



POLICY No. 2001-08 Information Technology Acceptable Usage Policy

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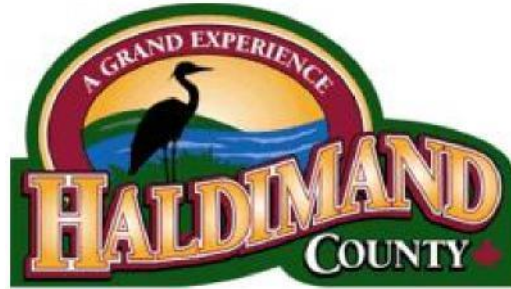
[Click here for revision history](#)

1. PURPOSE

To establish a policy to guide users of The Corporation of Haldimand County's Information Technology (IT) infrastructure. It balances the authorized users ability to benefit fully from information technology with the County's need for secure and effectively allocated IT resources. This Information Technology AUP applies to all authorized users (also referred to throughout the policy as "users") offered access to company resources.

2. POLICY

Attached twenty-five (25) pages forms Haldimand County Policy No. 2001-08.



INFORMATION TECHNOLOGY ACCEPTABLE USAGE POLICY

POLICY No. 2001-08

REVISED MARCH, 2017

I.T. ACCEPTABLE USAGE POLICY

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THE CORPORATION OF HALDIMAND COUNTY INFORMATION TECHNOLOGY ACCEPTABLE USAGE POLICY

Purpose

This Information Technology Acceptable Usage Policy (AUP) guides users of The Corporation of Haldimand County's Information Technology (IT) infrastructure. It balances the user's ability to benefit fully from information technology with the County's need for secure and effectively allocated IT resources. This Information Technology AUP applies to all authorized users offered access to company resources.

Scope

This policy applies to all authorized users of Haldimand County's information technology including but not limited to: County employees (including temporary and contract employees, volunteers, and students), elected officials, and other authorized organizations or individuals.

Background

The increasing use of information technology has fundamentally changed the workplace. The Internet, intranets, smartphones, tablets, and e-mail have transformed data management and communication and users utilize these valuable resources in many innovative ways.

The networked office has also created the opportunity to access material and use resources in ways that may not be acceptable. Inappropriate use of information technology could expose the County to potential embarrassment and possible litigation. The County is committed to ensuring that this valuable resource is not brought into disrepute in the workplace through inappropriate use. Users are to follow this policy to ensure that their own use of the County's information technology resources is appropriate.

Access

Information technology is provided to authorized users of Haldimand County to improve and enhance communication and productivity of County business activities. All authorized users have access to the County's network, including Internet access and e-mail.



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Monitoring / Privacy

Users should be aware that computer, e-mail, Internet, and telephone usage can be monitored by site logs and other tracked information. E-mail and web-surfing activities are not private and may be subject to workplace monitoring. Filtering systems are in place, but in the unfortunate event that unacceptable content appears in an in-box or on a web page, the user should delete the message or close the web browser immediately and inform the I.S. division. Inadvertently accessing an inappropriate site and immediately closing the web page or receiving an e-mail containing unacceptable content will not be considered a violation of this policy.

All information stored on The Corporation of Haldimand County's technology resources remains the County's property. The County reserves the right to access the contents of all files stored on its systems and all messages transmitted through its information technology infrastructure in order to insure compliance with this policy. Without limiting the County's discretion in this regard, the following represent examples of situations in which the County may decide to examine a user's electronic files:

- during an investigation into an allegation of usage that contravenes existing laws, policies, or guidelines (e.g. gambling; transmission or trafficking in obscenity, pornography, pedophilia) protection against computer crime, fraud, and / or theft
- to obtain information in case of a business emergency or user absence subject to authorization of the departmental General Manager or CAO
- when complying with a Freedom of Information request for data
- in order to provide a workplace free of discrimination (e.g. sexual, racial, harassment)

It should be noted that...

Files stored electronically have an **existence** that differs from paper files. While paper documents may be shredded, electronic documents may exist in multiple locations — on multiple servers and disk drives, as attachments to e-mail messages, and in backup tapes or disks. The act of deletion from one's own hardware or drive space does not assure permanent erasure. Users of the technology should be aware of the continuing existence of their files.

It is important for users to understand that privacy or confidentiality is difficult if not impossible to achieve in the electronic age and therefore should not be an expectation of the user. Confidential or personal information never should be sent via e-mail without the understanding that it can be intercepted. This includes the transmission of personal information including social insurance numbers, user health records, proprietary data, and/or other confidential material. When sending confidential material (or any messages, for that matter), users should use extreme caution to ensure that the intended recipient's e-mail address is correct.



