

**Town of Sherborn  
Board of Selectmen**

**Policy on Computer, Network and Telephone Access and Usage  
(Including Voice Mail, Internal and Internet E-Mail)**

**Policy Statement**

All computer systems, software, network and telecommunications equipment purchased by the Town of Sherborn regardless of funding are subject to the policies and procedures as adopted by the Board of Selectmen for, and on behalf of, the Town of Sherborn. All employees will be asked to review and sign off on the policies/procedures as new users and on an annual renewal basis in order to maintain access authorization.

**Special Terms**

Definitions:

*User:* Any individual who uses Town technology.

*Technology:* Broadly defined to include: computers, hardware and hardware components such as disks, monitors and printers, software, personal digital assistants (PDAs), telephones, telephone lines, voice mail systems and fax machines, cellular telephones and smart telephones issued by the Town.

*Network:* The Town of Sherborn Institutional Network (I-Net) that connects all town buildings, computers, and servers and provides access to the Internet.

**Policy Description**

These policies and procedures and supporting standards are intended to provide and maintain a secure, reliable computing and telecommunications environment in the Town. They apply to all employees with computer and/or telephone access and will be strictly enforced.

The Town's technology consultant is responsible for implementing and investigating violations of the Town of Sherborn Policy on Computer, Network and Telephone Access and Usage (hereinafter the Policy). Violation of any provision of this Policy, or of any Technology Policies of the Town of Sherborn will be grounds for disciplinary action up to and including termination.

New employees will be given copies of this Policy during employee orientation. All other employees will be asked to review and sign off on this Policy on an annual basis in order to maintain access authorization.

**A. GENERAL**

1. All Town computers are the sole property of the Town of Sherborn. All hardware, software, files and documents contained therein are considered to be exclusively the property of the Town of Sherborn.
2. Any unauthorized non-Town use of the Town's computer resources for personal or business purposes is a violation of Town policy and could result in the loss of Town computer access privileges and/or disciplinary action to the person found in violation.

3. No software or hardware is to be installed, added to, or removed from Town computer systems without proper authorization from the Town Administrator.
4. The Town's technology consultant, upon approval of the Town Administrator, is available to assist any department in office relocations or renovations that involve disconnecting computer, network or telephone equipment since such moves include changes that must also be made in the computer or telephone systems.
5. Any action by an employee to knowingly misuse the system, or intentionally compromise or corrupt the system in any way, including but not limited to loading unapproved software, is a violation of this policy and may subject the employee to disciplinary action by the Town and/or appointing authority, up to and including termination.
6. The Town's technology consultant reserves the right to remove from the Sherborn Institutional Network (I-Net) at any time, any computer system, hardware, software or user account which is deemed to be a security risk, is the source of any intrusion, or contains a virus.
7. All Town computer and telephone equipment is subject to periodic inspection by the Town's technology consultant in order to ensure compliance with the policies and procedures described herein.
8. User accounts and e-mail messages may be monitored or accessed at any time by the Town's technology consultant to verify that employees are utilizing their computer privileges for Town business only, provided that, except in the case of a police investigation, the Board of Selectmen is notified of such access in writing and approves same, and the Department Head and/or board or committee who is the supervisor of such employees be notified in writing at the same time. In the case of a police investigation, the Police Chief shall be notified.
9. It is the responsibility of each user to take proper measures to ensure that a virus-free, secure and uncompromised computer environment is maintained.

**B. PLANNING AND BUDGET FOR COMPUTER AND SOFTWARE ACQUISITIONS**

1. Town departments are responsible for budgeting for the purchase, maintenance, and upgrade of departmental applications; new employee PCs and telephones; any additional new equipment or cabling, and any relocation of equipment or cabling. This includes items such as departmental software, PC's, laptops, printers, fax machines, telephones and telephone lines.
2. The Town Administrator is responsible for establishing standards relative to the purchase of hardware and software and any purchases must adhere to these standards for support and overall reliability of the network.

Requests for Proposal (RFPs) and contracts for computer hardware, software or services are to be reviewed and approved by the Town's technology consultant through the Town Administrator prior to being issued to ensure standards are incorporated.

