



City of Brockton Information Technology Board

45 School Street
Brockton, Massachusetts 02301
Tel: (508) 580-7628
Fax : (508) 580-7646
itboard@ci.brockton.ma.us

INFORMATION TECHNOLOGY CENTER HOURS

The Information Technology Center with the recommendations of the Information Technology Board understands the need for services outside the normal business hours. The Information Technology Center does and will continue to make every good faith effort to accommodate the requests, either by being on-call or on-site as needed. It is important that diligence is done by the departments to limit the needs to those times necessary. The Information Technology Board has recommended the Information Technology Center maintain the following hours of operation;

- 1) The Information Technology Center hours are 8:00 AM to 4:30 PM during normal City business days. These business days are so designated by the Mayor.

Unless requested in advance, the Information Technology Center does not provide any additional services. In order to assure that the right and proper personnel are available, all requests for additional services needed on a temporary basis must be made;

- 1) At least by noon of the last business day before the service is needed except in the event of an emergency or a request for weekend services.
- 2) all requests for weekend services must be requested at least 24 hours before of the close of the last business day before the weekend the services are needed
- 3) emergency requests are to be made as soon as possible to the Information Technology Center Director or his designee

If an additional service is needed on a regular or ongoing basis then these requests should be directed to the Information Technology Board.

If you have any questions concerning this policy or your obligations under it, you may direct them to either your supervisor or the Information Technology Center (x7628 or e-mail address ITCenter@ci.brockton.ma.us).



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EMPLOYEE USER IDENTIFIER

The Information Technology Center with the recommendations of the Information Technology Board is committed to managing the City Of Brockton's computer assets for maximum benefit to the City Of Brockton and its employees and shall strive to create an environment for success. Policies have been written to assure that only those employees and equipment authorized to use the City Of Brockton Computer Systems do so in a responsible manner and that all other non-sanctioned users or equipment are not able to use the City Of Brockton Computer Systems.

The following policies have been established by the Information Technology Board;

- 1) A unique user identifier known as a username and password is required of all users.
- 2) Users are accountable for their actions as well as those actions taken under their user identifier and may be held to applicable administrative or legal sanctions
- 3) Users are not allowed to share their accounts with others
- 4) Passwords must not be shared with any other person
- 5) Passwords will not be given out over the telephone
- 6) The password must be changed as soon as possible after an unacceptable exposure or suspected compromise.
- 7) Any doubts concerning whether any employee account is compromised should be raised with the Information Technology Center immediately.
- 8) Users must notify the Information Technology Center immediately when they become aware that any of the accounts used to access the City Of Brockton have been compromised.
- 9) Users are not to attempt to receive unintended messages or access information by some unauthorized means, such as imitating another system, impersonating another user or other person, misuse of legal user credentials (usernames, passwords, etc.), or by causing some system component to function incorrectly.
- 10) When a user account is deleted, all permanent files in home directories and the City Of Brockton mass storage systems will be assigned to the Information Technology Center, who is responsible for reassigning necessary files and deleting unneeded files.
- 11) Users are prohibited from taking unauthorized actions to intentionally modify or delete information or programs.

If you have any questions concerning this policy or your obligations under it, you may direct them to either your supervisor or the Information Technology Center (x7628 or e-mail address ITCenter@ci.brockton.ma.us).



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COMPUTER and INTERNET USAGE POLICY

The Information Technology Board has established policies with regard to the acceptable use of City of Brockton computers, software, and communications systems. The Computer Systems provided by the City Of Brockton are only for the use of City Of Brockton business. The use of the City Of Brockton resources for personal or non-work-related activity is prohibited. The use of City of Brockton Computer Systems constitutes consent to monitoring at all times.

- 1) All City of Brockton Computer Systems and related equipment are intended for the communication, transmission, processing, and storage of official City of Brockton business purposes or other authorized information only. All City of Brockton Computer Systems are subject to monitoring at all times to ensure proper functioning of equipment and systems including security devices, systems to prevent unauthorized use, violations of statutes, security regulations to deter criminal activity and for other similar purposes. Any user of a City of Brockton computer system should be aware that any information placed in the system is subject to monitoring and is not subject to any expectation of privacy.
- 2) If monitoring of this or any other City of Brockton computer system reveals possible evidence of violation of criminal statutes, this evidence and any other related information, including identification information about the user, may be provided to law enforcement officials. If monitoring of this or any other City of Brockton computer systems reveals violations of security regulations or unauthorized use, employees who violate security regulations or make unauthorized use of City of Brockton computer systems are subject to appropriate disciplinary action.
- 3) The City of Brockton Information Technology Center may remotely control any City of Brockton computer as needed.
- 4) Internet access, hardware and software must be licensed, authorized and installed only by appropriate personnel in each City department. Employees authorized to download software or browser plug-ins will be provided with safety guidelines and virus protection software.
- 5) Access to the Internet is provided to City employees for conducting official City business. The Internet may not be used for prohibited purposes, such as conducting private business, or political campaigning, or any illegal uses. Personal use of the Internet should be governed by the same tests of reasonableness as personal phone calls and internal e-mail.

