



## TOWN OF KENTVILLE POLICY STATEMENT I 1 INFORMATION TECHNOLOGY

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### 1.0 PURPOSE

To provide guidelines for the proper use, management and protection of all information technology resources within the Town of Kentville.

### 2.0 DEFINITIONS

### 3.0 SCOPE

This policy applies to all employees, including the Mayor and Members of Council and any other authorized persons, who use Town of Kentville information technology resources including personal computers and peripherals. This policy has the following objectives:

1. Define the proper use of network resources
2. Outline who is authorized to grant access and approve usage
3. Define responsibilities of the Information Technology Specialist
4. Ensure users understand their rights and responsibilities
5. Define Unlawful or Illegal Use

### 4.0 PROCEDURES

#### 1.0 Proper Use of Information Technology Resources

##### 1.1 Business Purpose

The information technology resources at the Town of Kentville exist solely to support the business purposes of the Town. In some cases it becomes difficult to distinguish between a business purpose and a non-business purpose. The *Internet e-mail* and *world wide web* are examples of where the business purpose can become blurred with personal or recreational use of these resources. The Town recognizes that strict enforcement of a business-only policy is not always practical in these cases. It is necessary, therefore to provide guidance rather than a strict statement of policy with regard to IT resources that fulfill purposes other than strictly Town business. Supervisors are authorized to use their judgement to determine if individual productivity is enhanced or reduced by the use of resources for other than a clear business purpose. Supervisors are required to forbid abuse of IT resources, such as misappropriation for personal or recreational use, but are authorized to permit such use where it enhances morale or productivity. The IT Specialist is authorized and required to report incidents of suspected or proven abuse of IT resources to the supervisor and to report noncompliance with this policy to the Director of Finance, and the Chief Administrative Officer.

Microcomputer hardware and software are corporate assets. They are supplied to users as tools to assist them in the completion of job responsibilities. These tools may be withdrawn, replaced, or upgraded at the discretion of the IT Specialist, the respective Director, and the Chief Administrative Officer.

##### 1.2 Unacceptable Use

The following behavior / conduct is unacceptable and grounds for disciplinary action:

- Breaking into accounts or cracking passwords is forbidden, nor should users share accounts.
- Users should not assume that a file being world-readable grants them authorization to read it.
- The deliberate or inadvertent spread of computer viruses.
- Copyrighted and licensed software may not be duplicated unless it is explicitly stated. Err on the side of caution. When in doubt, DO NOT COPY.
- Connecting any computer, network, system or any other equipment to the network.
- Installing personal or non-authorized software (executable files) on your computer and/or the network.
- Intentionally visiting sexually explicit web sites, web sites dedicated to prejudice and racial discrimination, and any other web sites that are obviously contrary to socially appropriate ideals.

### 1.3 Corporate Data

All information, data, and programs that are generated, entered, or created by any employee while performing their work are the property of the Town of Kentville.

This data and/or information is not to be released to anyone outside of the Town of Kentville without obtaining prior management approval. Where the possibility exists that information is covered under the Freedom of Information / Protection of Privacy Section, in the Municipal Government Act, approval of the FOIPOP administrator is required.

## 2.0 Access Approval

### 2.1 Granting Access and Approving Usage

Any request for access to network or IT resources must be approved by the Director.

## 3.0 System Administrator's Rights and Responsibilities

### 3.1 Maintaining User Areas

The network administrator does not monitor nor read a user's files, except in rare circumstances (such as system failure, or network maintenance.)

### 3.2 Backups

Backups of user and system files are made nightly. Weekly backup media is stored off-site (usually Thursday.)

### 3.3 System Maintenance

The IT Specialist will ensure that virus signatures for the Norton Antivirus Corp. Ed. detection software is updated at least daily (and more often where appropriate and/or necessary.)

