



The purpose of this document is to establish the acceptable use of Municipal Information Technology Systems and Services (hereinafter referred to as "MITSS") by Users and to acknowledge privacy, security and legal issues.

MITSS is defined as voice, data, video and other information technology systems and services provided and owned by the City of Dover including but not limited to Internet access, municipal network access, e-mail, telephone, voicemail, fax, imaging devices, cellular phones and two-way radios.

"Users" shall mean all municipal employees, members of all boards, commissions and committees, elected officials, vendors and other persons accessing MITSS. Employees and vendors are responsible for reviewing and following the City's Administrative Regulation 2-805 Use of Communication Systems.

Using MITSS:

Users shall only use MITSS for acceptable uses and to achieve the goals of MITSS. Acceptable uses are uses relating to municipal business. The goals of MITSS are to provide effective means to communicate, to increase productivity, to perform research, to obtain information, and to assist Users in performing municipal function-related tasks. Only persons who have signed this document shall be permitted access to and use of MITSS.

Acceptable Uses

Examples of acceptable uses of MITSS include, but are not limited to:

- Communicating with colleagues, customers and citizens on municipal business matters, whether a one-to-one, committee, seminar or conference environment.
- Performance of municipal function-related tasks.
- Conducting research on the Internet to find and use online resources, problem-solve, stay current in one's municipal function.
- Accessing data (ex: State of New Hampshire applications) for which authorized access has been approved by both internal and external parties.

Prohibited Uses

Examples of prohibited uses of MITSS include, but are not limited to:

- Transmitting any information, message or material in violation of Federal, state, or local law.
- Accessing or distributing inappropriate, offensive or pornographic materials including jokes, slurs, etc. (Users who receive communications that may contain sexually, racially or ethnically inappropriate or offensive materials from other municipal Users should notify their immediate supervisor or the Human Resources Director if an employee or their staff liaison or City Manager if a non-employee. Users are prohibited from sending, forwarding or printing such communications, unless necessary to advise a supervisor, Human Resources Director, staff liaison or City Manager.)
- Storing in hard copy or electronic form any document, photo, video clip, audio file, executable file, etc., that may contain materials that would be considered sexually, racially or ethnically offensive. Storage of these types of materials for any reason other than official municipal business purposes is strictly prohibited.
- Intentional distribution of sensitive or confidential information to unauthorized persons.
- Distributing unauthorized broadcast messages or solicitations (SPAM).
- Using MITSS to accomplish personal business gain or to manage a business.
- Downloading, reproducing and/or distributing copyrighted materials not owned by the municipality, including software, photographs, music or any other media without appropriate authorization.
- Accessing or downloading any resource for which there is a fee without receiving the appropriate approval beforehand.
- Representing yourself as another User.
- Attempting to access any MITSS resource that a User is not authorized to access (hacking).
- Giving account information including username and password to anyone other than your department head, designated Information Technology administrators or the City Manager. (It is advised that you change your password immediately once maintenance or other tasks are complete.)
- Sending inappropriate communications from external accounts to any internal User account.
- Using MITSS for personal use during normal work hours except when such use is incidental to work related activities and infrequent.
- Transporting or copying municipal data on portable media or on a device not owned by the City of Dover unless expressly and properly authorized.



City of Dover, New Hampshire
Acceptable Use of Municipal Information Technology Systems and Services

Software:

Most information located on the Internet is software subject to the provisions of the Federal Copyright Law. Creating illegal copies of software or distributing software to third parties is not permitted. Users are responsible for using software in accordance with applicable license agreements.

Privacy:

The computer hardware system, software, and e-mail system are owned by the City of Dover, and all messages or data composed, stored, sent, or received using MITSS are and remain the property of the City of Dover. Users should have *no expectation of privacy* in either sending or receiving communications and other information while using MITSS. All City of Dover data, including communications, may be accessed, viewed, and/or reproduced by designated information technology administrators while performing system maintenance, handling virus prevention, fulfilling content screening responsibilities or responding to legally required inquiries.

Electronic media, specifically the Internet and e-mail, are not a secure communication network. Personal or privileged information sent via these media could be read by individuals other than the desired recipients. E-mail messages transmitted via the Internet may be stored on non-municipal systems, and may be available for review and distribution even when the original message has been deleted from all municipal systems. User communications in the form of e-mail may be a governmental record subject to inspection and release under the New Hampshire Right to Know Law irrespective of the device or server used to send or receive the communication. Users agree to cooperate with all Right to Know requests. In the event the City receives a Right to Know request or other court discovery request, Users who forward or direct e-mail received on MITSS to non-city accounts, servers, devices or hardware agree to provide, at their expense, access (including but not limited to photocopying) to all e-mail relating to municipal business matters that is received, sent and/or stored by the non-city accounts, devices, hardware or servers. Users using electronic media have the responsibility to respect the privacy and rights of others, and should not intentionally seek information on, obtain copies of, or modify files, communications, passwords and other data that belong to other Users.

Monitoring:

The municipality monitors the use of MITSS including, but not limited to, telephone call patterns and overall network and e-mail usage. The municipality occasionally accesses or views individual files, messages or attachments to protect the municipality against inappropriate use and/or to prevent the distribution and spread of viruses inside and outside the municipality's systems. Your use of MITSS owned and operated by the City of Dover may be monitored and is subject to release without prior notification. The municipality reserves the right to disclose the contents of any communication sent or received by any User, and will do so when it has a legitimate business need. Legitimate business needs may include, but are not limited to, the following:

- Investigation of suspected misuse of MITSS.
- Police investigations.
- Investigation related to pending or anticipated litigation.
- System administration and maintenance.
- Compliance with applicable laws, ordinances or court orders.

USER ACKNOWLEDGEMENT

You have been designated an authorized User of the MITSS owned and operated by the City of Dover. As an authorized User, you acknowledge your use will be related to legitimate City business in accordance with the Acceptable Use requirements. You are aware that prohibited and unacceptable use of MITSS by employees may result in disciplinary action up to and including discharge from employment. Prohibited and unacceptable use by non-employees may result in loss of privileges to use MITSS and other remedies as provided for in the City Charter, City Code or state law. Users shall bear their own legal expenses in defending against an alleged violation or provision of this policy. Your signature below indicates you have read, understand and agree to all of the above statements.

Print Name: _____
 Dept / Public Body / Vendor Name: _____
 Phone Number*: _____
 Signature: _____
 Date: _____

Dept Head / City Clerk
 Print Name: _____
 Dept Head / City Clerk
 Signature: _____
 Date: _____

*Is voicemail secure at this number so that we may leave your login credentials? Yes No



Routing Instructions:

Employees: Completed by User and submitted to supervisor. Reviewed by supervisor and forwarded to Department Head for signature. A copy is provided to User with original sent to the Office of Information Technology for account creation. Original is maintained with official personnel file.

City Council / Public Boards / Commissions: Completed by User and submitted to the City Clerk or Board / Commission chair respectively. A copy is provided to User with original sent to the City Clerk for signature and then to the Office of Information Technology for account creation. Original is maintained in the Personnel Office.

Vendors: Completed by User and submitted to municipal liaison. Reviewed by municipal liaison and forwarded to Department Head for signature. A copy is provided to User with original sent to Office of Information Technology for account creation. Original is maintained in the Personnel Office.