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| <b>Corporate Human Resources Policy</b> | <br>Hamilton | Appendix "A" to Report FCS20053                          |
| Work Environment                        |   | Supersedes: Computer Acceptable Use Policy (2009-02-11)) |
| Policy No: HR-15-09, IT-02              |   |  |

## ***Computer and Technology Acceptable Use Policy***

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| <b>POLICY, STATEMENT &amp; PURPOSE</b> | <p>The City of Hamilton provides employees, elected officials and other authorized organizations and individuals with access to IT Resources to be used for legitimate business purposes in serving the interests of the City. These technologies are valuable tools that enable Authorized Users to effectively carry out the City's business. As such, they must be used in a responsible and appropriate manner.</p> <p>The purpose of this policy is to outline the City's expectations regarding the use of the City's IT Resources and set clear parameters for Authorized Users to ensure clarity surrounding the use of this corporate resource. The use of this corporate resource is not a right but a privilege and is subject to the terms of this Policy. Prior to the use of the City's IT Resources, all Authorized Users are required to read this Policy and acknowledge their agreement to comply with it.</p> <p>Authorized Users are expected to exercise good judgment and to demonstrate a sense of responsibility and consideration of others when using the City's IT Resources. All work undertaken shall be performed in an ethical and lawful manner, demonstrating integrity and professionalism by all users.</p> |
| <b>SCOPE</b>                           | <p>This policy applies to all Authorized Users of the City's IT Resources including but not limited to City of Hamilton employees (full-time, part-time, temporary and contract); volunteers, students, interns, staff of elected officials, and all other organizations and individuals who are authorized by the City to use IT Resources.</p>   |
| <b>DEFINITIONS</b>                     | <p>The following terms referenced in this Policy are defined as:</p> <p><b>"Authorized Users"</b>: includes all persons who are authorized by City of Hamilton leaders to access and use the City's IT Resources for legitimate business purposes. Authorized Users include full-time, part-time, temporary and contract); volunteers, students, interns, staff of elected officials, and all other organizations and individuals who are authorized by the City to use IT Resources.</p> <p><b>"IT Resources"</b>: includes all:</p> <ul style="list-style-type: none"> <li>computer software, hardware and equipment owned or issued by the City, including desktops, laptops, tablets, notebooks, servers or smart phones;</li> <li>• telephones (including IP, cellular or traditional phones), and other audio/voice devices and networks, including voicemail;</li> </ul>  |

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|   | <ul style="list-style-type: none"> <li>• video conferencing systems and equipment;</li> <li>• scanners, printers and fax machines and peripheral devices and removable media associated with the computer (such as USB drives, CDs, DVDs, etc.);</li> <li>• transmission methods and services employed by the City's computer hardware and equipment, including wired, wireless and cellular networks, whether accessed from within the City's premises or elsewhere;</li> <li>• Internet and e-mail systems;</li> <li>• data, information and other work products such as computer programs, databases, spreadsheets, etc., created and/or maintained in using these IT resources; and</li> <li>• City related data and information that is accessed, stored, created, processed, transmitted or filed in a personal electronic device.</li> <br/> <li>• <b>"Non-public Information"</b>: means information that is exempt or is potentially exempt from disclosure under the <i>Municipal Freedom of Information and Protection of Privacy Act</i>, R.S.O. 1990, c. M.56 or the <i>Personal Health Information Protection Act, 2004</i>, S.O. 2004, c. 3, Schedule A, or that is otherwise deemed confidential. (Refer to Policy IT-04 "Data Classification" for further information about the classification and use of City data.)</li> </ul> |  |
| <b>TERMS &amp; CONDITIONS</b>           | <p>The following terms and conditions apply to this Policy:</p> <p><b>1. ACCESS:</b></p> <p><b>1.1</b> Authorized Users have access to the City's IT Resources. (Refer to Policy IT-05 "User Accounts" for further information about the authorization and use of user accounts.)</p> <p><b>1.2</b> Access to these IT Resources enables Authorized Users to conduct City business, to perform assigned duties, to research and obtain information relevant to City business and to provide information to residents, businesses and business prospects of the City of Hamilton.</p>  |  |