### 3.4 Information Technology Strategy

As scheduled hardware and software upgrades are included in the IT Strategy, the IT Specialist, through consultation with all Departments, will prioritize users needs, and place IT resources where most needed. This will ensure the Town of Kentville is making the most efficient use of these resources.

## 4.0 User Rights and Responsibilities

### 4.1 Appropriate Use of Town Resources

All information technology resources exist solely to support the business purposes of the Town of Kentville. All hardware, software, peripherals and the information contained

therein is property of the Town of Kentville, and therefore subject to disclosure at the discretion of an employee's Supervisor, Director and / or the Chief Administrative Officer.

**4.2 Access to Corporate Data**

Employees must follow any corporate guidelines set out to address data management and facilitate the sharing of data within the Town of Kentville.

Requests for access to electronic information should be directed to the "owner" of the application which maintains that data. Users should not attempt to access information on the network or any other computing platform to which they have not been explicitly given access.

**4.3 Network Drive Capacity**

Drive space is limited on our network file server. Users are asked to monitor their personal and shared directories, to ensure space is not wasted. Options for reducing the amount of "on-line" disk space are:

- a) write archival data to CD (off-line storage) or backup to tape
- b) delete unnecessary data

**4.4 Installation of Software**

It is prohibited for users to install software of any kind onto their computer without approval from the IT Specialist. Users can copy documents or spreadsheet files to their local computer or personal area after a virus checker has verified that they are contaminant-free.

**4.5 Passwords**

You may not allow any person to use your password or to share your account on the network, or any other application. It is your responsibility to protect your account from unauthorized use by changing your password periodically and using passwords that are not easily guessed. Once a generic password has been established (such as a name), every user has the responsibility to change it to a unique password.

Any attempt to circumvent system security, guess other passwords, or in any way gain unauthorized access to local or network resources is forbidden. You may not use another person's computing account, attempt to forge an account identity, or use false account or e-mail address.

Every employee must ensure that all access to the Town network by non-employees of the Town, using his/her equipment complies with this Policy, otherwise the employee is deemed to have engaged in unacceptable use.

**4.6 Care for Equipment**

You are expected to take proper care of the equipment assigned to you. Report any malfunction to the IT Specialist immediately. Do not attempt to move, repair, reconfigure, modify, or attach external devices to the systems.

**4.7 Electronic Mail Usage**

Electronic mail accounts are provided for the express purpose of communicating business related information with other employees, and business partners of the Town. E-mail messages of a personal nature must be identified as such, and will be permitted so long as it does not overload the system, or receive any complaints from the recipients. The Chief Administrative Officer will deal with any problems that may arise from the use of electronic mail.

As with other forms of information, electronic mail is the property of the Town of Kentville. (See Section 4.1.) As such, users should treat e-mail similar to a memorandum or written document, not like a telephone conversation. Once an e-mail has been sent, the sender has little control over how their information is subsequently retained, accessed, used, or disclosed by the recipient.

Information of a confidential nature generally should NOT be sent by e-mail. Although internal e-mail is a highly secure environment, in the process of operating and maintaining e-mail systems, some messages may inevitably be read and, therefore, privacy can never be guaranteed. Internet messages pose a much larger privacy problem, and may be monitored by anyone.

#### 4.8 Internet Usage

In addition to the sections above that relate to Internet use, the following policies apply:

Each user is responsible to ensure that no contaminated attachments (with .exe or .com extension) are introduced into the network. Frequent virus scans will minimize risks.

#### 4.9 VPN (Offsite Remote Usage)

Users that have access rights to VPN (Virtual Private Network) to the main server for file usage are required to have up-to-date antivirus and firewall protection on their PC's. If these items are not kept up to date, the IT Specialist has the right to cease allowable access for that user. Please see the IT Specialist if you have any questions regarding this matter.

### 5.0 ADDITIONAL DOCUMENTS

### 6.0 POLICY REVISION HISTORY

Policy Created On:	June 29, 1999
Revisions:	June 28, 2004
	January 2017. Reformatted.



CAO Mark Phillips