written approval from the IT Department;
 - No employee may remove any software diskettes, drives, documentation, or user manuals acquired for use by Town employees from the Town's premises, to run on a personal computer or device or other non-Town computer or device, without first receiving written approval from the IT Department;
 - No employee may bring on Town premises or run on a Town computer or other IT Resource, any software acquired for use on a personal or other non-Town computer without first receiving written approval from the IT Department; and
 - No employee may access or attempt to gain access to a computer or other IT Resource or to a file or other information stored on a computer or other IT Resource to which that employee is not authorized.

XI. Maintenance

All hardware maintenance, additions and connections for IT Resources are to be completed by the IT Department.

XII. Sabotage is Prohibited

- A.** Destruction, theft, alteration, or any other form of vandalism, defacement, destruction, or sabotage of the Town's IT Resources is prohibited. The breaking into and/or corrupting of any IT Resource and/or hacking/jailbreaking into third party IT Resources using the Town's IT Resources is also prohibited. Likewise, the Town will not tolerate the use of viruses, worms, trojan horses, or other destructive programs.
- B.** Any vulnerability in the Town's IT Resources must be reported immediately to the IT Department.

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- C.** Employees may not disable or remove any anti-virus application or software installed by the Town.

XIII. Procedure Upon Termination of Employment

All information on the Town's IT Resources is the property of the Town. Deleting, altering, or sharing confidential, proprietary, or any other information during employment, while on administrative leave or after separation from employment is prohibited, unless the employee has prior authorization from the Town Administrator with full recommendation of the IT Department. Upon separation from employment, any IT Resources of Town employees including, but not limited to, computer or other business equipment, CDs, disks, zip drives, USB portable drives, personal digital assistants, smart phones and other removable drive devices, must be returned with the appropriate passwords, identification codes, and other information necessary for the Town to continue using its equipment.

XIV. Consequences for Violating this Policy

Any violations of this Policy should be reported to a Town official. Violations of this Policy may lead to disciplinary action, up to and including termination of employment, legal action, and/or civil or criminal liability.

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Acknowledgment

I _____ hereby confirm that I have received, read, or have had it read to me, and understand the Information Technology Resource Policy. I understand that it is my responsibility to comply with the policy as a condition of my employment with the Town of Newton.

Employee's Printed Name

Employee's Signature

Date