



Acceptable Use of Information Technology Resources

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Department: Corporate Services	Authority: CAO
Effective Date: September 6, 2019	Revision Date: April 11, 2022
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Supersedes: Policy No. 06/05/23	
Related Policy No.: CS-IT-6	
Related Policy Name: Acceptable Use of Information Technology Resources	

1.0 PURPOSE

- 1.1 This procedure is intended to implement the Acceptable Use of Information Technology Policy and to provide protection for the Town and its approved users from illegal or damaging actions by individuals, either knowingly or unintentionally.

2.0 OPERATING GUIDELINES

- 2.1 The information in this procedure does not take precedence over the Freedom of Information and Protection of Privacy Act, and/or any legislation that takes precedence on topics including (but not limited to) human rights, privacy, commerce, communication or criminal code.
- 2.2 All users of the Town’s Information Technology resources must sign the Statement of Agreement with Human Resources before access may be granted.
- 2.3 The Town provides approved users with access to IT resources during working hours for work related purposes and to assist them in the performance of their work. IT resource access is restricted to official Town business only (see point 8 for exceptions).
- 2.4 The Town provides approved users with access to the internet during working hours for work related purposes and to assist them in the performance of their work. Internet access is restricted to official Town business only (see point 8 for exceptions). Internet access and usage includes but is not limited to:
 - 2.4.1 Sending and receiving electronic mail
 - 2.4.2 Acquiring software via the Internet
 - 2.4.3 Acquiring information via the Internet (browsing websites)



- 2.4.4 Doing electronic commerce over the Internet
- 2.4.5 Transferring information or data over the Internet
- 2.4.6 Streaming video or audio over the Internet
- 2.5 Access to the Internet and electronic mail for personal use (including but not limited to sports, entertainment, banking, employment) is permitted outside of scheduled hours of work provided that such use does not interfere with the operation of the Town's IT resources, is conducted in accordance with all the terms of this policy, and that the employee has the permission of their supervisor to access Town property outside of their scheduled hours of work.
- 2.6 All approved users are prohibited from using Torrent software or any other excessive usage of Internet bandwidth inside the Town network.
- 2.7 All IT resources acquired by the Town by purchase or lease and the data or work product created in the use of such Town IT resources belong to the Town of Taber.
- 2.8 All approved users should be aware that the Town's computer system creates records of every Internet Site visited and every e-mail message that is sent. Users utilizing IT resources shall have no expectation of privacy. The Town reserves the right to monitor, assess and audit the use of any and all Town IT resources used on the premises of the Town of Taber or in the carrying out of Town business activities. This is to ensure proper working order, appropriate use by users, and the security of Town data.
- 2.9 Periodically the Town may retrieve the contents of any user's communications in these systems. The Town may access user files, including archived materials of present or former users without user consent for any purpose related to maintaining the integrity of the network, the rights of the Town or others or for any other reasonable purpose. The Town has the right to utilize software that makes it possible to identify and block access to Internet Sites deemed inappropriate in the work environment.
- 2.10 Correspondence via IT resources is NOT guaranteed to be private. Network administration does provide a high level of internal privacy and network security, but users should be aware that electronic messages could be recovered even though deleted by the user.
- 2.11 Correspondence outside of the Town's local network via IT resources (e-mail, web, instant messaging, or any other medium) is PUBLIC unless appropriate approved encryption methods are used between the sender and recipient. Unless appropriate encryption exists, NO private or confidential intellectual property of the Town is to be transmitted or transferred using the Internet.
- 2.12 All software, hardware, or domain names purchased on behalf of the Town of Taber must be recorded and maintained by the IT Department.



- 2.13 Any staff member who undertakes the purchase of a domain name for a function, project, event, or other business purpose for the Town of Taber must have the domain registered by the IT Department after seeking approval from the CAO. Purchasing a domain name without the CAO's permission and the input and assistance of the IT Department is strictly prohibited and may result in the loss of information technology privileges or other appropriate discipline as decided by the CAO.
- 2.13.1 Domain ownership must contain technical and financial contact information. No specifically-named emails (ie: john.doe@taber.ca or derivatives) are allowed to be used for any domain name registrations. The generic emails for the financial contact shall be apclerk@taber.ca (or as otherwise designated by the IT Department). The IT Department email shall be it@taber.ca unless otherwise specified by the IT Manager.
- 2.13.2 The Town of Taber must always maintain ownership of the purchased domain and must keep records of the provider and credentials to access this domain information.
- 2.13.3 Due to security breach risks, the IT Department shall be solely responsible for managing the pointing of the DNS record of the domain through our DNS provider in order to control and maintain where the URL and/or domain is pointing for security purposes.
- 2.13.4 All domain hosting and purchasing costs shall be submitted to the IT Department for their consideration and budgeting processes prior to purchasing the domain.
- 2.13.5 The selection of a vendor for development and hosting a website for a purchased domain shall be done in conjunction with the IT Department. All vendors shall be screened to ensure they meet security requirements for hosting any Town of Taber information.
- 2.14 The Town requires that approved users conduct themselves in a responsible and professional manner while using IT resources reflecting the Town's commitment to honest, ethical and non-discriminatory business practices. Users must respect the copyrights, software licensing rules, property rights, privacy rights and federal and provincial laws as in any other business dealing.
- 2.15 All electronic documents which are created by or on the Town's computer or network, including Internet usage, are records for the purpose of the Freedom of Information and Protection of Privacy Act and may be accessible to the public pursuant to the provisions of the Act.
- 2.16 Approved users who do not have prior authorization from the Town's CAO are prohibited from downloading any files (including but not limited to exe, msi, jar, bat, cmd, js, vb, vbs, psc1, zip, rtf) from any IT resource such as the Internet or electronic mail at any time. Both the introduction of viruses into the Town's network and malicious tampering with any Town owned computer system could result in discipline up to and including termination of employment. If an approved user locates a file which requires downloading (for business purposes only) they are to contact the appropriate staff member responsible for IT resources for assistance.