These include but are not limited to:

- there is no cost associated with the use
 - use is moderate in time
 - use does not interfere with an employee's or co-workers' work
 - because of the unique nature of the Internet, some additional guidelines may apply to its use
- 6) Users may not deliberately interfere with other users accessing system resources.
 - 7) Users must not intentionally introduce or use malicious software such as computer viruses, Trojan horses, or worms.
 - 8) Certain features of the Internet can clog the City's network and e-mail system, and should be used only for work-related purposes. A list of these uses is included but limited to:
 - Listserv's, which generate large volumes of e-mail
 - Streaming media, which uses large bandwidth
 - 9) Resources of any kind, for which there is a fee, must not be accessed or downloaded without prior approval from their supervisor and ITC.

If you have any questions concerning these policies or your obligations under them, you may direct them to either your supervisor or the Information Technology Center (x7628 or e-mail address ITCenter@ci.brockton.ma.us).



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EMAIL AND INSTANT MESSAGING POLICIES

The Information Technology Board has established these policies with regard to the acceptable use of City of Brockton provided electronic messaging systems, including but not limited to e-mail and instant messaging. E-mail and instant messaging are important and sensitive business tools. These policies apply to any and all electronic messages composed, sent or received by any employee or by any person using City of Brockton provided electronic messaging resources.

The following policies have been established by the Information Technology Board;

- 1) Information Technology Board sets forth the following policies, but reserves the right to change them at any time as may be appropriate or required
- 2) Information Technology Center provides electronic messaging resources to assist in conducting City of Brockton business.
- 3) All messages composed and/or sent using City of Brockton provided electronic messaging resources must comply with City of Brockton policies regarding acceptable communications.
- 4) City of Brockton prohibits discrimination based on age, race, gender, sexual orientation or religious or political beliefs. Use of electronic messaging resources to discriminate for any or all of the aforementioned reasons is prohibited.
- 5) The electronic messaging system is the City of Brockton's property. All messages composed, sent or received by any employee on the City of Brockton provided electronic messaging system are also the property of City of Brockton and NOT the property of the employee.
- 6) Upon termination or separation from the City of Brockton, City of Brockton will deny all access to electronic messaging resources, including the ability to download, forward, print or retrieve any message stored in the system, regardless of sender or recipient.
- 7) Each employee will be assigned a unique e-mail address that is to be used while conducting City of Brockton business via e-mail.
- 8) Employees are prohibited from automatically forwarding electronic messages sent through City of Brockton provided systems to external messaging systems.
- 9) City of Brockton reserves the right to intercept, monitor, review and/or disclose any and all messages composed, sent or received. The interception, monitoring and reviewing of messages may be performed with the assistance of content filtering software, or by designated City of Brockton employees and/or designated external entities. Employees designated to review messages may include, but are not limited to; an employee's supervisor or manager, union representative and/or representatives from the City of Brockton Human Resources Department, the City of Brockton Legal Department or the City of Brockton Information Technology Center.
- 10) City of Brockton reserves the right to alter, modify, re-route or block the delivery of messages as appropriate. This includes but is not limited to:
 - Rejecting, quarantining or removing the attachments and/or malicious code from messages that may pose a threat to City of Brockton resources
 - Discarding attachments, such as music, considered to be of little business value and of significant resource cost
 - Rejecting or quarantining messages with suspicious content
 - Rejecting or quarantining messages containing offensive language
 - Re-routing messages with suspicious content to designated City of Brockton employees for manual review
 - Rejecting or quarantining messages determined to be unsolicited commercial email (spam)
 - Appending legal disclaimers to messages