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|  | <p><b>1.3</b> Human Resources must notify Information Technology of the termination of Authorized Users on or before the individual's termination date. This notification will be Information Technology's authorization to revoke access appropriately.</p> <p><b>2. CITY PROPERTY:</b></p> <p><b>2.1</b> All files and electronic communications, including email, Internet and web content systems, created on, generated by or transmitted through the City's IT Resources are deemed to be the property of the City of Hamilton. In addition, any City related data and information that is accessed, stored, created, processed, transmitted or filed in a personal electronic device is deemed to be the property of the City of Hamilton.</p> <p><b>2.2</b> The conditions set forth in subsection 2.1 may be waived if: (i) an Authorized User makes a written request outlining the reasons necessitating a waiver, and (ii) a member of the City's Information Technology management team approves the request in writing, such approval to be granted at the sole discretion of management taking into consideration the specific circumstances of each individual request.</p> <p><b>3. MONITORING:</b></p> <p><b>3.1</b> All Authorized Users should be aware that the City's IT Resources create activity records, including, but not limited to, every Internet site visited and every message sent.</p> <p><b>3.2</b> While the City of Hamilton respects the privacy of Authorized Users, it still reserves the right to monitor use of City IT Resources, including, but not limited to, any email labeled "private". Authorized Users should be aware that they have no right of ownership or expectation of privacy with regards to their use of the City's IT Resources. The City reserves the right to implement reasonable technical and procedural measures in order to:</p> <ul style="list-style-type: none"> <li>• ensure compliance with corporate policies and standards,</li> <li>• assess system or network performance and resource usage,</li> <li>• protect and maintain the security of the City's IT Resources,</li> <li>• protect the City's interests in the event of a reasonable suspicion of crime or inappropriate use of City IT Resources, and</li> <li>• safeguard the integrity of Authorized Users.</li> </ul> |
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|  | <p>The City reserves the right to take action, including accessing any files, information and equipment, without notice.</p> <p><b>4. USAGE</b></p> <p><b>4.1</b> The City's IT Resources are corporate resources. The primary use of the IT Resources shall be for business purposes.</p> <p><b>4.2</b> Use of the IT Resources for personal activities including social media (Facebook, Twitter etc.) is permitted within reasonable limits, provided it does not:</p> <ul style="list-style-type: none"> <li>• conflict with business use or time, or</li> <li>• impact negatively on other Authorized Users or on the City's IT Resources, or</li> <li>• adversely affect an individual's performance or work duties and responsibilities.</li> </ul> <p>Personal uses that exceed these terms, uses for profit or uses that would otherwise violate any City policy are not permitted.</p> <p>Any inappropriate, excessive or abusive usage may result in an Authorized User's access privileges being limited or revoked, and City employees may also be subject to disciplinary measures up to and including dismissal.</p> <p><b>4.3</b> The City reserves the right to filter and quarantine both inbound and outbound electronic content, including but not limited to email and web content, in order to ensure the security and integrity of the IT Resources.</p> <p><b>4.4</b> The City reserves the right to report any illegal violations to the appropriate authorities.</p> <p><b>4.5</b> The City's existing corporate policies, including, but not limited to, the "Code of Conduct for Employees", "Harassment and Discrimination Prevention", "Personal Harassment Prevention", and "Code of Conduct for Members of Council" also apply to conduct while using the City's IT Resources.</p> |
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|  | <p><b>4.6</b> Acceptable and appropriate usage includes, but is not limited to the following list:</p> <ul style="list-style-type: none"> <li>• Participating in professional, work-related research.</li> <li>• Distributing work-related correspondence, minutes, agendas and reports.</li> <li>• Responding to public inquiries.</li> <li>• Accessing work-related on-line learning opportunities.</li> <li>• Creating work-related information resources.</li> <li>• Participating in work-related mailing lists or forums.</li> <li>• Communicating with staff, elected officials, and appropriate outside bodies such as other levels of government, businesses, City partners, citizen groups and residents.</li> </ul> <p><b>4.7</b> Authorized Users are expected to adhere to the following:</p> <p><b>4.7.1</b> Authorized Users shall not distribute outside of the City's internal network any Non-public Information, unless such distribution has been properly authorized and, where necessary, properly protected (e.g., encrypted, password-protected). (Refer to Policy IT-04 "Data Classification" for further information)</p> <p><b>4.7.2</b> Authorized Users shall not, in any way, attempt to access confidential information to which they have not been previously granted access.</p> <p><b>4.7.3</b> Authorized Users shall not download or install software on any City-issued IT hardware without the prior knowledge, approval and authorization of Information Technology management. Authorized Users shall not use any software that is banned for security reasons on City-issued hardware. (See the City's Intranet site for approved and banned software.)</p> <p><b>4.7.4</b> Authorized Users shall not connect unauthorized devices (including personal or vendor laptops) to the City's network without obtaining prior approval from Information Technology. Exception: Authorized Users may connect personal devices to public wireless networks where these are provided by the City.</p> |
