



Computer/Internet System Acceptable Use Policy

Intent

Town of Thorsby is dedicated to ensuring that our employees have the necessary technology in order to maximize their efficiency and improve work processes. Employees are encouraged to utilize all internal computer-based technology (computer, email, internet, network systems) to their fullest in order to fulfill their job requirements effectively. The purpose of this policy is to outline and ensure that company computer resources are used appropriately at all times when conducting Town of Thorsby's business.

Guidelines

Town of Thorsby's computer-based technology and internet systems are to be used for appropriate company business only. All Town of Thorsby information and correspondence, including email, transmitted/received using our computer-based technology is considered to be the business property of the company and is to be managed accordingly for appropriate business-related matters.

Password Protection

- Internet access at Town of Thorsby is managed via individual user accounts and confidential passwords.
- Passwords must be at least ten (10) characters long, contain both letters and numbers, and be changed every four weeks.
- All user names for Town of Thorsby-owned and operated devices must be supplied to the information technology (IT) department.
- Town of Thorsby employees will be required to provide the IT department with a security questions/answers to be used in the event that a password is lost, forgotten or compromised.
- In the event that a Town of Thorsby employee loses, forgets, or believes that his/her password has become compromised, the employee must inform the IT department immediately. The IT department shall confirm the user name, reset the password, and inform the employee of the changes made.
- In the event that an employee terminates employment with Town of Thorsby for any reason, the IT department will remove the former employee's access to Town of Thorsby's email and internet resources.

Security

Any and all passwords may not be disclosed to, or shared with, other users or third parties. Internet accounts are to be accessed only by assigned users for legitimate business purposes. Employees are not permitted to obtain anyone else's account password. If a user has reason to believe that his/her password has been compromised, the user must inform the IT department immediately.

Internet users at Town of Thorsby must comply with the following security guidelines, rules, and regulations:

1. Personal files or data downloaded from the internet may not be stored on Town of Thorsby's PC hard drives or network file servers.

2. Video and sound files must not be downloaded from the internet unless their use has been authorized for the purposes of conducting Town of Thorsby business.
3. Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
4. Users are responsible for familiarizing themselves with procedures for downloading and protecting information in a secure manner, as well as for identifying and avoiding any online material deemed sensitive, private, and copyrighted.
5. Employees utilizing the internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose Town of Thorsby information or intellectual capital to unauthorized third parties.

Internet Appropriate Use

Employees of Town of Thorsby may use the internet only to complete their job duties, under the purview of Town of Thorsby's business objectives. Permissible, acceptable, and appropriate internet-related work activities include:

- Researching, accumulating, and disseminating any information related to the accomplishment of the user's assigned responsibilities, during working hours or overtime.
- Collaborating and communicating with other employees, business partners, and customers of Town of Thorsby, according to the individual's assigned job duties and responsibilities.
- Conducting professional development activities (e.g. news groups, chat sessions, discussion groups, posting to bulletin boards, web seminars, etc.) as they relate to meeting the user's job requirements. In instances where the personal opinions of the user are expressed, a disclaimer must be included asserting that such opinions are not necessarily those of Town of Thorsby.

Unacceptable Use of the Internet

Inappropriate and unacceptable internet use includes, but is not limited to:

1. Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation, and plagiarism/copyright infringement.
2. Any usage that conflicts with existing Town of Thorsby policies (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with Town of Thorsby's mission, goals, and reputation.
3. Copying, destroying, altering any data, documentation, or other information that belongs to Town of Thorsby or any other business entity without authorization.
4. Downloading unreasonably large files that may hinder network performance. All users shall use the internet in such a way that they do not interfere with others' usage.
5. Accessing, downloading, or printing any content that violates any of Town of Thorsby's existing policies, e.g. pornography.
6. Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon Town of Thorsby.
7. Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
8. Engaging in any activity that could compromise the security of Town of Thorsby host servers or computers. Any and all passwords may not be disclosed to, or shared with, other users.

9. Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.
10. Any individual internet usage that violates any of the policies of the accessed information's source network.
11. Allowing unauthorized or third parties to access Town of Thorsby's network and resources.

Social Networking Sites and Blogs

The use of social networking sites, e.g. Facebook, My Space, Friendster, etc. and personal Blogs / Twitter have been deemed an unacceptable use of personal internet at Town of Thorsby.

The use of these sites during (normal work hours or breaks) is prohibited.

The abuse of personal internet use on these sites using either Town of Thorsby-owned and operated equipment or personal internet access devices during normal working hours will be subject to disciplinary action, up to and including termination of employment.

Employees that use these sites are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

Email

Town of Thorsby email communications must be conducted with respect to the Town of Thorsby standards of conduct, and should be created with professionalism and attention to detail.

To ensure the consistency of email communications, the following practices shall be followed:

- Emails should be sent only to those that require the information.
- The subject line must be filled in and relevant to the topic, clearly stating the purpose of the email.
- The spell checking features must be used to ensure that the content is grammatically correct.
- Email messages should be brief and relevant to the topic.
- The message of the email should be clear and lacking ambiguity.
- The use of all CAPITALS is to be avoided.
- A "read receipt" should be requested only where necessary.
- Generally, confidential information should not be sent via email.
- Email messages must be properly encrypted.