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- 11) Electronic messaging resources may be used infrequently and occasionally for personal use. Excessive personal use may result in disciplinary action, including but not limited to the loss of this privilege and/or termination. City of Brockton provided electronic messaging resources should not be used for the promotion or publication of one's political or religious views, the operation of a business or for any undertaking for personal gain.
- 12) City of Brockton may permit the use of instant messaging programs. The policies in this document apply equally to instant messages as well as e-mail.
- 13) Employees authorized to use instant messaging programs will be advised specifically on which instant message program(s) are permissible and which ones are not by the Information Technology Center.
- 14) Employees authorized to use instant messaging programs will be assigned a unique instant messaging identifier, also known as a buddy name, handle or nickname.
- 15) Employees are prohibited from conducting employee business from any non-City of Brockton provided email or instant messaging accounts.
- 16) The unique email addresses and/or instant messaging identifiers assigned to an employee are the property of the City of Brockton. Employees may use these identifiers only while employed by the City of Brockton. The right to use these identifiers terminates upon termination or separation from the City of Brockton.
- 17) City of Brockton employs sophisticated anti-virus software. Employees are prohibited from disabling anti-virus software running on City of Brockton provided computer equipment or any other authorized device on the City's network.
- 18) Any employee who discovers a violation of these policies should immediately notify their department head or the Information Technology Center.
- 19) Any employee in violation of these policies is subject to disciplinary action.

Practices and Procedures

- 1) City of Brockton employs certain practices and procedures in order to maintain the health and efficiency of electronic messaging resources, to achieve City of Brockton objectives and/or to meet various regulations. These practices and procedures are subject to change as appropriate or required
- 2) The State of Massachusetts treats electronic messages as a normal business record. As with any business record, established practices and procedures for the safekeeping, retention and ultimate destruction of the business record must be followed.

Risks and Cautionary Advice

- 1) While electronic messaging resources allow employees to conduct City of Brockton business efficiently, use of email and instant messaging systems comes with some inherent risks. All employees should be aware of these risks and take precautions to mitigate them.
- 2) Messages sent electronically can be intercepted inside or outside the City of Brockton and as such, there should never be an expectation of confidentiality. Do not disclose proprietary or confidential information through email or instant messages.
- 3) Electronic messages are never unconditionally and unequivocally deleted. The remote possibility of discovery always exists. Use caution and judgment in determining whether a message should be delivered electronically instead of in person.
- 4) Electronic messages are legally discoverable and permissible as evidence in a court of law.
- 5) Electronic messages are frequently inadequate in conveying mood and context. Carefully consider how the recipient might interpret a message before composing or sending it.



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- 6) Even though the City of Brockton employs anti-virus software, some virus-infected messages can enter the City of Brockton's messaging systems. Viruses, "worms" and other malicious code can spread quickly if appropriate precautions are not taken:
- Be suspicious of messages sent by people not known by you.
 - Do not open attachments unless they were anticipated by you.
 - Do not forward chain letters. Simply delete them.
- 7) City of Brockton considers unsolicited commercial email (spam) a nuisance and a potential security threat. Do not attempt to remove yourself from future delivery of a message that you determine is spam. These "Remove Me" links often are used by unscrupulous bulk junk e-mailers as a means to verify that you exist. Attempting to remove yourself will only ensure that you will receive ever-increasing amounts of spam.
- 8) Internet message boards are a fertile source from which mass junk e-mailers harvest email addresses and email domains. Do not use City of Brockton provided email addresses when posting to message boards.
- 9) For that reason, all outgoing messages, which do not reflect the official position of the City or Department, should include a disclaimer similar to "The opinions expressed here are my own and do not necessarily represent those of the City of Brockton."

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SOFTWARE POLICIES

The Information Technology Center with the recommendations of the Information Technology Board is committed to managing the City Of Brockton's Software assets for maximum benefit to the City Of Brockton and its employees and shall strive to create an environment for success.

The following policies have been established by the Information Technology Board;

The process consists of creating an environment in which the process will succeed with a focus on:

- keeping policies and procedures current;
- require that all software be procured through official and clearly defined procedures;
- establishing a secure repository for original storage media and software documentation;
- maintaining records of software licenses for the City Of Brockton;
- reviewing the software assets residing on the City Of Brockton's computers;
- identifying and modifying as necessary the software employees need to fulfill their job responsibilities;
- training employees in the software supported by the City Of Brockton;
- by communicating these policies and educating employees about their responsibilities;
- acting to correct breaches in these policies and the law; and prevent future breaches