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|  | <p><b>4.7.5</b> No Authorized User shall possess a hacking or password cracking tool unless authorized in writing by the Director of Information Technology for job related reasons.</p> <p><b>4.7.6</b> Authorized Users shall conduct email messaging in the same manner as they would other business correspondence, being mindful of the fact that email transmissions over the Internet are not secure and may be intercepted, and that email is subject to the provisions of the <i>Municipal Freedom of Information and Protection of Privacy Act</i>. Authorized Users are accountable for all email sent from their individual user name</p> <p><b>4.7.7</b> Authorized Users shall ensure that their password is changed regularly and is not shared with anyone, except within the terms of this Policy. (Refer to Policy IT-03 "Password" for further information.)</p> <p><b>4.7.8</b> Authorized Users must protect sensitive information. Information which is sensitive or confidential in nature should not be stored on mobile equipment, whether City provided or personally owned. Where it is necessary to store sensitive data on mobile equipment, the information must be encrypted. (Refer to Policy IT-04 "Data Classification" for further information)</p> <p><b>4.7.9</b> Authorized Users shall not use the City's IT Resources to run a personal business. This includes photocopying or printing flyers, advertisements, etc. for a personal business or for personal gain, or sending "for profit" messages via the Internet. Exception: Authorized Users are permitted to use any approved personal "Buy and Sell" page on the City's Intranet site.</p> <p><b>4.7.10</b> Authorized Users shall not use the City's IT Resources for any political activities. The use of the City's name, logo, email, file systems and all other IT Resources to support any political group, political campaign or political activity of any kind is prohibited. Authorized Users who wish to run for political office must advise their management prior to announcing their candidacy to ensure there is no conflict of interest or misuse of the City's IT Resources. (Refer to "Council Code of Conduct" and "Employee Code of Conduct" for further information)</p> |
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|  | <p><b>4.7.11</b> Social media sites such as Facebook and Twitter are recognized as useful tools for communicating and collaborating with the public in appropriate circumstances. Authorized Users should use these sites primarily for City business purposes as approved by the Authorized User's management. (Refer to the Corporate Communications Social Media Policy for further information on the use of social media.)</p> <p><b>4.7.12</b> Authorized Users must comply with copyright and licensing restrictions on any information which has been downloaded. Authorized Users are prohibited from engaging in activities that violate the <i>Copyright Act (R.S.C., 1985, c.C-42)</i> and any applicable copyright policies that the City may implement from time to time. Material which is viewed, copied, scanned, downloaded or saved from the Internet should be primarily related to City business.</p> <p><b>4.7.13</b> Authorized Users must abide by vendor license agreements. Use of applications and/or data is subject to the vendor's license agreement and may not be reproduced in any form without permission from the vendor.</p> <p><b>4.7.14</b> Authorized users who are permitted to access the City's IT Resources remotely (e.g., from home) must follow the terms of Policy IT-08 "Remote Access".</p> <p><b>4.7.15</b> Authorized Users are accountable for the security of IT Resources and City information assigned to them, whether inside or outside of the City's offices. Authorized Users are required to report any damage to or loss of City property covered by this Policy to Information Technology and to their management immediately. The City is not responsible for any misuse of the IT Resources. Persons found to be misusing the City's resources will be responsible for any costs or damages sustained by the City or a third party, and will be obligated to indemnify the City for any claims against the City.</p> <p><b>4.7.16</b> Authorized Users are obliged to successfully complete security awareness training as required by Information Technology. This includes an introductory course for new Authorized Users, regular refresher courses and participating in simulated phishing campaigns.</p> |
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|  | <p><b>4.7.17</b> Authorized Users are obliged to follow security and data practices provided by Information Technology to protect City information. (See the City's Intranet site for further details. Security practices may change from time to time and it is the responsibility of each Authorized User to stay up to date on same.)</p> <p><b>4.8</b> Unacceptable and inappropriate usage includes, but is not limited to, the following list. The only exception is in the performance of work-related matters as approved by a member of the City's Senior Leadership Team:</p> <p><b>4.8.1</b> Accessing sites or transmitting material which violates any Canadian federal or provincial law or City by-law or directive, such as defamatory, discriminatory or obscene material or sites which, in the opinion of management, are inappropriate.</p> <p><b>4.8.2</b> Accessing, displaying or storing email messages, graphics or images on the City's IT Resources that are obscene, harassing or fraudulent or that are offensive and conducive to a poisoned work environment. (Inadvertently accessing an inappropriate site or receiving an email with an unacceptable attachment will not be considered a violation of this Policy. Printing, scanning, saving or forwarding inappropriate material, unless approved by the Authorized User's management, shall be considered a violation of this Policy.)</p> <p><b>4.8.3</b> Distributing to members of the public, any Non-public Information such as draft reports, confidential information or information unless approved by the Authorized User's management and, where necessary, proper protection. (Refer to Policy IT-04 "Data Classification" for further information)</p> <p><b>4.8.4</b> Downloading files or introducing removable media to City computers without virus scanning with an approved and up-to-date virus scanner. Authorized Users are accountable for ensuring that their virus scanning software is up-to-date.</p> |
