

# EDMONTON

## ADMINISTRATIVE PROCEDURE



**TITLE**  
ACCEPTABLE USE OF COMMUNICATION TECHNOLOGY

<b>NUMBER</b>	A1429D
<b>DEPARTMENT</b>	FINANCIAL & CORPORATE SERVICES
<b>DELEGATED AUTHORITY</b>	GENERAL MANGER - FINANCIAL & CORPORATE SERVICES
<b>CONTACT</b>	DIRECTOR LABOUR RELATIONS 496-6535
<b>DATE</b>	APRIL 21, 2016

### DEFINITIONS

City Assets – All property of the City, including equipment, financial assets, land, vehicles, material, Communication Technology, information and work time.

Communication Technology – Any means by which information is exchanged between individuals through a common system, which includes, but is not limited to, computers and monitors, tablets, telephones, cellular phones, smart phones, handheld personal digital assistants, photocopiers, radios, televisions, fax machines, cameras, printers, two-way radios, other wireless devices, audio/video equipment; as well as all information, online services and software applications which can be accessed using the above - including electronic mail, internet, intranet, and chat technologies.

Employee - Any individual employed by the City, including those employed on a personal services agreement, but not including elected officials or their assistants.

FOIP Act – The Freedom of Information and Protection of Privacy Act, R.S.A. 2000, c. F-25, as amended from time to time.

### PROCEDURES AND GUIDELINES

#### Guiding Principles

Communication Technology is provided to Employees for the purpose of conducting City business activities. Employees must use discretion and act responsibly and professionally when using Communication Technology.

Use of Communication Technology for personal reasons is allowed as long as it is occasional or incidental, there is no negative impact on performance or abuse of paid work time, and provided it does not violate any legislation or Directive.

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All information created with or stored on Communication Technology is the property of the City. Employees should not expect their communications to be private when using Communication Technology. Any information created with or stored on Communication Technology may be considered a public record subject to disclosure under the FOIP Act.

The City has NO TOLERANCE for the use of City Assets in a way that could be deemed as offensive or harassing, such as hate mail, racial or ethnic slurs, insults, obscenities, abuse, defamation, threats, sexually explicit materials and Internet gambling. Accessing, communicating, creating, distributing, viewing, sending, displaying or downloading of these inappropriate materials will be dealt with severely.

The City reserves the right to cancel access to, or remove, any Communication Technology device or equipment at its discretion. Any tampering, altering or modifying of Communication Technology will not be allowed.

Users of Communication Technology are responsible for the care and use of the technology they have access to or are assigned. Users may be responsible for charges pertaining to abuse of devices.

The City Manager may exempt Employees with legitimate job responsibilities where access to Communication Technology might otherwise contravene this Directive. This exemption must be provided by the City Manager in written form.

Employees are responsible for reporting any suspicious or unethical activity to their supervisor, Human Resources Business Partner or Corporate Security.

Employees are responsible for seeking advice from their supervisor if there is any uncertainty about acceptable or unacceptable use of Communication Technology. (See Guidelines and FAQ's for examples of "Things to Do" and "Things Not to Do".)

### Monitoring

The City reserves the right to track, monitor, access, audit, investigate or suspend any Communication Technology use by an Employee. An Employee's access to Communication Technology is at the sole discretion of the City.

Access to an Employee's Communication Technology without the consent of the Employee must be approved in written form by the Employee's General Manager. The approval of this request will be provided to the Human Resources Business Partner and Corporate Security for investigation.

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### Compliance and Enforcement

Use of Communication Technology must be legal, ethical and consistent with the Code of Conduct.

Any violation of this Directive may subject an Employee to the loss of his/her use of Communication Technology and may result in disciplinary action, up to and including termination.

Illegal acts involving Communication Technology may also subject an Employee to investigation and prosecution by police agencies and/or local, provincial and federal authorities.

### USE GUIDELINES

The following guidelines are intended as examples and do not represent a complete list.

Things to Do	Things NOT to Do
<p><b><i>Use for accomplishing job responsibilities that support vision, mission and value statements.</i></b></p> <ul style="list-style-type: none"> <li>• communicate with others in a respectful and professional manner</li> <li>• use footers (e.g. privacy) only on appropriate content and with the approval of Branch Manager</li> <li>• obtain approval when borrowing or relocating Communication Technology</li> <li>• clearly and accurately identify yourself when sending messages</li> <li>• communicate on behalf of another only with that person's approval</li> </ul>	<ul style="list-style-type: none"> <li>• use involving illegal activities</li> <li>• access, communicate, distribute, or display racial or ethnic slurs, threats, insults, obscenities, abuse, defamation or sexually explicit material</li> <li>• communicate personal or confidential information without authorization</li> <li>• reveal or publicize protected information</li> <li>• share or reveal passwords without authorization</li> <li>• represent personal opinions as those of the City (or department, branch, etc.)</li> </ul>
<p><b><i>Use for career or personal development including professional networking subject to the Code of Conduct.</i></b></p> <ul style="list-style-type: none"> <li>• obtain approval for career or personal development, such as web-based training</li> <li>• communicate appropriately with external contacts</li> <li>• communicate personal and confidential information</li> </ul>	<ul style="list-style-type: none"> <li>• promote personal or private business ventures</li> <li>• send non-approved or non-work requests or notifications to City group lists</li> <li>• send, copy, install or download copyrighted documents (this includes audio and video files)</li> <li>• use confidential City information for personal or</li> </ul>

