

	City of Santa Ana Administrative Policies and Procedures		City Manager's Authorization	
			Section <i>[Signature]</i>	
Subject Internet Usage	Date		Number	
	Revised June 2003		IT-01	

1. Objective

To establish administrative regulations which standardize the Internet policy for authorized users.

2. Purpose

The purpose of this policy is to define who is authorized to employ City resources for access to the Internet and to define the acceptable use of those services. Any restriction of use contained in this policy is intended to ensure the appropriate use of the Internet and to protect the City of Santa Ana and its resources.

3. Scope and Applicability

- 3.1 The use of the Internet is a privilege, not a right, which may be revoked at any time for unacceptable use.
- 3.2 As required to perform City business, Executive Directors may authorize individuals to access the Internet via City systems and/or equipment.
- 3.3 The City reserves the right, for any reason, to remove a user's access to the Internet.
- 3.4 The Internet access server, associated security, communications, networking, and microcomputer systems and components used to access the Internet are owned or operated by the City of Santa Ana and the contents of all communications using these may be reviewed in the course of business without the advanced notice or consent of the sender or recipient.
- 3.5 All electronic communications, despite any designation as 'private' or restricted access, in the course of administering the service or under other provisions of this policy may be viewed without the advanced notice or consent of the sender or receiver.
- 3.6 Internet communications and messaging via the Internet are governed by the City's Electronic Mail Policy.

4. Implementation

- 4.1 New Internet access for a full-time or part-time City employee.
 - 4.1.1 As required to perform City business, Executive Directors or their authorized delegates may authorize individuals, who are full or part time City employees, to have access to the Internet through the City's network.
 - 4.1.2 Prior to an application for Internet access and any use of the Internet, the nominated individual must: (a) Read the City **Internet Usage Policy** and (b) Acknowledge their understanding, acceptance, and willingness to abide by the provisions of the City Internet Usage Policy by completing, with their signature, an Internet Usage Policy Acceptance form [see Attachment A].

- 4.1.3 Complete a **Request for Internet Services** form [see Attachment B].
- 4.1.4 Requests must be authorized by the individual's Executive Director or delegated representative.
- 4.1.5 Completed and signed **Request for Internet Services** form [Attachment B] should be sent to City Internet Administrator, mail station M-12.
- 4.1.6 A signed copy of the **Internet Usage Policy Acceptance Statement** [see Attachment A] shall be retained by the requesting Agency/Department.
- 4.2 New Internet access for a non-City employee.
 - 4.2.1 As required to perform City business, Executive Directors may authorize individuals, who are not full or part time City employees, to have access to the Internet through the City's network.
 - 4.2.2 Prior to an individual applying for access and use of the Internet, the individual must: (a) Read the City Internet Usage Policy and (b) Acknowledge their understanding, acceptance, and willingness to abide by the provisions of the City Internet Usage Policy by completing, with their signature, an Internet Usage Policy Acceptance form [see Attachment A].
 - 4.2.3 Complete a **Request for Internet Services [Non-City employee]** form [see Attachment C].
 - 4.2.4 Requests must be authorized by the individual's Executive Director or delegated representative.
 - 4.2.5 Completed and signed **Request for Internet Services [Non-City employee]** form [Attachment C] should be sent to City Internet Administrator, mail station M-12.
 - 4.2.6 A signed copy of the Internet Usage Policy Acceptance Statement [see Attachment A] shall be retained by the requesting Agency/Department.
- 4.3 Charge for Service

An annual fee will be assessed to each Department/Agency for each user authorized to access the Internet. The charge will be used to defray the costs associated with accessing the Internet. The Information Services Division will be responsible for proposing and administering this annual service fee.

 - 4.3.1 The fee applies to each user and can not be "shared".
 - 4.3.2 The fee is annual and is not pro-rated or refunded for partial periods.
 - 4.3.3 One user may not be substituted for another user under the same fee.
- 4.4 Dissemination of the Internet Policy
 - 4.4.1 All new users accessing the Internet through City systems will be notified of this City policy prior to their gaining access to the system.
 - 4.4.2 An Internet Usage Policy Acceptance Statement form [see Attachment A] must be signed by the new users and retained by their Agency/Department prior to submission of the request for service.
 - 4.4.3 Each existing user accessing the Internet through City systems will be notified and provided access to a copy of this policy upon any change in the policy.
 - 4.4.4 Subsequent reminders on and updates to this policy will be periodically transmitted via the electronic mail system to all users accessing the Internet through City systems.

