

TOWN OF MIDDLETON CODE D - PERSONNEL	
Subject: Internet and Mobile Device Acceptable Use	Number: 3.7
Coverage: Employees and Council	Approved by: Council
Effective Date : May 4, 2015	Revision Date:

Rationale

The purpose of this policy is to define standards, procedures and restrictions for end users who have legitimate business requirements to use Town of Middleton information technology services and systems.

Definitions

1. In this Policy:

- (1) “Chief Administrative Officer” means the Chief Administrative Officer of the Town of Middleton;
- (2) “Council” means the Council of the Town of Middleton;
- (3) “document” refers to any kind of file that can be read on a system as if it were a printed page, including web pages, emails and files meant to be accessed by documentation or data management software (e.g., Microsoft Office applications), or an electronic publishing tool (e.g., Adobe Acrobat);
- (4) “elected official” means the Mayor, Deputy Mayor or Councillor of the Town of Middleton;
- (5) “IT” means Information Technology;
- (6) “IT Administrator” means the Information Technology professional employed or contracted to provide IT services to the Town of Middleton;
- (7) “Management Committee” means the Management Committee of the Town of Middleton;
- (8) “network” means a collection of systems interconnected by communication channels that allow sharing of resources and information, including connectivity to the internet where applicable;
- (9) “peripheral” means a device attached to a host system that is dependent on the host and expands the host’s capabilities, but does not form part of the system’s core structure, including printers, fax machines, digital cameras, data storage devices (e.g. flash drives), projectors, keyboards, speakers, and monitors;

- (10) “portable systems” means systems which may be moved from place to place, including mobile phones and tablets;
- (11) “server” means a hardware system that supplies data or resources to other systems on a network;
- (12) “software” means the entire set of programs, procedures, and related documentation associated with a system;
- (13) “system” means a communication device designed to accept data, perform prescribed mathematical and logical operations at high speed, and display the results of these operations. Such devices include computers (e.g., desktop, laptop), tablets, mobile devices (e.g., cell phones, smart phones), and landline telephones;
- (14) “user” means an employee or elected official of the Town of Middleton or another individual who is authorized to use the Town of Middleton’s network or systems; and
- (15) “working hours” means the hours of operation for the Town of Middleton, generally Monday to Friday, 8:30 am to 4:30 pm (8:00 am to 5:00 pm for Public Works).

Policy Statement

Guiding Principles

2. The following principles will guide the IT practices of the Town of Middleton:
 - (1) Efficiency – to provide seamless IT infrastructure, tools and services in support of the administrative process of the Town of Middleton;
 - (2) Professionalism – to require that network use and information sharing is used ethically and primarily for business-related purposes;
 - (3) Integrity – to ensure that municipal employees and elected officials conduct themselves honestly and appropriately in all forms of communication, respecting the laws governing copyright infringement, intellectual property, software licensing, property rights and privacy;
 - (4) Accountability – to require that all municipal employees and elected officials are responsible for understanding and following the relevant policies and procedures affecting system, network, and Internet usage;

- (5) Security – to continually monitor, evaluate and improve the technology and practices employer to secure the Municipality’s mobile devices, networks, servers and systems; and
- (6) Legislative – to adhere to applicable provincial, federal and municipal laws, regulations and policies.

Roles and Responsibilities

3. Council will ensure that the Town of Middleton has in place a comprehensive Internet and Mobile Device Acceptable Usage Policy.
4. The Chief Administrative Officer will:
 - (1) administer and implement this Policy; and
 - (2) identify necessary revisions to the Policy in collaboration with the IT Administrator and Management Team.
5. The IT Administrator will:
 - (1) authorize and install all software associated with the Town of Middleton’s servers, systems, peripherals, and any other devices connected to the network;
 - (2) generate, when required, internet activity reports, analyze usage patterns, and provide a summary report to the Management Committee;
 - (3) remain knowledgeable of new concepts to assess and promote the use of technology;
 - (4) ensure information technology training opportunities are available for all employees of the Town of Middleton and elected officials;
 - (5) provide assistance and support to employees of the Town of Middleton and elected officials to maximize their use of the Town of Middleton’s systems and network; and
 - (6) report any observed and/or suspected incidents of non-compliance with this Policy by the Town of Middleton’s employees and elected officials to the CAO.
6. The Department Heads will:
 - (1) ensure that Service Area staff are familiar with this Policy;

- (2) address any inappropriate activity conducted by service area staff; and
- (3) identify necessary revisions to the Policy in collaboration with the IT Administrator and Chief Administrative Officer.