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Security

Security on any computer system is a high priority, especially when the system involves many users. If you feel you can identify a security problem on the corporation's computer system, you must notify a system administrator - do not demonstrate the problem to other users.

Do not use another individual's account without expressed written permission from that individual. Attempts to logon to the computer system as a system administrator will result in cancellation of user privileges. User ID's and passwords help maintain individual accountability for system usage. Any user who obtains a password or ID for the computer systems must keep that password confidential. This is for the user's benefit – giving another user access to your account could lead to malicious e-mail being sent in your name or destructive/fraudulent work or action in your name.

IMPORTANT: Log off or lock your computer when away from your desk.

With the increased number of electronic or "mobile devices" available such as smartphones, tablets, e-readers,, digital cameras, memory keys, memory sticks, MP3 players, USB flash drives, compact flash cards, etc., the security of this data becomes extremely important. These portable "devices" connect effortlessly to workstations and allow for data to be transferred quickly and easily.

The amount of data that can be stored has increased substantially on a storage device that has decreased significantly in size. Without proper passwords and security in place, the County's data and information subject to the *Municipal Freedom of Information and Protection of Privacy Act* (ie. Contact information such as home phone numbers) becomes very vulnerable. It is very important to secure these portable devices and/or the data stored on the devices with passwords or other available methods.



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Usage Policy

Users of The Corporation of Haldimand County will follow this policy to enable reasonable and appropriate usage of information systems, and to perform their jobs in accordance with all applicable laws and regulations. The Corporation of Haldimand County will periodically amend and enhance this policy. Users will be provided with a copy of these amendments / enhancements and will be required to sign and acknowledge any revisions. Signed and dated copies of amendments will be placed in the authorized user's personnel file along with the original signed document. Users who violate this policy may be subject to disciplinary actions. Appendix C shows the "Cause to Act" process.

This policy does not circumvent legislation such as *The Municipal Freedom of Information and Protection of Privacy Act*, *The Ontario Human Rights Code*, *The Copyright Act*, or *The Criminal Code of Canada*.

There are four usage types for The Corporation of Haldimand County's IT infrastructure:

- Core
- Incidental
- Unacceptable
- Illegal or Unlawful Activity

Appendix A provides examples of these four usage types within the context of specific applications and may be used as a guideline when assessing use of information technology. Specific applications such as Internet and e-mail use, games, mobile apps, voice-mail, telephones and mobile / smartphones are discussed in more detail in sections A – C.

The following describes the four usage types for the County's IT infrastructure – Core, Incidental, Unacceptable, and Illegal or Unlawful Activity.



THE CORPORATION OF HALDIMAND COUNTY INFORMATION TECHNOLOGY ACCEPTABLE USAGE POLICY

Core

Core uses are activities required to conduct the business of The Corporation of Haldimand County. They help fulfill the department's mandate. The Corporation of Haldimand County's IT infrastructure primarily exists to facilitate Core Government purposes.

Acceptable and appropriate Internet and e-mail use includes but is not limited to:

- participating in professional, job-related research
- distributing work-related correspondence, minutes, agendas, reports, etc.
- communicating with users, official bodies and vendors
- responding to public inquiries
- accessing job-related distance learning opportunities
- creating job-related information resources
- participating in job-related mailing lists
- communicating with authorized users and appropriate outside bodies such as other levels of government, businesses, County partners, citizen groups and residents.

Incidental

Incidental uses are those that are neither explicitly permitted nor explicitly denied. Incidental applications never require any action or intervention by anyone at the workplace other than their user. Users are to cover additional costs (over their monthly plan cost in the case of mobile devices - including cell phones, smart phones, tablets, etc.) incurred in personal incidental use such as data usage, roaming charges, phone plan cost for outside Canada or photocopying. Incidental usage that becomes an imposition on others, causes a decline in productivity, interferes with our operations or burdens systems is no longer incidental, but unacceptable, and is not permitted.

Unacceptable

Unacceptable use impedes the work of others or needlessly squanders IT resources. It may unintentionally damage the IT infrastructure and affect The Corporation of Haldimand County's ability to carry out its work. Unacceptable use may generate extra costs. The definition of unacceptable use will vary between departments; however, in all cases it is related to the corporation's mission and vision statement, and information needed to perform the work of the organization. For example, access to objectionable Internet sites may be appropriate to specific investigations in one division within a department, but may be unacceptable and not permitted for general use in that division or at any time in another division.



