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| SECTION: Administration | | POLICY #: ADM-008 |
| Date Approved: May 2, 2011 | | Information Technology (IT) & Mobile Devices |
| Revision Date: | Review Date: | |
| Authority: Report DCS-14-11 | | |

COVERAGE

All Town Departments, Employees, Committee and Council Members

PURPOSE

This policy is designed to identify responsibilities, requirements and provide guidance for the use of corporate desktop PCs, laptops, mobile devices, Personal Digital Assistants (PDAs) i.e. Blackberry and related components, technologies and supporting software and hardware. This policy applies to all employees of the Town of Hanover, Municipal Council, Local Boards and Committees who are authorized to use municipally owned or provided equipment or who receive reimbursement for use of personal devices.

SECURITY

Every individual is responsible for maintaining physical security of computer equipment, laptops, mobile devices and personal digital assistants, as well as security of usernames and passwords.

DATA AND SOFTWARE

- All equipment and software programs, information and data installed or created on corporate equipment, belongs to the Corporation of the Town of Hanover (the “Corporation”). This includes all programs, documents, emails, spreadsheets, databases, and methods or techniques, etc. developed using corporate equipment and/or software, while employed or working in an official role authorized (e.g. Committee) by the Corporation.
- Only software and/or hardware that have been approved by the Corporation are to be used on the Corporation’s computer equipment. This includes Personal Digital Assistants (e.g. Blackberry).
- All surplus computers which are to be sold or used outside of the Corporation are to have all licensed software and user files removed from the hard drives or the hard drive(s) removed from the computer before disposal.
- Information or data cannot be copied to removable media (e.g. diskette, writeable CD) or downloaded electronically to another individual, agency, public or private corporation, for any purpose other than approved corporate business. Should an employee have any doubt about the appropriateness of a request for information, the advice of their Department Head/Supervisor and/or the Chief Administrative Officer/Clerk shall be obtained and recorded/dated.
- Equipment and software cannot be used for any activity for which an employee receives remuneration or “in-kind” service, or other personal benefits other than those received directly from the Corporation.

PERSONAL USE OF TOWN COMPUTERS

Limited, occasional or incidental use of corporate computers, for any purposes other than for the business of the Corporation is acceptable with prior consent of the Department Head or Designate and that all other usage policies are adhered to.

EMPLOYEE USE OF INTERNET AND ELECTRONIC MAIL (E-Mail)

Access to the Internet and e-mail systems have been provided as business tools for employees to assist them in performing their responsibilities and to facilitate communications. The hardware and software for providing employees with the Internet and e-mail access represents a considerable commitment of the Corporation's resources for telecommunications, networking, storage and security. It is incumbent that the use of these tools is understood and respected by all.

- Individuals may use their Internet facilities for non-business research or browsing outside of work hours, provided that all other usage policies are adhered to.
- Limited, occasional or incidental use of the network, during business hours, to access the Internet for any purposes other than for the business of the Corporation is acceptable provided that all other usage policies are adhered to.
- The Corporation reserves the right to blacklist any Internet site that it deems to be inappropriate.
- Only those officially designated by the Corporation can use social media such as Facebook, Twitter etc. to speak on behalf of the Corporation.
- External social media channels should not be used for internal business communications among fellow employees. Individuals are to exercise personal responsibility whenever they use social media, which includes not violating the trust of those with whom they are engaging. Individuals should never use social media for covert advocacy, marketing or public relations
- The use and disclosure of e-mail messages shall be covered under the provisions of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA).
- E-mail messages shall be considered to be machine-readable records owned by the Corporation, for the purposes of MFIPPA.
- Use discretion before initiating messages to a wide audience. When the business message is relevant to the duties of a limited group of employees, the message should be sent only to those employees. Any message that is sent could be permanent, as the recipient could print or retain the message for future use. Messages sent by e-mail have an identifiable author whose name is part of the record.
- If a message is received that is intended for another person, it should not be ignored but forwarded to the intended recipient, and the sender should be advised.
- The Corporation retains ownership in and shall have exclusive control over the reproduction of e-mail messages.
- Limited, occasional or incidental use of e-mail for personal communication is acceptable.