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|  | <p><b>4.8.5</b> Downloading or storing on the City's network servers any non-work related photo, music or video files.</p> <p><b>4.8.6</b> Sending chain letters, junk mail or broadcast transmissions (i.e. sending a single message to a large number of individual email addresses) unless approved by the Authorized User's management.</p> <p><b>4.8.7</b> Using the Internet to access personal email accounts, including those provided by your personal Internet Service Provider (e.g. Rogers, Cogeco, Sympatico, etc.) and web-based email systems (e.g. Hotmail, Yahoo, gMail, etc.) from within the City's network. Note: that this restriction refers to logging on and opening mailboxes in these email systems. Authorized Users may use the City's email system to correspond with users of any type of email system.</p> <p><b>4.8.8</b> Storing games, game related data or personal web site material on any City network server.</p> <p><b>4.8.9</b> Sending anonymous messages or accessing the Internet under another person's network identification.</p> <p><b>4.8.10</b> Allowing others who are not Authorized Users to access and utilize the City's IT Resources.</p> <p><b>4.8.11</b> Sharing City accounts or passwords with any other person, except as authorized by a member of the City's Senior Leadership Team.</p> <p><b>4.8.12</b> Making unauthorized copies of copyrighted software. It is the responsibility of individual departments to ensure they obtain the appropriate software licensing.</p> <p><b>4.8.13</b> Changing the configuration of the City's IT Resources without authorization from Information Technology.</p> <p><b>4.8.14</b> Circumventing City computer security measures, attempting to gain access to a City system for which proper authorization has not been given, probing the security at any computer site or accessing sites or tools dedicated to computer/network hacking.</p> |
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|                          | <b>4.8.15</b> Leaving City computers logged on or unlocked when leaving the workplace for any extended period.   |
| <b>AUDITING</b>          | <p>Where there are reasonable grounds to suspect that an Authorized User has abused or contravened this Policy, an audit of the Authorized User's usage may be undertaken, with or without notice to the Authorized User.</p> <p>Usage audits of Authorized Users (other than elected officials) may be authorized by a member of the City's Senior Leadership Team. Authorization shall be in writing (email or text) with a copy to Human Resources. The audit will be conducted by Information Technology in concert with the requesting department.</p> <p>Usage audits of elected officials may be authorized by Council. Records required for the audit will be collected by Information Technology and provided to the auditing body authorized by Council.</p> <p>Usage audits of any Authorized User may be requested by law enforcement officials. In the event of such a request, records required for the audit will be collected by Information Technology and provided to law enforcement as required by law or otherwise authorized by legislation.</p> |
| <b>COMPLIANCE</b>        | Failure to comply with this Policy may result in the Authorized User's access privileges being limited or revoked and City employees may also be subject to disciplinary measures up to and including dismissal.   |
| <b>ADMINISTRATION</b>    | <p>This Policy is administered by the Corporate Services Department, Information Technology Division.</p> <p><b>CONTACT:</b> For more information or procedures, contact Information Technology, Corporate Services Department.</p>  |
| <b>RELATED DOCUMENTS</b> | <p>The following related documents are referenced in this Policy:</p> <ul style="list-style-type: none"> <li>• <i>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56</i></li> <li>• <i>Human Rights Code, R.S.O. 1990, c. H.19</i></li> <li>• <i>Copyright Act, R.S., 1985, c. C-42</i></li> <li>• <i>Criminal Code of Canada, R.S., 1985, c. C-46</i></li> <li>• IT-03 Password policy</li> </ul>   |

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|                | <ul style="list-style-type: none"> <li>• IT-04 Data Classification policy</li> <li>• IT-05 User Accounts policy</li> <li>• IT-08 Remote Access policy</li> <li>• Council Code of Conduct – By-law No. 16-290</li> <li>• Code of Conduct for employees Social Media Policy</li> </ul>   |
| <b>HISTORY</b> | <p>The following stakeholders were consulted in the revisions made to this Policy:</p> <ul style="list-style-type: none"> <li>• Corporate Policy Review Group</li> <li>• Information Technology</li> <li>• Human Resources</li> <li>• Legal Services</li> <li>• City staff from several divisions</li> <li>• Service Excellence sub-committee</li> <li>• Senior Leadership Team</li> </ul> <p>This replaces the Computer Acceptable Use policy approved by Council of the City of Hamilton on February 11, 2009.</p> |