



City of Hendersonville

Internet Usage Policy

SUMMARY OF PROVISIONS

1. The City of Hendersonville has software and systems in place that monitor and record all Internet usage.
2. We reserve the right to inspect any and all files stored in private areas of our network in order to assure compliance with policy.
3. Sexually explicit material may not be displayed, archived, stored, distributed, edited or recorded using our network or computing resources.
4. Use of any City of Hendersonville resources for illegal activity is grounds for immediate dismissal, and we will cooperate with any legitimate law enforcement activity.
5. Any software or files downloaded via the Internet into the City of Hendersonville network become the property of the City of Hendersonville.
6. No employee may use City of Hendersonville facilities knowingly to download or distribute pirated software or data.
7. No employee may use the City of Hendersonville's Internet facilities to deliberately propagate any virus, worm, Trojan horse or trap-door program code.
8. Employees may use their Internet facilities for business-related research and communication only.
9. No employee may use City of Hendersonville email services to distribute chain letters or mass personal emails.
10. Employees with Internet access may not download any software that is not for direct business use, and may not install any software without explicit authorization from the IT Director. Downloaded software will be used only under the terms of its license.
11. Employees with Internet access may not use City of Hendersonville Internet facilities to download entertainment software or games, or to play games against opponents over the Internet.
12. Employees with Internet access may not upload any software licensed to the City of Hendersonville or data owned or licensed by the City of Hendersonville without explicit authorization from the IT Director.

***The entire Internet Usage Policy is attached to this document.
Please read the policy and return the Acknowledgment to Human Resources.***

OVERVIEW

The City of Hendersonville provides access to the vast information resources of the Internet to help you do your job and be well-informed. The facilities that provide access represent a considerable commitment of resources for telecommunications, networking, software, storage, etc. This Internet Usage Policy is designed to help you understand our expectations for the use of those resources in the particular conditions of the Internet, and to help you use those resources wisely.

While we've set forth explicit requirements for Internet usage below, we'd like to start by describing our Internet usage philosophy. First and foremost, the Internet facilities for the City of Hendersonville employees are a business tool, provided to you at significant cost. That means we expect you to use your Internet access for business-related purposes, i.e., to communicate with customers and suppliers, to research relevant topics and obtain useful business information (except as outlined below). We insist that you conduct yourself honestly and appropriately on the Internet, and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as you would in any other business dealings. To be absolutely clear on this point, all existing City of Hendersonville policies apply to your conduct on the Internet, especially (but not exclusively) those that deal with intellectual property protection, privacy, misuse of City of Hendersonville resources, sexual harassment, information and data security, and confidentiality.

Unnecessary or unauthorized Internet usage causes network and server congestion. It slows other users, takes away from work time, consumes supplies, and ties up printers and other shared resources. Unlawful Internet usage may also garner negative publicity for the City of Hendersonville and expose the City to significant legal liabilities.

Access to electronic communications gives each individual Internet user an immense and unprecedented reach to propagate City of Hendersonville messages and relay information. Because of that power, we must take special care to maintain the clarity, consistency and integrity of the City of Hendersonville's image and posture. Anything any one employee writes in the course of acting for the City of Hendersonville on the Internet could be taken as representing the City of Hendersonville's posture. That is why we expect you to forego a measure of your individual freedom when you participate in electronic communications as outlined below.

While our direct connection to the Internet offers a cornucopia of potential benefits, it can also open the door to some significant risks to our data and systems if we do not follow appropriate security discipline. As presented in greater detail below, that may mean preventing machines with sensitive data or applications from connecting to the Internet entirely, or it may mean that certain users must be prevented from using certain Internet features. The overriding principle is that security is to be everyone's first concern. City of Hendersonville employees can be held accountable for any breaches of security or confidentiality.