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Examples of unacceptable use are as follows:

- use the County's information technology infrastructure for activities that contravene the law or policy
- use the County's information technology infrastructure for any activities that are offensive (including any type of pornography)
- infringe copyright or proprietary rights
- create or knowingly propagate computer viruses
- damage files, equipment, software, or data belonging to others
- send “chain letters” or send junk mail (spamming) or broadcast transmissions (ie. sending a single message to a large number of individual e-mail addresses) using the Corporation’s e-mail system
- send large files such as singing Christmas cards or animated Valentine’s greetings as attachments to e-mail
- send any material that is obscene or defamatory or which is intended to annoy, harass, or intimidate another person
- use the County’s information technology resources to store large amounts of personal data (ie. music or picture files)
- downloading game “apps” to County issued devices

The use of the Internet is unacceptable when that use:

- compromises the privacy of users and their personal data
- damages the integrity of a computer system, the data or programs stored on a computer
- results in the visiting of sites that contain obscene, hateful, or other objectionable materials
- results in personal financial gain for the user
- brings The Corporation of Haldimand County into disrepute
- disrupts the intended use of system or network resources
- facilitates unauthorized access attempts on other computer systems
- results in the uploading, downloading, modification, or removal of files on the network for which such action is not authorized
- is for continuous listening to radio stations, music, etc. as this can seriously affect the performance of the Wide Area Network by wasting bandwidth
- is for downloading music or video files (ie. MP3, MPEG, AVI, MOV files)

No e-mails or correspondence generated within The Corporation of Haldimand County or received from outside sources are to be circulated to other outside sources without the expressed permission of the originator and any internal respondents to the message. Exceptions will be made for such messages or information reported through normal municipal business practices such as team project correspondence, staff reports and meeting agendas.



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The above list is not exhaustive. While The Corporation of Haldimand County does not prohibit incidental use of information technology for personal reasons, users should recognize that the primary intention of providing this resource is to support the core work of the County.

The Corporation of Haldimand County's IT infrastructure provides access to the Internet and external networks. Users may encounter offensive or objectionable material, such as "pop-ups". In the event of this happening, the material should be deleted or closed immediately and reported to the I.S. division. The Corporation of Haldimand County does not assume responsibility for the content of any of these external networks.

Installation of Hardware and Software

Without specific authorization, users must not cause, permit, or attempt any installation of hardware or software, destruction or modification of data or equipment. This is to ensure that appropriate copyrights / licenses exist, that viruses are not propagated on the County's computer systems, and the performance of the network and workstations are not negatively affected.

Illegal or Unlawful Activity

For the purposes of this policy, "illegal or unlawful activity" is interpreted broadly to include actions that could result in sanctions of different kinds in a court of law. These include uses that are criminal offences, violations of Federal and Provincial Statutes, or activities that can expose authorized individuals or the employer to civil liability. The following are representative examples only and do not comprise a comprehensive list of illegal or unlawful uses:

- uttering threats (by computer or telephone)
- distribution of pornographic materials to minors
- possessing, downloading or distributing any child pornography
- pyramid schemes
- copyright infringement – for example, making unauthorized copies of copyrighted software
- various other offences – the *Criminal Code* (and a few other statutes) provide for a range of other offences that can take place in whole or in part using electronic networks. For example, fraud, extortion, blackmail, bribery, illegal gambling, and dealing in illegal drugs can all occur, at least in part, over electronic networks and are criminal acts.

E-mails or other information supplied in confidence (either implicitly or otherwise) to Haldimand County or its agents or representatives may only be disclosed in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (R.S.O. 1990, c. M56).



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Summary

The Corporation's internal network is connected to the Internet. Everyone with computer access to the internal network has the ability to access the Internet, including the use of electronic mail. While the Internet is a great resource for our organization, it is the responsibility of each user to use this resource responsibly and respectfully. It is assumed that the predominant use of these resources will be for work use, and that any personal use of e-mail or the Internet will be limited; never a priority over work matters. If a user is found spending excessive time on personal use of these resources, the user may be faced with disciplinary action.

In conclusion, Information Technology is an essential component of Haldimand County's daily operation with great benefits for both business and personal use when used appropriately. The key to managing this growing phenomenon is to establish the goals, policy guidelines, and resources required to achieve maximum gain with minimal risk. An Acceptable Usage Policy and the right management software to achieve compliance will ensure our corporation's success.

Protect your reputation and career

Use the Corporation's technology resources responsibly and respectfully.

If there are any questions regarding this policy, please contact the Manager of Information Systems.



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Sections

Technology changes rapidly and its use varies widely between departments. For example, not too many years ago, portable technology including smartphones, tablets, memory keys, digital cameras, and workstations with worldwide Internet access were unheard of. Now, they are commonplace in many offices. The list of applications and devices in these sections is therefore illustrative, not exhaustive. It represents a baseline for acceptable user usage.