**C. PHYSICAL SECURITY**

1. Departments are responsible for the security of equipment installed in the department, including, but not limited to: PC/Workstations, terminals, printers, laptops, scanners, digitizers, plotters, network jacks and telephones and cellular telephones.
2. The security of all data and programs is the responsibility of the user to whom the PC/Workstation has been assigned.

**D. HARDWARE and SOFTWARE**

To ensure the integrity and performance of the network and compliance with software licensing regulations:

1. All hardware and software must be approved and installed by the Town's technology consultant.
2. The Town will strictly enforce all software license agreements and copyright laws. Software will not be installed without the associated license documentation.
3. The Town Administrator is responsible for the safekeeping of licenses and documentation for all installed software and periodic audits.
4. Users are responsible for making back-up copies of important data files stored on local C: drives by copying files to a PC or USB disk media, local tape back up unit, CD-RW drive or the network server to be subsequently saved by the Town's technology consultant during normally scheduled system saves. When configuring the system, the appropriate backup medium should be determined in conjunction with the Town's technology consultant.
5. User departments are responsible for developing and implementing manual procedures to be used in the event of unanticipated downtime.

**E. USER ACCOUNTS**

1. A user account gives a person access to system and network resources and serves as a security identification badge to system applications. Each user account is to be used only by the individual to whom the account has been authorized.
2. Each user is responsible for all his/her accounts and any manner in which they are used.
3. Each user account is protected by a password. Like an office key, signature stamp, or safe combination, the user password should be kept secure at all times.
4. Each system user will be responsible for ensuring that his/her account password is not available to or shared by any other user.
5. Users should never send passwords through electronic mail.
6. Users will be required to periodically change their passwords for security reasons. The frequency of changing passwords will depend on system, application, and/or department requirements; every 180 days is recommended.
7. After logging into the system, users should never leave their PC/Workstation unattended, even for short periods of time.

8. Users should logout or exit from all sessions when they leave their PC/Workstations.
9. Users should logout or exit from all sessions at the end of each day to ensure that all files are closed and can be backed up.
10. Department Heads are responsible for authorizing employee access to Town computer systems by filling out the appropriate applications. Applications for new employees should be delivered to the Town Administrator at least a week in advance of the start date so that access can be set up prior to the new employee's orientation. Access applications can be found on the Town's T: drive.
11. Department Heads are responsible for contacting the technology consultant when an employee is terminated so that he can change the password and deactivate all accounts of the terminated employee.
12. If access to a terminated employee's account is required, department heads should contact the Town Administrator to request the temporary activation of the account. This will enable authorized persons to retrieve any necessary files.
13. Request to access a terminated employee's account should be made immediately upon termination. All accounts of terminated employees will be deleted 30 days after the termination date, and the files and data contained within these accounts will no longer be accessible.

#### **F. ELECTRONIC MAIL**

**Use of Email by Town Employees.** Email is a Town of Sherborn resource and is provided as a business communications tool. In order to direct employees on the proper use of email the Board of Selectmen has adopted the following policy.

1. Email shall be used only for matters directly related to the business activities of the Town of Sherborn and as a means to further the Town's mission by providing services that are efficient, complete, accurate and timely.
2. Employees should have no expectation of privacy in their use of email.
3. No employee shall send email under another employee's name, change any portion of a previously sent email message, or review another person's email account, except as otherwise provided in this Policy. Violation of this provision is subject to discipline up to and including termination of employment.
4. Email shall not be used for personal use, outside business activities, political activity, fundraising activity, or charitable activity not sponsored by the Town of Sherborn.
5. Email shall not be used to promote discrimination on the basis of race, color, national origin, age, marital status, sex, political affiliation, religion, disability or sexual preference; promote sexual harassment; or to promote personal, political or religious business or beliefs.

#### **F. ASSISTANCE**

1. Users should notify the Town Administrator regarding hardware malfunctions or other system and network problems. The Town's technology consultant will work with the user to solve the problem.

2. Users should not directly contact hardware or software companies for any networked system software or equipment problems. All hardware service calls must be initiated through the Town Administrator's office.

Approved by the Board of Selectmen on December 2, 2010

***Sign and return this form along with payroll documents in order to obtain and maintain computer and telephone privileges.***

I have reviewed the Town of Sherborn's Policy on Computer, Network and Telephone Access and Usage agree to the terms and conditions.

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Name

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Department

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Date