Certain terms in this policy should be understood expansively to include related concepts. “City of Hendersonville” includes all City departments. “Document” covers just about any kind of file that can be read on a computer screen as if it were a printed page, including the so-called HTML files read in an Internet browser, any file meant to be accessed by a word processing or desktop publishing program or its viewer, or the files prepared for the Adobe Acrobat reader and other electronic publishing tools. “Graphics” includes photographs, pictures, animations, movies or drawings. “Display” includes monitors, flat-panel active or passive matrix displays, monochrome LCDs, projectors, televisions and virtual-reality tools.

DETAILED PROVISIONS

A) General

1. The City of Hendersonville has software and systems in place that monitor and record all Internet usage. Our security systems are capable of recording (for each and every user) each World Wide Web site visit and each email message into and out of our internal networks, and we reserve the right to do so at any time. No employee should have any expectation of privacy as to his or her Internet usage. Our managers will review Internet activity and analyze usage patterns and they may choose to publicize this data to assure that City of Hendersonville Internet resources are devoted to maintaining the highest levels of productivity.
2. We reserve the right to inspect any and all files stored in private areas of our network in order to assure compliance with policy.
3. The display of any kind of sexually explicit image or document on any City of Hendersonville system is a violation of our policy on sexual harassment. In addition, sexually explicit material may not be archived, stored, distributed, edited or recorded using our network or computing resources.
4. The City of Hendersonville uses independently-supplied software and data to identify inappropriate or sexually-explicit Internet sites. We may block access from within our networks to all such sites of which we are aware. If you find yourself connected accidentally to a site that contains sexually explicit or offensive material, you must disconnect from that site immediately, regardless of whether that site had been previously deemed acceptable by any screening or rating program.
5. The City of Hendersonville's Internet facilities and computing resources must not be used to violate the laws and regulations of the United States or any other nation, or the laws and regulations of any state, city, province or other local jurisdiction in any material way. Use of any City of Hendersonville resources for illegal activity is grounds for immediate dismissal and we will cooperate with any legitimate law enforcement activity.
6. Any software or files downloaded via the Internet into the City of Hendersonville network become the property of the City of Hendersonville. Any such files or software may be used only in ways that are consistent with their licenses or copyrights.
7. No employee may use City of Hendersonville facilities to download or distribute pirated software or data.
8. No employee may use the City of Hendersonville's Internet facilities to propagate any virus, worm, Trojan horse or trap-door program code.

9. No employee may use the City of Hendersonville's Internet facilities to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user.
10. Each employee using the Internet facilities of the City of Hendersonville shall identify himself or herself honestly, accurately and completely (including one's City of Hendersonville affiliation and function where requested), when setting up accounts on outside computer systems.
11. Only those employees or officials who are authorized to speak to the media, to analysts or at public gatherings on behalf of the City of Hendersonville may speak/write in the name of the City of Hendersonville in any electronic communications. Where an individual participant is identified as an employee or agent of the City of Hendersonville, the employee must refrain from any political advocacy and must refrain from the unauthorized endorsement or appearance of endorsement by the City of Hendersonville of any commercial product or service not sold or serviced by the City of Hendersonville, its subsidiaries or its affiliates.
12. The City of Hendersonville retains the copyright to any material posted on the Internet by any employee in the course of his or her duties.
13. Employees are reminded that it is inappropriate to reveal confidential City of Hendersonville information or customer data on the Internet. Employees releasing such confidential information— whether or not the release is inadvertent — will be subject to the penalties provided in existing City of Hendersonville policies and procedures.
14. Use of City of Hendersonville Internet access facilities to commit infractions such as misuse of City of Hendersonville assets or resources, sexual harassment, unauthorized public speaking and misappropriation of intellectual property are also prohibited by general City of Hendersonville policy and will be sanctioned under the relevant provisions of the City's Personnel Policy.
15. Because a wide variety of materials may be considered offensive by colleagues, customers or suppliers, it is a violation of City of Hendersonville policy to store, view, print or redistribute any document or graphic file that is not directly related to the user's job or the City of Hendersonville's business activities.
16. Employees may use their Internet facilities for business-related research and communication only. It is understood that employees will receive occasional personal emails and may need to respond to these emails. These should be kept to a minimum however, as abuse of this provision will be a discretionary decision and viewed as violation of the Internet Usage Policy. There are no exceptions to the business-related research provision. Personal browsing, even on breaks, lunch, or after work hours is prohibited on the City's Internet Facilities.