INAPPROPRIATE USES OF E-MAIL

Inappropriate uses of sending e-mail include but are not limited to:

- Messages that contain information which is, or may be, offensive or disruptive, derogatory, defamatory or threatening in nature.
- Messages that contain information which is disseminated for a purpose which is illegal, or for a purpose which contravenes the town's policies.
- Messages related to the operation of an employee's personal business.
- Chain e-mail messages.

If any of these types of inappropriate emails are received, these are to be deleted and removed from the device.

MONITORING OF INTERNET AND E-MAIL SERVICES

All employees should be aware that the Corporation's computer system creates a record of every Internet site visited which may be examined to determine if unauthorized or inappropriate usage is occurring.

- Complaints concerning the violation of this policy are to be submitted to the appropriate Department Head/Supervisor.
- Failure to comply with this policy may result in disciplinary action, up to and including dismissal.

HANDHELD MOBILE DEVICES (CELL PHONES) USED DURING WORK HOURS

Staff assigned with a handheld mobile device during work hours shall use the device to conduct the business of the Corporation only. They are not intended to be used for personal use. It is understood that occasional personal use may be necessary by the carrier. Any costs associated with such use shall be paid by the individual assigned with the device. Department Heads or assigned supervisors shall monitor such use to ensure it is in keeping with this policy.

HANDHELD MOBILE DEVICES (CELL PHONES/BLACKBERRIES) 24/7

Staff assigned with a 24/7 handheld mobile device shall use the device to conduct the business of the Corporation. Due to the nature of carrying a device on behalf of the Corporation and the need to communicate at a municipal level 24/7, it is understood that personal use will be necessary by the carrier. However, any costs incurred resulting from personal use shall be paid by the individual assigned to the device. This shall include but not necessarily be limited to voice, data, roaming fees, out of country etc. Individuals and/or Department Heads are required to review billings and shall monitor such use to ensure it is in keeping with this policy.

REIMBURSEMENT FOR PERSONAL EQUIPMENT

Anyone using personal mobile handheld devices for municipal business may submit a request to their respective Department Head and be reimbursed for any costs associated with such use provided proper back up documentation is provided in the form of detailed billings. The cost of reimbursement shall not routinely exceed the cost of established plans for municipally owned equipment, in which case other arrangements shall be made.

GENERAL INFORMATION

- All mobile devices will be purchased through Corporate Services and form a part of the Town of Hanover Corporate Plan with the service provider on record.
- Possession and use of a company-owned and supported mobile device is a privilege, not a right. Employment at the Town of Hanover does not ensure eligibility.
- As the integrity of data on the BlackBerry is the sole responsibility of the user, the indicated required physical security measures must be employed at all times to prevent theft or loss.
- Users must report loss or theft of a device immediately to their Supervisor as well as to Corporate Services.
- Corporate Services reserves the right to deactivate any and all BlackBerry devices, services, e-mail services, mobile devices without prior notice to users if any activity or incident occurs that puts corporate resources, data, users, etc. at risk.
- Handheld mobile devices shall be returned to Corporate Services when no longer assigned to the individual through change of job function, employment status, etc.
- Upgrades/replacement of devices shall occur in accordance with the terms of the current carrier contract
- In compliance with the law, the use of a handheld mobile wireless without an approved headset or hands free device while operating a vehicle is prohibited.
- The Corporation shall not take responsibility for any individual contravention of the above. Any fines, tickets, etc. related to use of Corporate owned handheld mobile devices while operating a vehicle is the sole responsibility of the individual.

MOBILE DEVICES ACKNOWLEDGEMENT

I acknowledge that the following device(s) _____

has been assigned to me in accordance with the Town of Hanover Information Technology and Mobile Devices Policy.

It is understood that personal use may be necessary by the individual assigned with the device. I further understand that I am responsible to reimburse the municipality for personal long distance calls and minutes which extend beyond the plan allotment. This shall include but not necessarily be limited to voice, data, roaming fees, out of country costs etc. Each Department Head shall ensure that the individual assigned with the mobile device shall identify any additional expenses due to personal use, and shall monitor such use to ensure it is in keeping with this policy.

Department Head

Date

Employee Signature

Date

CAO Signature

Date