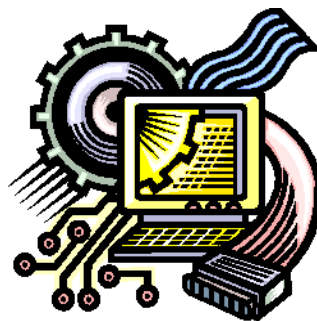
THE CORPORATION OF HALDIMAND COUNTY INFORMATION TECHNOLOGY ACCEPTABLE USAGE POLICY

Section A – Internet Use

Use of the Internet by the corporation's users is permitted and encouraged where such use is suitable for business purposes and supports the goals and objectives of the corporation and its business units. The Internet is to be used in a manner that is consistent with the corporation's standards of business conduct and as part of the normal execution of a user's job responsibilities. If users have access to the Internet through work, they must not intentionally access sites or engage in practices on the Internet that have the potential to bring the public service into disrepute. User access to the Internet is a privilege, not a right. Access entails personal responsibility and users are responsible for any activity carried out under their account.

The use of the Internet for professional activities and career development need not be directly related to one's current position. Rather, it may relate to the full range of professional, technical, and policy issues of interest to the public service. As long as an activity is related to and necessary for the completion of a user's work, then that activity is generally considered an acceptable use of the Internet and is allowed.

Content filtering systems are in place to help protect users from being exposed to unacceptable material. Although these are in place, no method is 100% effective. If an unacceptable site is not blocked, the I.S. Division should be informed immediately to take action. If an acceptable site is blocked, the information should be forwarded for review.





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Section B – E-mail

The County's electronic mail ("e-mail") system allows users to write, send, and receive e-mail communications. The e-mail system is owned by the County and maintained to facilitate business communications. Although users may use passwords to limit general access to system messages, the County maintains its ability to monitor any and all transmissions, stored messages, and routine backup copies made thereof on its e-mail system to ensure proper system usage. Consequently, users should assume that such communications are non-confidential and that County access for legitimate business purposes will take place. In addition, users are reminded that e-mail communications sent from the County should be treated in the same manner as if the communication were sent on Company letterhead; professionalism should be maintained in all e-mail communications. Style, spelling, grammar and punctuation should be appropriate and accurate.

Users must not attempt to read another person's e-mail unless otherwise authorized. The e-mail system is the property of The Corporation of Haldimand County. Users should have no reasonable expectation of privacy in e-mail transmitted, received, and stored on and/or through the County's system. E-mail is the property of The Corporation of Haldimand County and is not a private user communication (whether created or received).

When sending files as attachments to e-mail, the attachments should be converted to PDF (portable document format) to decrease the file size – large attachments can seriously affect the performance of the network. Remember that e-mail is the leading source of computer viruses ... be especially suspicious of attachments. Unencrypted e-mail is not secure. Although systems are in place to block objectionable e-mails from coming into in-boxes, some items may not get blocked. If a user receives an objectionable message, the I.S. division should be informed and the message deleted. Users will not be disciplined for receiving unacceptable messages.

Users may not waste the County's computer resources or colleagues' time. Users should exercise sound judgment and common sense when distributing e-mail messages. Send e-mail messages and copies only to those with a legitimate need to read your message. Chain messages and executable graphics should be deleted, not forwarded, as they can overload the system. Messages from outside sources should be carefully guarded and protected, like any other written materials. You must also abide by copyright laws, ethics rules, and other applicable laws. Exercise caution when forwarding messages or sending carbon copies (or blind copies) to ensure that you don't violate addressees' privacy. Exercise caution when using the "reply to all". The "reply to all" option refers to sending a reply message not only to an e-mail's original author, but also to any other recipients that were listed in the original To or Cc lists. This is often a dangerous proposition, especially when the list of recipients is long, as comments may be passed onto unintended recipients.



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Users are encouraged to use a signature file containing their name, job title, division, department, telephone number, and fax number to add to all outgoing messages. E-mails sent to external sources automatically have a disclaimer added to the end of the body of the message that states the following:

Disclaimer:

This e-mail and any attachments may contain personal information or information that is otherwise confidential. If you are not the intended recipient, any use, disclosure or copying of any part of it is prohibited. Haldimand County accepts no liability for damage caused by any virus transmitted in this message. If this e-mail is received in error, please immediately reply and delete or destroy any copies of it. The transmission of e-mails between an authorized user or agent of Haldimand County and a third party does not constitute a binding contract without the express written consent of an authorized representative of The Corporation of Haldimand County.

The subject line in e-mail should always be filled out especially when sending the message to an external party. E-mails without a subject line are more likely to be considered to be “spam” by the majority of spam mail blockers.