17. No employee may use City of Hendersonville email services to distribute chain letters or mass personal email. Personal email includes any email that is not City business-related.
18. Employees with Internet access must take particular care to understand the copyright, trademark, libel, slander and public speech control laws of all entities with which the City of Hendersonville contacts, so that our use of the Internet does not inadvertently violate any laws which might be enforceable against us.
19. Employees with Internet access may not download any software that is not for direct business use, and may not install any software without explicit authorization from the IT Director. Downloaded software will be used only under the terms of its license.
20. Employees with Internet access may not use City of Hendersonville Internet facilities to download entertainment software or games, or to play games against opponents over the Internet.
21. Employees with Internet access may not use City of Hendersonville Internet facilities to download images or videos unless there is an express business-related use for the material.
22. Employees with Internet access may not upload any software licensed to the City of Hendersonville or data owned or licensed by the City of Hendersonville without the express authorization of the IT Director.

B) Technical

1. User IDs and passwords ensure individual accountability for Internet and Local Area Network resource usage. Any employee who obtains a password or ID for an Internet resource from the City of Hendersonville must keep that password confidential. City of Hendersonville policy prohibits the sharing of user IDs or passwords obtained for access to Internet sites.

IMPORTANT: Employees will be held accountable for any and all activity that takes place under their respective login. For this reason, employees should NEVER give out their password or allow someone else to log in under their username and then be left unsupervised. Employees should always log off when leaving their workstation unsupervised. In addition, employees are encouraged to use a unique password and to change their password often.

2. Employees should schedule communications-intensive operations such as large file transfers, video downloads, mass emailings and the like, for off-peak times.

C) Security

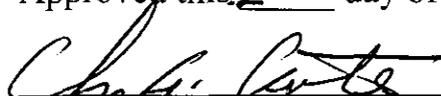
1. The City of Hendersonville has installed an Internet firewall to assure the safety and security of the City of Hendersonville's networks. Any employee who attempts to disable, defeat or circumvent any City of Hendersonville security facility will be subject to immediate dismissal.
2. Only those Internet services and functions with documented business purposes for the City of Hendersonville will be enabled at the Internet firewall.

D) Violations

1. The items addressed in this policy are common sense items and the use of the Internet is a privilege which can and will be revoked if it is abused. The primary purpose of this policy is to maintain a productive and professional work environment for conducting City business. Violations of this policy will be addressed in accordance with the City of Hendersonville's Personnel Policy. Depending on the nature and severity of the violation, disciplinary action will include, but is not limited to, loss of Internet privileges, disciplinary action, suspension, and termination. **If you have questions concerning what is an appropriate website or email ask yourself this question, "Does this website or email pertain to the performance of my job?"**

This policy will become effective on the first day of August, 2004.

Approved this 2nd day of August, 2004.


Chris A. Carter, City Manager

Attest:


Tammie K. Drake, CMC, City Clerk

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Internet Usage Policy Acknowledgment

I acknowledge that I have received a written copy of the Internet Usage Policy for the City of Hendersonville. I understand the terms of this policy and agree to abide by them. I realize that the City of Hendersonville's security software will record and store for management use the electronic email messages I send and receive, the Internet address of any site that I visit and any network activity in which I transmit or receive any kind of file.

I understand that any violation of this policy could lead to my dismissal from employment or even criminal prosecution. I further acknowledge this policy is being instituted by City Management in accordance with Section 8. Department Rules and Regulations and this Internet Usage Policy is a supplement to the Personnel Policy of the City of Hendersonville.

Signature of Employee

Employee Name (Printed)

Date