Client, Visitor and Employee Privacy

The following measures have been adopted to ensure the ongoing privacy of our clients, visitors and employees:

- Town of Thorsby employees are strictly prohibited from posting sensitive, libellous, incendiary or personal information regarding our clients, visitors and employees on the company intranet, social networking sites and/or the internet in general.
- Town of Thorsby employees are strictly prohibited from taking photographs of clients, visitors or employees on Town of Thorsby premises for either personal or professional reasons, unless they have received prior authorization to do so. This authorization must be in writing.
- Town of Thorsby employees are strictly prohibited from posting photographs of other employees, clients or visitors on the internet, unless authorized to do so. This authorization must be in writing.

Accessing & Monitoring Usage Records

Town of Thorsby may access and monitor staff use of company email and internet systems in the following ways:

- By monitoring email server performance and retained logs, backups and archives of emails sent and received through the company server.
- Note: even when the user has deleted an email, Town of Thorsby may still retain archived and/or backup copies of the email.
- By retaining logs, backups and archives of all internet access and network usage. These records may be audited, are subject to provincial, and/or federal laws and may be used as evidence. While individual usage is not routinely monitored, unusual or high volume activities may warrant more detailed examination. Instances may include:
 - For the purposes of producing the email in response to a legal requirement or other lawful investigation.
 - For the purpose of determining, as part of an investigation by Town of Thorsby, whether there has been unacceptable use of email to abuse or harass other persons.
 - For the purpose of investigating allegations of misconduct or to provide materials to external investigative authorities lawfully investigating possible criminal conduct.

Only authorized staff may examine such usage/records for business-related issues. Staff will act:

- When they have been given proper authorization to do so by management regarding a business-related investigation to determine misconduct.
- Confidentially to ensure that employee privacy is maintained as much as can be reasonably expected.

Town of Thorsby will do its best to accommodate employee privacy while being diligent and thorough when conducting investigations regarding company email and internet usage.

Filtering

Town of Thorsby reserves the right to monitor any internet activity occurring on its hardware, software, equipment, and accounts. Specifically:

1. Town of Thorsby utilizes filtering software to restrict access to websites deemed unsuitable for business use. Where Town of Thorsby discovers activities that conflict with the law or this policy, internet usage records may be retrieved and used to document any wrongdoing.
2. Individuals using Town of Thorsby's hardware, software, equipment, and accounts to access the internet are subject to having online activities reviewed by IT or security personnel. Use of Town of Thorsby's internet resources implies the user's consent to web monitoring for security purposes. All users covered by this policy should bear in mind that internet sessions are likely not private.

Employee-Owned Property

Town of Thorsby employees are prohibited from using personally-owned equipment or property for the creation, transmission or storage of Town of Thorsby business information.

In the event that a Town of Thorsby employee creates, stores or transmits Town of Thorsby business information on personally-owned property (including, but not limited to: laptop computers, desk-top computers, mobile telephones, BlackBerry devices, memory cards, notebooks, PDAs, or loose-leaf paper, etc.), the business information remains the express property of Town of Thorsby.

Town of Thorsby reserves the right to inspect and/or audit the property of Town of Thorsby employees on Town of Thorsby premises, where it is either known that they use personally-owned property for the purposes of conducting Town of Thorsby business, or where it is reasonably suspected that such properties contain Town of Thorsby business information. These inspections/audits may be conducted at any time, with or without notice. These inspections / audits are not intended as a punitive measure, and are employed only for the protection of Town of Thorsby business interests.

Disclaimer

Town of Thorsby does not accept responsibility for any loss or damage suffered by employees as a result of employees using Town of Thorsby's internet connection for personal use. Town of Thorsby is not responsible for the accuracy of information found on the internet. Users are responsible for any material that they access, download, or share through the internet.

Upon Retirement, Layoff or Termination

Upon retirement, layoff or termination of employment with Town of Thorsby, employees are required to promptly return (without duplicating or summarizing), any and all material pertaining to Town of Thorsby business in their possession.

In the event that a device containing Town of Thorsby business information is password-protected, the employee will be required to provide the correct user name and password for the device.

Disciplinary Action

Any violation of this policy will be treated like violations of other Town of Thorsby policies. Any and all misconduct will be addressed according to established procedures. Violations of this policy may result in one or more of the following:

1. Temporary or permanent revoking of access to Town of Thorsby's internet resources and/or other IT resources.
2. Temporary or permanent revoking of Town of Thorsby devices.
3. Disciplinary action according to applicable Town of Thorsby policies, up to and including suspension or termination of employment.

Responsibilities

Management

Management should monitor and investigate Town of Thorsby's computer-based technology in order to determine and deal with any inappropriate usage. Management should respect employees' privacy as much as possible while thoroughly maintaining the appropriate use of all computer-based technology.

Employees

Employees should use Town of Thorsby's computer-based technology for business purposes only and be aware that any information they transmit/receive may be monitored for appropriate business use.

Acknowledgement and Agreement

I, _____ (Name), acknowledge that I have read and understand the Computer/Internet System Acceptable Use Policy of Town of Thorsby.

I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy.

I understand that if I violate the rules of this policy, I may face disciplinary action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____