You cannot communicate as broad a range of information in e-mail as you can in a face-to-face meeting, or even in a telephone call. Your words come across, but all the non-verbal signals--facial expressions, eye contact, body language, and tone of voice--are lost. We usually don't think about it, but we depend on those signals for information about the context of what is said; we need the signals to help us interpret the meaning beneath the words. Without them, we are often left to guess at the other person's intent.

These non-verbal signals are the main reason that most people prefer to handle sensitive issues (such as employment actions) in face-to-face meetings. When the situation is already potentially tense and you want your meaning to be absolutely clear, you want to have as much information as possible flowing back and forth.

Conversely, this is why e-mail conversations can become so heated. It's hard to say something "with a smile" in electronic mail, and it is all too easy to misinterpret an offhand, joking remark as a personal attack. Once tempers flare, both parties--each operating without those important nonverbal cues to meaning--tend to read their worst fears into the written words and react in kind. This can happen even among friends, but when the parties involved don't know each other well, it can be worse.



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Consider the following as some of the basics of business e-mail etiquette:

- ✉ Construct your copy list on a need-to-know basis. Be careful in using large distribution lists for highly focused topics. Users may not waste the County's computer resources or colleagues' time. Send e-mail messages and copies only to those with a legitimate need to read your message. Chain messages and executable graphics should be deleted, not forwarded, as they can overload the system.
- ✉ Use formal language (with complete sentences, business letter formats and correct spelling) and a well-thought-out structure when communicating. Remember, an e-mail message helps to create an image of you and the corporation.
- ✉ Be prompt in responding to action items. Acknowledge an accepted action item with an e-mail response even if you can't get to it for a while.
- ✉ Avoid e-mail wars. Keep personal conflicts offline, and handle them privately.
- ✉ Use auto response messages to notify correspondents if you are out of the office or on vacation and won't be able to read messages.
- ✉ Put meaningful data in the subject field. Many users and companies are responding to information overload by utilizing filtering methods to automatically delete, block, or file messages with a subject line such as "Joke of the day" or no subject line at all.
- ✉ Don't use e-mail to highlight negative thoughts about fellow users, or your organization. It can be too easily forwarded or misaddressed.
- ✉ Observe common practices within your organization. Every organization has a unique culture, and this also applies to e-mail etiquette.
- ✉ Be careful with your use of humour and sarcasm.
- ✉ Avoid sending e-mail in anger or as an emotional response.

Electronic mail sent from the corporation should be treated the same as any other communication that is sent. All communications represent the Corporation of Haldimand County as a whole, and as such, should be written in a professional and appropriate manner. This also applies to any material that is published on the Corporation of Haldimand County's World Wide Web site.

E-mail has become the mission critical means of communications between users, customers, suppliers, partners and residents. Regardless of company size, this communication medium is now the main way to get business done. But like any technology advancement, there is a price. With malware (malicious software) that is frequently spread via e-mail as well as e-mail threats including spam, spoofing and phishing attacks, keeping communications safe and clean is a daunting challenge for any IT department. Without the proper protection, e-mail can actually end up hurting a company and waste user productivity more than it helps.

E-mail is a powerful business communication tool and an effective means of gaining visibility, if it is used properly. The above guidelines should help you better realize the benefits of business e-mail.



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Section C – Games / Mobile Apps, Voice-Mail, and Telephones / Smartphones

Games / Mobile Apps

Games are a common feature of stand-alone computers, smartphones, tablets, and computers connected through a local area network, an intranet, or the Internet. Many office computers come equipped with a few games – solitaire is especially popular. Using the Corporation's IT infrastructure to play games during working hours is an unacceptable use of a valuable resource and is not permitted. As well, users who waste valuable storage space and damage networks by playing multi media games are also using IT resources in an unacceptable manner.

Users who spend a few minutes playing solitaire over the lunch hour? This is an incidental use but users are expected to use their common sense and good judgement. As always, "personal use on personal time" is a good rule to follow.

Mobile apps offer a level of convenience that the world has never known before. From home, the office, on the road and even from a hotel room in another county, you can access a multitude of information. This extreme level of convenience has brought with it a number of security risks as information is flying between devices and backend databases across the net.

Easy to download and often free, mobile apps can be so much fun and so convenient that they are often downloaded without thinking about key considerations such as what information they may gather from the device or who gets that information.

Only mobile apps which support a staff member's work with the County should be downloaded to County devices. Games should not be downloaded to County devices.

Voice-Mail

Voice mail is used throughout the Corporation – via desk phones as well as mobile phones. Users should ensure their recorded voice mail messages are appropriate, informative and timely. If callers reach your voice mail, at a minimum, they must be able to: speak directly with another user, or leave a message.