General Responsibilities

- 1) The Information Technology Board will review and update policies as needed to ensure its validity.
- 2) The Information Technology Center will manage the City of Brockton's software assets to derive maximum benefit to the City of Brockton and its employees.
- 3) The Information Technology Center will ensure that City of Brockton and its employees acquire, reproduce, distribute, transmit, and use computer software in compliance with international treaty obligations and laws, and maintain only legal software on City of Brockton computers and computer networks.
- 4) All software is protected under copyright laws from the time of its creation. The City of Brockton has licensed copies of computer software from a variety of publishers to help fulfill its mission. Unless otherwise provided in the software license, duplication of copyrighted software, except for backup and archival purposes, is a violation of the law and this Policy.
- 5) The licenses for some of the City of Brockton's software permit employees of an organization to make a copy of the software for home use. The Information Technology Center may approve such use by employees that can demonstrate a need to conduct the City of Brockton's business from their homes. Under no circumstances, however, may an employee use the City of Brockton's software for purposes other than the business of the City of Brockton.
- 6) No employee shall download any software either as "freeware" or "shareware" or for a fee to any City of Brockton computers without the prior approval of the Information Technology Center.
- 7) No employee may knowingly use software for which the City of Brockton lacks the appropriate license. If you become aware of the use or distribution of unauthorized software within the City of Brockton's organizations, notify your supervisor who shall notify the Information Technology Center.
- 8) No employee may loan or give to anyone any software licensed to the City of Brockton.
- 9) No employee may use or distribute personally owned software on the City of Brockton's computers or networks. Such software threatens the integrity and security of the City's computers and networks.



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The Software Asset Management Process

- 1) As part of the City of Brockton's software management process, the Information Technology Center may conduct periodic, random reviews of all the City's computers and networks to determine the software resident on such systems and whether the City of Brockton has the appropriate licenses for all such software.
- 2) The Information Technology Board may also conduct periodic, planned reviews, in which the Information Technology Center may ask you to complete a Software User Survey. This Survey will be used to determine your existing and future use and need of particular software programs. Your cooperation with all reviews and Software User Surveys is greatly appreciated.
- 3) The Information Technology Center will endeavor to conduct its work with the least possible disruption of your workday. The employee may be held responsible for the existence of any software on their computer for which the City of Brockton lacks the appropriate licenses. Consequences for such unauthorized use of software may result in employee disciplinary actions.

Software Procurement and Installation Procedures

- 1) All requests for software and software upgrades shall be submitted to the Information Technology Center.
- 2) Any software and software upgrades not acquired by the Information Technology Center shall be documented and identified to the Information Technology Center, who will verify that the Agency has an appropriate license for the use of such software.
- 3) All acquisitions of hardware that includes bundled software shall be documented and identified to the Information Technology Center, who will verify that the Agency has an appropriate license for the use of such bundled software.
- 4) The Information Technology Center shall store in a secure, central location, all-original software licenses, disks, CD-ROMs, and documentation upon receipt of all new software, including copies of completed registration cards.
- 5) The Information Technology Center shall designate those employees authorized to install software on the City's computers.
- 6) The Information Technology Center may use a software management computer program to automate such recordkeeping.
- 7) No employee shall install or distribute software for which the City lacks the appropriate license.
- 8) No employee shall install any software upgrade on a computer that does not already have resident on it the original version of the software. The Information Technology Center or designated employee shall destroy the original version's backup copy of the upgraded software in its place.
- 9) The Information Technology Center or designated employee shall destroy all copies of software that is obsolete or for which the City of Brockton lacks the appropriate license. Alternatively, the Information Technology Center may obtain the appropriate license(s) necessary to maintain software on the City of Brockton's computers if required for a business purpose.
- 10) The Information Technology Center and those other City of Brockton's department with procurement responsibility must establish and maintain a recordkeeping system for software licenses, hardware, original CD-ROMs and diskettes, user information, and review information, and shall maintain this information in a secure, central location.
- 11) The City of Brockton is committed to communicating these Policies with its employees, so the City of Brockton may:
 - Include the Policy Statement in the employee handbook, and / or distribute these policies to all employees.
 - Train new employees during their initial orientation on how to comply with these policies.
 - Hold seminars on the Software Policy for existing employees to inform them of the types of software licenses, how to detect and prevent piracy, how to implement the Software Policy, and consequences of violating the Policy and relevant law.