- 4.5 Delete or Relocate authorization to access the Internet through City systems
 - 4.5.1 To delete a current authorization to access the Internet through City systems when an individual has been terminated or there is no further business need, notify the City Internet Administrator in writing (mail station M-12 or email address: !!Internet Administrator).
 - 4.5.2 To relocate a current authorization to access the Internet through City systems when an individual has been reassigned within the City, notify the City Internet Administrator in writing (mail station M-12 or email address: !!Internet Administrator).

5. Retention Guidelines

All electronic communications via the Internet are considered transitory writing, not public records, and are not retained in the City of Santa Ana's normal course of business.

6. Violations and Enforcement

- 6.1 Violations of the City's Internet Policy will be evaluated on a case-by-case basis by the sponsoring Executive Director. Violation of this policy may result in disciplinary action, up to and including dismissal, and may include referral of a case to appropriate authorities for civil or criminal prosecution.
- 6.2 Users may be subject to random internal audits of Internet use.

7. Acceptable Use

- 7.1 Acceptable use of the Internet is to carry forward City business.
- 7.2 Internet interaction with professional associations, governments, universities, businesses and/or individuals associated with the facilitation of City business, research and education efforts as authorized by the sponsoring Executive Director.
- 7.3 With the permission of the department's Executive Director, the occasional use of social interaction via the Internet is permitted as long as it does not interfere with regular City business, is not excessive, and does not cause an adverse impact (e.g., congestion) on the City's electronic networks.
- 7.4 Distribution of information to the general public whereby such information is made available under the City's guidelines and policies for the release of information and the Public Records Act.
- 7.5 Incidental interactions among authorized users and professional colleagues which facilitate work assignments and professional development or debate in a work field of knowledge.
- 7.6 Encryption of interactions beyond that provided by City as part of its Internet services is NOT permitted.
- 7.7 City of Santa Ana Internet users **will**:
 - 7.7.1 Remember that electronic interactions sent from the City travel on City of Santa Ana's electronic stationery and as such, are the same as if they were sent on City of Santa Ana letterhead.
 - 7.7.2 Be aware that in the normal course of system operations an audit log is recorded and maintained of all Internet sites sent to or received from by all Internet users.
 - 7.7.3 Assume that all communications via Internet can and will be read by systems administrators or other parties.

- 7.7.4 Take all required precautions against the importation of computer viruses.
- 7.7.5 Not download and or install from the Internet any program or software, including shareware, freeware, updates or trial version of software, without the explicit permission of the information services unit supporting them.
- 7.7.6 Make diligent efforts to conserve system resources. For example, frequently delete unused files of any type.
- 7.7.7 Use common sense at all times.

8. Unacceptable Use

- 8.1 To gain unlawful access to information on computers and communications resources.
- 8.2 Intentional introduction of, or experimentation with, malicious computer code such as computer worms or viruses.
- 8.3 Illegal, fraudulent or malicious activity; political activity; religious promotion; or activity on behalf of organizations or individuals who have no affiliation with the City.
- 8.4 Transmission of material in violation of applicable copyright laws or patents.
- 8.5 The sending of messages or interactions that are likely to result in the loss of recipients' work or system and any other types of use which could cause congestion of the electronic network or otherwise interfere with the work of others.
- 8.6 City of Santa Ana Internet users are **prohibited** from:
 - 8.6.1 Taking actions that cause interference to the City's electronic network or the work of others.
 - 8.6.2 Posting items on the Internet that do not reflect the policies of the City of Santa Ana.
 - 8.6.3 Operating a business through the City of Santa Ana Internet link.
 - 8.6.4 Generating, storing, or transmitting communications, files, programs or use data or other matter containing offensive or harassing statements, including comments based on race, national origin, sex, sexual orientation, age, disability, religion or political beliefs.
 - 8.6.5 Sending or receiving sexually oriented messages or images.
 - 8.6.6 Taking control of another computer, or login to any computer using another person's identity or a fictitious identity.
 - 8.6.7 Using the login of another individual, nor shall an individual reveal their login information of another person.
 - 8.6.8 Allowing another person to use their login information to gain access to any computer connected to the City computer network or to the Internet.