Users are responsible for the security of their voice mail account and their password. They should change their password regularly and take precautions to prevent unauthorized access to their mailbox. Voice mail systems are provided to facilitate the division's core work. Users should exercise good judgment regarding the reasonableness of personal use. Users must not attempt to access others' voice-mail boxes unless specifically authorized.



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Telephones / Smartphones

Mobile / smartphones and telephones are part of the Corporation of Haldimand County's information technology infrastructure.

The Corporation expects users of mobile / smartphones while operating vehicles will do so in a safe manner.

The CAO and General Managers shall determine which users are to receive corporate mobile / smartphones.

Please note that cellular transmissions are not secure and users should use discretion in relaying confidential information.

This policy also applies when users use smartphones for e-mail and Internet access.



THE CORPORATION OF HALDIMAND COUNTY

INFORMATION TECHNOLOGY

ACCEPTABLE USAGE POLICY

Appendix A – Usage Type Examples

Samples of Core, Incidental, Unacceptable and Illegal or Unlawful usage of Haldimand County Information Technology Infrastructure.

<i>Technology</i>	Core	<i>Core/ Incidental</i>	Incidental	<i>Incidental/ Unacceptable</i>	Unacceptable	ILLEGAL / UNLAWFUL
Phone / Smartphone	Answering an inquiry from a member of the public.	Calling home to inform family that you are working late.	Making a brief personal call. Calling home to check on your sick child.	Making many personal calls & your work calls are answered by busy co-workers or voice mail.	Accessing 1-900 lines. Using the office phone during office hours to buy and sell stocks.	Recording phone conversations without permission.
Photo Copier / Printers	Making copies of agendas, policies, etc. for other departmental use.		Making a photocopy of or printing your resume.	Making multiple copies of your neighbour's resume.	Extensive personal photo copying or printing that ties up the machine during office hours.	Photocopying and distributing a copy-written article without authorization.
Fax machine	Sending a memo to another department / satellite office.	Using the fax to make personal travel plans that tie in with a work-related conference.	Using the fax to confirm the itinerary for your March Break holiday.	Faxing the results of the football pool to all departments.	Faxing out copies of your resume during working hours, tying up the fax machine & backing up other work-related faxes.	
E-mail	Sending e-mail to all the members of the department with minutes of the last meeting.	Sending e-mail to a colleague that deals with work and attaching the schedule for your upcoming baseball tournament.	Sending personal e-mails with birthday wishes, holiday greetings during the lunch hour / breaks.	Sending personal e-mails with birthday wishes, etc. with large executable file attachments done during working hours.	Distributing a racist or obscene joke via e-mail. Distributing e-mails with large executable file attachments to all of your personal contacts.	Forwarding information received in confidence but not doing so in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
Internet	Researching the latest developments in your profession on the Internet.		Browsing a news site or an educational site to find information for your child's science project during the lunch hour / breaks.	Surfing for personal information during the day when it is not lunch hour / break times. Using the internet as a means to listen to a special CBC Radio broadcast (ie. Special news report).	Browsing websites that contain obscene or hateful materials. Downloading and installing programs from the Internet, and needing hours of IT support to get your computer re-started. Listening to music via the Internet.	Downloading, storing distributing and selling child pornography.
Computer	Word Processing / spreadsheets to create reports to council / doing the budget.		Preparing a team list for your child's soccer team over the lunch hour. Playing solitaire while on break.	Preparing team lists and the summer schedule for the whole town's soccer league.	Crashing the computer by installing a graphics-intensive multi-player combat game.	Running a pirated version of a popular program on the computer.

Note: These are some limited examples only and are not exhaustive or inclusive.



**THE CORPORATION OF HALDIMAND COUNTY
INFORMATION TECHNOLOGY
ACCEPTABLE USAGE POLICY**

Appendix B – I.T. AUP Acknowledgement



I.T. Acceptable Usage Policy Acknowledgement

Version: 3.0; Dated: March 2017

I have read and understand the terms of Haldimand County's Information Technology Acceptable Usage Policy (IT AUP) and agree to abide by them.

I understand that the IT AUP guides users of the County's Information Technology (IT) infrastructure by balancing the user's ability to benefit fully from information technology with the County's need for secure and effectively allocated IT resources. I also understand that the networked office has created the opportunity to access material and use resources in ways that may not be acceptable, that inappropriate use of information technology could expose the County to potential embarrassment and possible litigation, and I therefore understand the requirement for the policy.