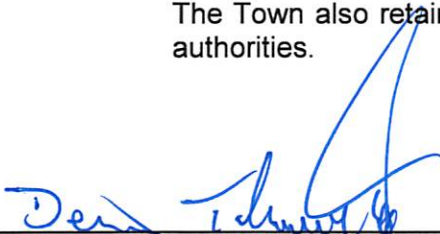
- 2.17 Approved users must respect information copyrights and software licenses. Unless otherwise noted, all software on the Internet should be considered copyrighted work. Therefore, all users are prohibited from downloading software and/or modifying any such files without permission from the copyright holder and the Town's CAO.
- 2.18 Approved users must not place Town of Taber material (copyright software, internal correspondence, etc.) on any publicly accessible Internet computer (The Town of Taber website, e-mail or file transfer sites) without prior permission from the Town's CAO.
- 2.19 Approved users have the responsibility to promptly report the theft, loss or unauthorized disclosure of the Town's proprietary information.
- 2.20 Approved users must lock their screen or log off their workstation when the device is unattended.
- 2.21 Inappropriate use of Town IT resources includes but is not limited to, knowingly or unintentionally doing or allowing any of the following:
 - 2.21.1 Misrepresenting or hiding your electronic identity including forging communications to make them appear to originate from another person;
 - 2.21.2 Accessing someone else's computer account without authority. Users shall NOT examine, change, or use another person's files or output for which they do not have explicit authorization;
 - 2.21.3 Providing unauthorized access to your account, or providing the means to do so;
 - 2.21.4 Intercepting or altering network packets;
 - 2.21.5 Accessing, reproducing or distributing copyrighted materials without permission;
 - 2.21.6 Violating terms of applicable software licensing agreements;
 - 2.21.7 Introducing worms or viruses or other code with destructive properties to Town IT resources;
 - 2.21.8 Sharing of passwords unless authorized;
 - 2.21.9 Allowing unauthorized access to the Town's information stores or data;
 - 2.21.10 Allowing unauthorized use of Town IT resources;
 - 2.21.11 Using the network to gain unauthorized access to any computer system;
 - 2.21.12 Connecting unauthorized equipment to the Town's network (Including USB sticks);



- 2.21.13 Attempting to circumvent data protection schemes or uncover security loopholes;
 - 2.21.14 Activities that will interfere with the normal operation of computers, terminals, peripherals, or Town's networks;
 - 2.21.15 Deliberately wasting/overloading computing or internet resources;
 - 2.21.16 Copying, modifying or browsing data files without authorization;
 - 2.21.17 Accessing IT resources you have not been specifically authorized to use;
 - 2.21.18 Accessing, uploading, downloading, distributing or possessing any material (including graphics and sound files) that is illegal, obscene, pornographic or defamatory or which is intended to or could reasonably be expected to threaten, annoy, harass, intimidate, offend, or be disruptive to another person. **To do so is strictly forbidden and will result in discipline up to and including the removal of Internet privileges and/or dismissal.**
 - 2.21.19 Unauthorized use, or infringement, or theft of data, equipment, or tangible or intangible property, or any intellectual property rights thereto.
 - 2.21.20 IT resources used on Town premises or for Town business must not be used in activities that violate any applicable law or regulation including without limitation those at the federal level, provincial level, municipal level, and those by way of international treaties, and those of any foreign jurisdiction with authority; or other applicable Town policies (i.e. sexual harassment, workplace violence, equal opportunity, etc.).
 - 2.21.21 Misrepresenting a user's personal opinions as those of the Town.
 - 2.21.22 Accessing, uploading, downloading or otherwise transmitting unauthorized commercial software or any copyrighted materials belonging to the Town, or to parties outside of the Town.
 - 2.21.23 Users must NOT expose protected information (including confidential and personal information) to Internet access or transmit using Internet facilities unless approved security precautions are taken. This also applies to electronic mail transmissions.
 - 2.21.24 IT resources are NOT to be used to send, solicit or circulate e-mails that are unrelated to business activities such as mailing lists, electronic chain letters, etc.
 - 2.21.25 Alternate Internet Service Provider connections to the Town of Taber's internal network are not permitted.
- 2.22 A workstation consists of both hardware and software components. Inappropriate use includes:



- 2.22.1 Moving equipment without authorization;
 - 2.22.2 Installing unsupported or malicious software;
 - 2.22.3 Installing software without a proper license to do so;
 - 2.22.4 Downloading, using or distributing pirated software;
 - 2.22.5 Displaying, downloading, transmitting, circulating, saving, storing or otherwise using or accessing obscene, lewd, offensive or sexually harassing images or text;
 - 2.22.6 Accessing or copying another user's electronic mail, data, programs or other files without permission.
- 2.23 Users are prohibited from making changes to the Town's owned cell phones/iPads/Tablets (including but not limited to: change account information, change Apple account, change Apple account password or any related information).
- 2.24 Users are prohibited from moving or removing the SIM card from Town's owned cell phones.
- 2.25 All applications installed on Town's owned cell phone/iPads/Tablets must be approved by the IT Department prior to download.
- 2.26 Users who violate any of the guidelines set in the Acceptable Use of Information Technology resources Procedure may lose access privileges. Depending upon the severity of the violation, users may be subject to disciplinary action from written warnings through to termination, as well as other legal action or criminal charges. The Town also retains the right to report any illegal violations to the appropriate authorities.



CHIEF ADMINISTRATIVE OFFICER

April 22/22

DATE