9. Etiquette and Privacy

- 9.1 Users are expected to abide by the generally accepted rules of network etiquette. These rules include (but are not limited to) the following:
- 9.2 Be Polite.
 - Never send, or encourage others to send, abusive messages or communications
- 9.3 Use Appropriate Language
 - Remember that as a user you are a representative of the City of Santa Ana. You may be alone with your computer, but what you say and do can be viewed globally! Never

swear, use vulgarities, or any other inappropriate language. Illegal activities of any kind are strictly forbidden.

9.4 Privacy

Do not reveal personal data (e.g., your home address or telephone number or those of anyone else).

9.5 Internet communications and messaging

All word communications and messaging via the Internet are governed by the City's Electronic Mail Policy. They are not private and are subject to review for administrative and security purposes.

9.6 Disruptions

Do not use access to the Internet in any way that would disrupt use of the system or City resources by others.

9.7 Other considerations

9.7.1 Do be brief. Few people will bother to read a long communication.

9.7.2 Do minimize spelling errors and make sure your communication is easy to understand and to read.

9.7.3 Do get the most appropriate audience for your communication, not the widest.

9.7.4 Do remember that humor and satire are very often misinterpreted.

9.7.5 Do cite references for any facts you present.

9.7.6 Do forgive the spelling and grammar errors of others.

9.7.7 Do keep signatures brief.

9.7.8 Do remember that all Internet users are human beings. Don't "attack" correspondents; persuade them with facts.

9.7.9 Do post (i.e. communicate) only to groups you know.

Internet Usage Policy Acceptance Statement

Acceptance

Your signature below certifies that you have read the City's Internet Usage Policy and that you understand, accept and will abide by the provisions stated in it, or in the Policy as revised and distributed from time to time.

Signature of Internet user _____
Name (print) _____
Date _____
Agency/Department _____
Phone _____
Mail Station or Address _____

Note: The user's Agency/Department keeps one signed copy of this form on file.

Request for Internet Services

For use in requesting access for full-time and part-time City employees only

[See City Internet Usage Policy, section 4.1]

Please allow the following individual to access the Internet through the City of Santa Ana Internet connection.

Full Name (print) _____

Windows NT Domain user name
(See your systems administrator for explanation) _____

Work Location/Room Number
(be as specific as possible) _____

Telephone _____

Mail station _____

Date Service is Needed _____

Internet Services Usage Fee

There will be an annual Fiscal Year usage fee of \$120 assessed to each authorized Internet user. The fee is a flat rate, is not pro-rated, and will be charged at the beginning of the fiscal year or when a new user is granted Internet access.

Budget Account for usage fee: _____
[Mandatory requirement; no service without account]

I, the undersigned, certify that:

The above named individual has read the **City of Santa Ana Internet Usage Policy**.

The individual has signed an **Internet Usage Acceptance Statement** attesting to their understanding.

This Agency/Department has retained the signed **Internet Usage Acceptance Statement** on file.

I authorize payment of the annual Internet Services Usage Fee.

Executive Director's Signature
(or delegated representative's) _____

Executive Director's Name (print)
(or delegated representative's) _____

Agency/Department _____

Date _____

Send to: **City Internet Administrator**
Information Services Division
Mail Station M-12

For Internal Use Only
(Please do not write below)

Date received _____

Date account established _____

Date user notified _____

Comments _____

Request for Internet Services for Non-City Employees

[See City Internet Usage Policy, section 4.2]

Please provide the following individual an electronic mail account on the City of Santa Ana electronic mail system.

Full Name (print) _____

Windows NT Domain user name
(See your systems administrator for explanation) _____

Work Location/Room Number
(be as specific as possible) _____

Telephone _____

Mail station _____

Date Service is Needed _____

Projected End Date for the Account _____

Internet Services Usage Fee

There will be an annual Fiscal Year usage fee of \$120 assessed to each authorized Internet user. The fee is a flat rate, is not pro-rated, and will be charged at the beginning of the fiscal year or when a new user is granted Internet access.

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Executive Director's Signature
(or delegated representative's) _____

Executive Director's Name (print)
(or delegated representative's) _____

Agency/Department _____

Date _____

Send to: **City Internet Administrator**
Information Services Division
Mail Station M-12

For Internal Use Only
(Please do not write below)

Date received _____

Date account established _____

Date user notified _____

Comments _____