I realize that the corporation's security software may record and store for management use the electronic e-mail messages I send and receive, the Internet address of any site that I visit, and any network activity in which I transmit or receive any kind of file. I understand that any violation of this policy could lead to disciplinary action up to and including dismissal.

Name (please print): _____

Signed: _____

Dated: _____

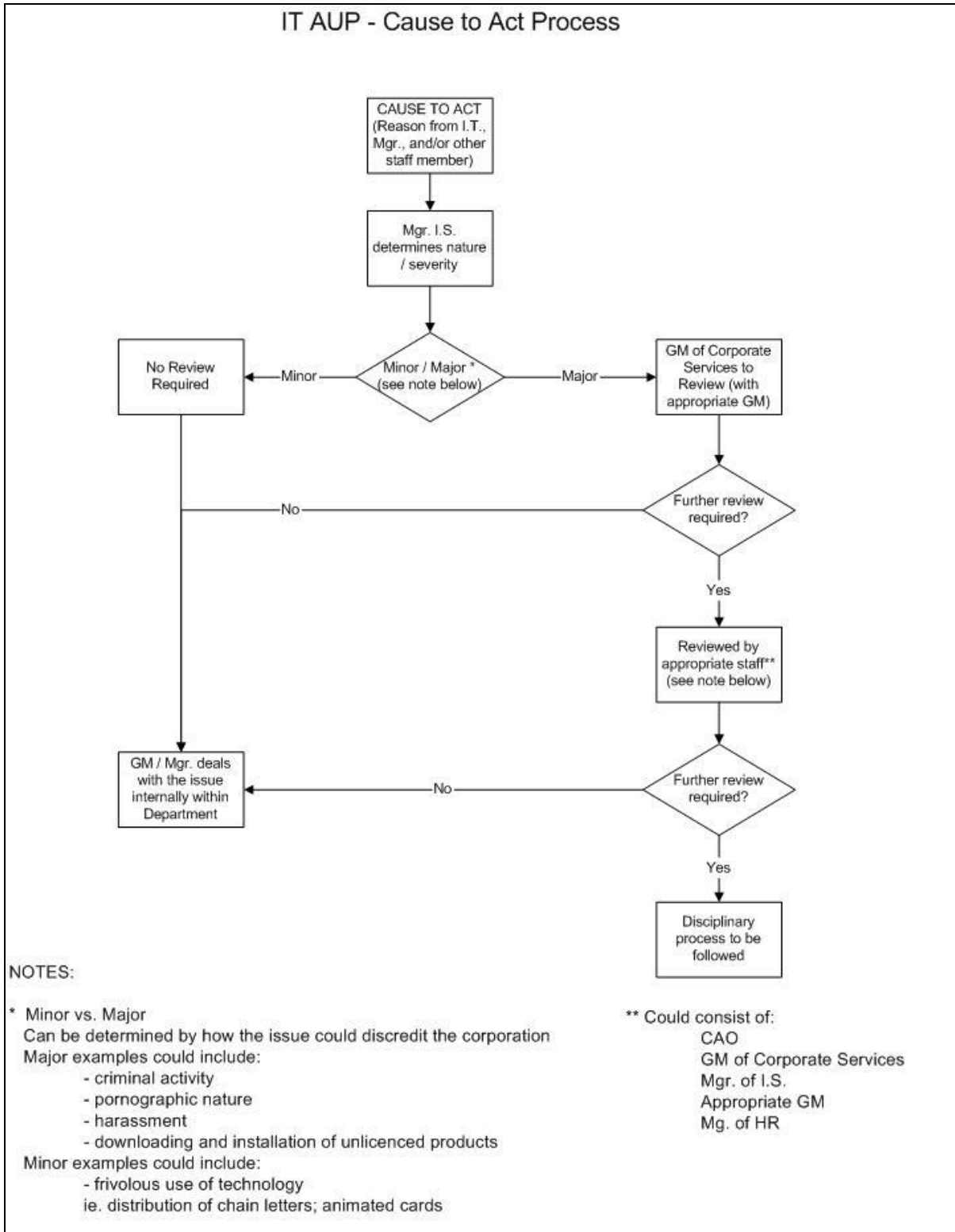
Note: This signed acknowledgement will be filed in your personnel file in the Human Resource Division.

Policy # 2001-08 I.T. Acceptable Usage Policy – Revised March 2017



THE CORPORATION OF HALDIMAND COUNTY INFORMATION TECHNOLOGY ACCEPTABLE USAGE POLICY

Appendix C – Cause to Act Process





**THE CORPORATION OF HALDIMAND COUNTY
INFORMATION TECHNOLOGY
ACCEPTABLE USAGE POLICY**

**Appendix D - Addendum for Users of County Issued Mobile
Devices**

IT Acceptable Usage Policy Acknowledgement
Addendum for Users of County Issued Mobile Devices
Version: 1.0; Dated: May 2014

The IT Acceptable Usage Policy (IT AUP) guides users of the Corporation of Haldimand County's Information Technology (IT) infrastructure. It balances the authorized user's ability to benefit fully from information technology with the County's need for secure and effectively allocated IT resources. The following is provided in addition to the IT AUP to address specifics for users of County issued mobile devices.