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in a secure manner	non-work purposes
<p><b><i>Personal use which is occasional or incidental and/or approved by your supervisor.</i></b></p> <ul style="list-style-type: none"> <li>• obtain approval for exemptions</li> <li>• personal use on non-work time or breaks</li> <li>• ensure the proper rate plan is assigned when travel has been approved.</li> </ul>	<ul style="list-style-type: none"> <li>• use for personal gain or profit, including personal or private business activity</li> <li>• use Communication Technology for political or religious campaigning, or to promote activities or objectives of associations, clubs or unions</li> <li>• grant access to friends, family or any other persons</li> <li>• use Communication Technology for gambling, games, jokes, chain letters</li> <li>• take devices on vacation or City travel without proper approval</li> <li>• take assigned City device to a store to get it repaired or replaced without following the defined process - coordinating through the Department Telecom Coordinators</li> </ul>
<p><b><i>Use for maintaining the integrity of all Communication Technology.</i></b></p> <ul style="list-style-type: none"> <li>• respect City Assets and take proper care of them</li> <li>• report any suspicious or unethical activity to your supervisor, Human Resources Business Partner or to Corporate Security</li> <li>• restart Communication Technology (such as desktop computers and laptops) a minimum of weekly</li> <li>• when away from work for extended periods, grant permission for access to the employee covering your job</li> </ul>	<ul style="list-style-type: none"> <li>• use that could cause congestion or disruption to normal operations of Communication Technology</li> <li>• tamper, alter, modify, reconfigure or change Communication Technology</li> <li>• engage in activities which are risky as to security or virus exposure, such as adjusting internal settings</li> <li>• install personal software or unlicensed software</li> <li>• knowingly download or upload a virus or other malicious software</li> <li>• deliberately try to access information for which you do not have approval</li> </ul>

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### FREQUENTLY ASKED QUESTIONS

**I am taking a course at NAIT that requires some research on the Internet. Can I use my work computer for this purpose?**

Yes, provided that it is done on your own time without additional costs to the City, and that providing such research does not violate any provisions of this Directive or the Employee Code of Conduct.

**Can I access my Communication Technology for occasional personal use? What about infrequent phone calls? Can I call my child's daycare or make a medical appointment?**

Yes. Incidental use of City assets such as Communication Technology for personal reasons is allowed as long as there is no negative impact on your performance, and/or there is no abuse of paid work time. This includes telephone and cellular phone use.

**Can I make a personal long distance phone call on the City telephone?**

Yes, provided you do it on your own time and the call is collect or charged to your personal calling card account. An exemption may be granted by the Employee's General Manager or designate in extenuating circumstances.

**Can I photocopy recipes for distribution to my cooking class?**

Making one or two copies is not an abuse of City assets. Multiple copies, however, require supervisor approval and reimbursement to the City.

**Can I use the Internet at work to plan my vacation and book my airline tickets?**

Yes, provided that you do it on your own time (i.e. lunch, coffee breaks) and there are no costs to the City.

**Can I take my device on vacation or a City trip?**

Yes, provided that you have the appropriate approval to do so and there are appropriate roaming packages added.

**Can I take my device to a store and get it repaired or replaced and have the City reimburse me for the costs?**

No. These are City assets and must be taken care of through the City processes set out for this. Users are not authorized to repair or replace devices directly. Repair and replacement must be coordinated through the Department Telecom Site Coordinator.

**Can I install my personal income tax software on my work computer or laptop?**

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No. Modification to any Communication Technology requires approval from both your supervisor and the IT Branch. The tax program could interfere with your use of SAP, e-mail, your ability to print, or a host of other possible conflicts.

### **How can I protect my email account?**

Lock your workstation when leaving it unattended: Ctrl-Alt-Delete then Enter. Safeguard your password: do not share your email account.

### **Why is the use of City-wide and department-wide emails restricted?**

Emails are restricted due to the amount of work time accumulated by all the recipients to read the message, and because of the impact on the email system of sending a message to many recipients.

### **Could the content of my email messages be revealed in response to a FOIP request?**

Yes. All email messages and attachments sent to and from your City email account are City records and subject to the FOIP Act.

### **Does the City keep track of my computer use?**

Yes. All computer use, from your City email account for both personal and official City business, is logged. The logs are used for troubleshooting and to support investigations.

### **I find I am more productive if I work with some background music playing. Is that okay to do?**

When playing music at work, be mindful of the volume and content of the music and the possible distraction to Employees around your work space. Use of headphones (which you provide) might be appropriate or required in some situations.

Downloading music files or listening to online radio stations through your computer is not allowed.

### **I need to have my computer moved to another location. Can I move it there myself or do I have to inform Inside Information of its new location?**

Do not move computers without a phone call to inform Inside Information (944-4311). Inside Information will advise you on how to have your computer moved.