Personal Usage of Network and Systems

7. Users are permitted to use the Town of Middleton's network and systems for reasonable personal use to take care of occasional personal matters during working hours, provided that doing so does not interfere with the operations of the Town of Middleton.
8. Personal use of the Town of Middleton's network and systems that incur costs above the regular and approved budget or would reasonably be considered outside of regular use will be invoiced and recovered from the individual user.

Prohibition on Use of Portable Systems While Operating Motor Vehicles

9. The use of a portable system by an employee or elected official of the Town of Middleton is prohibited while operating:
 - (1) a vehicle owned by the Town of Middleton; or
 - (2) a vehicle not owned by the Town of Middleton, but in the conduct of the business of the Town of Middleton in accordance with section 100D of Nova Scotia's *Motor Vehicle Act*, as amended.

Internet Usage

10. Users shall not access the following categories of websites while using the network or systems of the Town of Middleton:
 - (1) file sharing and piracy sites;
 - (2) sites that promote, foster, or perpetuate discrimination on the basis of race, creed, colour, age, religion, gender, marital status, physical or mental disability, or sexual orientation;
 - (3) sexual content and sites that link to sexual content;
 - (4) sites that are illegal or promote illegal activity contrary to the laws of Canada or Province of Nova Scotia; and
 - (5) any other material that would reasonably be considered offensive.

11. A user who accidentally connects to a website described in section 10 must immediately disconnect from the site and notify the IT Administrator of the incident.

Safety and Security

12. Users shall not make changes to or disable software which has been installed on the Town of Middleton's system and network for the purpose of:
 - (1) protection of the user and the Town of Middleton's privacy and security;
or
 - (2) protection of the network and system of the Town of Middleton against viruses and malicious software.
13. Users shall not download and install software on the Town of Middleton's systems or connect peripheral devices to the Town of Middleton's system and network without the prior approval of the IT Administrator.
14. Users shall not take mobile devices out of Canada without prior notification and approval from the CAO. All occurrences of devices leaving the country must be reported and recorded per subsection 5(3) of the *Personal Information International Disclosure Protection Act*.

15. Users who have been provided mobile devices as part of their employment with the Town of Middleton, or as a result of an election, shall return said devices when the employer/employee/Council relationship is ended. Due to the nature of technology, the CAO, in consultation with the IT Administrator and Director of Finance, may allow the purchase of the mobile device based on the condition of the device and the level of technology that is available/utilized by the Town of Middleton as compared to the capacity of the mobile device in question.

Personal Accountability

16. A user shall not share or divulge any username or password issued to the user by the Town of Middleton for the purpose of providing access to the system, network or Internet resources of the Town of Middleton.

17. A user of the Town of Middleton's network and system shall identify themselves honestly, accurately, and completely when participating in all forms of electronic communication (e.g., email) and when participating in other interactive Internet-based activities (e.g., social media and blogs).

Application of Freedom of Information and Protection of Privacy

18. Activity records of a user's system and network usage, which includes, but is not limited to call history, emails, text messages and Internet access history, is information that may be released to the public, if requested, under Part XX of the *Municipal Government Act*, as amended, regarding freedom of information and protection of privacy.


Discipline

19. Any contravention of this Policy may result in action by the Town of Middleton including, but not limited to confiscation of equipment of the Town of Middleton. Employees of the Town of Middleton are subject to disciplinary action up to and including termination of employment.

Certification

THIS IS TO CERTIFY that this policy was duly passed by a majority vote of the Council at a duly called Council meeting held on the 4th day of May, 2015.

GIVEN under the hand of the CAO and under the seal of the Town of Middleton this 11th day June, 2015.


Rachel L. Turner
Chief Administrative Officer