Haldimand County Expects Mobile Device Users to:

- Use the device as a productivity tool for business use. Staff are permitted limited use of County IT equipment for personal needs if the use does not interfere with official business and imposes no additional expense to the County. All limited personal use must be in compliance with the IT AUP. (refer to IT AUP, "Usage Policy" section – Core / Incidental / Unacceptable / Illegal or Unlawful Activity.)
- Protect the County-issued device from theft, damage, abuse, and unauthorized use.
- Abide by all applicable laws governing the use of mobile devices (e.g., while driving, hands-free use and/or texting).
- Notify Information Systems (I.S.) if the device is lost or stolen within one hour, or as soon as practical after you notice the device is missing. I.S. will lock and disable the device upon notification. Contact information:
 - During business hours, call 905-318-5932 ext. 8600
 - After hours, contact the IT On Call device at 905-981-9157 or e-mail haldimandoncall@gmail.com
- Contact the I.S. Division at least 7 days prior to travel to request temporary international roaming features if you have official County travel plans abroad. Data rate plans for phone, texting and data are an additional cost to the County for mobile device users traveling outside of Canada. Failure to add the international roaming feature could result in cost overages for which the user and/or the user's Division will be responsible.
- In order to recognize the need for work/life balance, it is recommended to avoid using the device before 6 a.m. and after 6 p.m. on weekdays or anytime on weekends unless the situation requires such usage (for example: "on call", emergency, urgent matter, special circumstance, etc.)

Privacy Expectations:

- County employees should not have an expectation, of privacy while using County provided devices at anytime, including accessing the Internet, using e-mail, texting or voice communications. (refer to "Monitoring / Privacy" section of IT AUP)
- The I.S. Division will monitor monthly invoices alerting users and their managers of usage beyond what is expected of the position.

Questions related to the above should be directed to the Manager of Information Systems.



IT Acceptable Usage Policy Acknowledgement
Addendum for Users of County Issued Mobile
Devices

Version: 1.0; Dated: May 2014

I have read and understand the terms of Haldimand County's Information Technology Acceptable Usage Policy (IT AUP) – Addendum for Users of County Issued Mobile Devices and agree to abide by them.

I understand that the IT AUP guides users of the County's Information Technology (IT) infrastructure by balancing the user's ability to benefit fully from information technology with the County's need for secure and effectively allocated IT resources. I also understand that the networked office has created the opportunity to access material and use resources in ways that may not be acceptable, that inappropriate use of information technology could expose the County to potential embarrassment and possible litigation, and I therefore understand the requirement for the policy.

I understand that any violation of this policy could lead to disciplinary action up to and including dismissal.

Name (please print): _____

Signed: _____

Dated: _____

Note: This signed acknowledgement will be filed in your personnel file in the Human Resources Division.



THE CORPORATION OF HALDIMAND COUNTY INFORMATION TECHNOLOGY ACCEPTABLE USAGE POLICY

REVISION HISTORY					
REPORT	CIC		COUNCIL		DETAILS
CAO-11-2005	24-May-05	14	30-May-05	188/05	Policy 01-08 be amended to require that no e-mails or correspondence generated within the County Corporation or received from outside sources be circulated to other outside sources without the expressed permission of the originator and any internal respondents to the message. Exceptions will be made for such messages or information reported through normal municipal business practices such as staff reports and meeting
CS-IS-02-2007	5-Feb-07	34 & 35	12-Feb-07	601/07	That the Information Technology Acceptable Usage Policy 01-08 attached to Report CS-IS-02-2007, be amended to clarify that it is applicable to County elected officials, by changing the wording from "employees" to read "authorized users".
SMT Approval 18-May-17	Date	Rec#	Date	Res#	<ul style="list-style-type: none"> • General changes in technology "terms" / verbiage (i.e. no longer PDAs, cell phones but mobile / smartphones, tablets, etc.) • Removal of process for staff to cover long distance costs as charges are almost non-existent • Usage of County mobile devices – includes info about users covering additional costs for personal incidental use; downloading apps • Inclusion of Addendum for Users of County issued mobile devices and sign off acknowledgement form
	Date	Rec#	Date	Res#	
	Date	Rec#	Date	Res#	