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- Require new and existing employees whose responsibilities include the installation, maintenance, or oversight of information technology systems to acknowledge and sign the Software Policy Statement.
- Circulate reminders of these Policies on a regular basis and / or remind employees of these Policies in other ways.
- Inform employees where they can get additional information on these Policies and software theft prevention.

If you have any questions concerning these policies or your obligations under them, you may direct them to either your supervisor or the Information Technology Center (x7628 or e-mail address ITCenter@ci.brockton.ma.us).



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EMPLOYEE SOFTWARE USAGE

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The following policies have been established by the Information Technology Board;

- 1) City of Brockton has licensed copies of computer software from a variety of publishers to help fulfill its mission. Licensed and registered copies of the software programs are to be installed on computers only by the Information Technology Center within the City of Brockton's organizations and appropriate backup copies made in accordance with the licensing agreements. No other copies of the software or its documentation shall be made without the express written consent of the software publisher and knowledge and consent of the Information Technology Board.
- 2) The City of Brockton licenses the use of some computer software from outside companies. The City of Brockton does not own this software or its related documentation and unless authorized by the software developer, does not have the right to reproduce it except for backup purposes.
- 3) In some cases, the license agreements for a particular software program may permit an additional copy to be installed on a portable computer or home computer for business purposes. Employees will not make such additional copies of software or documentation for the software without the approval of the Information Technology Center.
- 4) The unauthorized duplication or use of copyrighted software or documentation is a violation of the law and is contrary to established standards of conduct for City of Brockton employees.
- 5) A City of Brockton employee learning of any misuse of software or related documentation within the City of Brockton shall notify the department head or the Information Technology Center.
- 6) With regard to Client/Server and network applications, the City of Brockton employees shall use the software only in accordance with the license agreements.
- 7) A City of Brockton employee shall not download or upload unauthorized software over the Internet.
- 8) The Information Technology Center shall be provided with all other copies of legally acquired software to meet all legitimate needs in a timely fashion and in sufficient quantities for all necessary computers. The unauthorized use of software obtained from any other source on City of Brockton's computers could present security and legal threats to the City, and such, the use is strictly prohibited.
- 9) City of Brockton reserves the right to protect its reputation and its investment in computer software by enforcing strong internal controls to prevent the making or use of unauthorized copies of software. These controls may include frequent and periodic assessments of software use, announced and unannounced audits of City of Brockton computers to assure compliance and the removal of any software found on City of Brockton's property for which a valid license or proof of license cannot be determined.

According to applicable copyright law, persons involved in the illegal reproduction of software can be subject to civil damages and criminal penalties including fines and imprisonment. The City of Brockton does not condone the illegal duplication of software. The City of Brockton employees who make, acquire, or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances.

Any doubts concerning whether any employee may copy or use a given software program should be raised with the Information Technology Center.

If you have any questions concerning this Policy or your obligations under it, you may direct them to either your supervisor or the Information Technology Center (x7628 or e-mail address ITCenter@ci.brockton.ma.us).



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SOFTWARE MEMORANDUM

To: (specify distribution)
From: City of Brockton Information Technology Board
Subject: Computer Software and the Copyright Law
Date: (insert)

The purpose of this memorandum is to remind you of the City of Brockton's policies concerning the illegal copying and use of software. Unlicensed duplication or use of any software program is illegal and can expose you and the City of Brockton to civil and criminal liability under the copyright law.

In order to ensure that you do not inadvertently violate the software publisher's copyright, you should not copy any program installed on your computer, without permission from the Information Technology Center.

Likewise, you should not install any program onto your computer without such permission, unless licensing has been verified to cover such installation.

The City of Brockton will not tolerate any employee making unauthorized copies of software. Any employee found copying software illegally may be subject to discipline.

If you want to use software licensed by the City of Brockton at home, you must consult with the Information Technology Center in order to make sure such use is permitted by the publisher's license.

This may seem harsh, but unless we enforce a strict policy on software use, you and the City of Brockton will be exposed to serious legal consequences.

The Information Technology Center may conduct periodic checks with your department to inventory hard disks and ascertain that licenses exist for each copy of a software product resident on a hard disk. If unlicensed copies are found, they will be deleted and if necessary, replaced with licensed copies.

If you have any questions concerning this Policy or your obligations under it, you may direct them to either your supervisor or the Information Technology Center (x7628 or e-mail address ITCenter@ci.brockton.ma.us).

Employee acknowledgement of understanding and responsibility:

Printed Employee Name: _____

Employee Signature and Date: _____