



DHS ALL
11/06/2009 03:29 AM

To DHS Users
cc
bcc
Subject Email and Internet Policy

To All DHS Staff,

Attached is a memo from Commissioner Ambrose regarding the email policy and the City internet policy. For further information on the policy please use this link.

<http://citynet.phila.gov/mailpolicy.html>



Email Policy Memo.PDF Document.pdf Document.pdf



Electronic mail - what's appropriate.doc

CITY OF PHILADELPHIA

Department of Human Services

Commissioner Anne Marie Ambrose

1515 Arch Street, 8th floor

215-683-6001

MEMORANDUM

DATE: October 23, 2009

TO: All DHS Staff

FROM: Anne Marie Ambrose, Commissioner *AMA*

SUBJECT: Email Policy

Recently, several emails have come to my attention that are very concerning. They are in clear violation of the policy.

I would like to remind all staff that the use of e-mail system and access to the internet via City computers is strictly governed by City policies. Please note that e-mail messages that are sent or received via the City e-mail system are not private. Staff is reminded that the e-mail and internet access should be used only in connection with the conduct of City business; it should not be used for personal matters or non-City business matters. Any staff found to be sending inappropriate or non-work related e-mails or accessing the internet for non-business related purposes will be subject to disciplinary action, up to and including dismissal.

The City E-mail Policy is readily available on your Lotus Notes Taskbar and can be accessed by clicking on the below link. Also attached for your convenience is the Internet Use and Access Policy.

Thank you for your cooperation in this matter.

MEMORANDUM

DATE: March 8, 1999

TO: All Internet Users

FROM: **Brian Anderson**, Chief Information Officer, Mayor's Office of Information Services; **Joseph James**, Deputy Commissioner, Department of Public Property

RE: **CITY OF PHILADELPHIA INTERNET USE AND ACCESS POLICY**

The City of Philadelphia provides access to the vast information resources of the Internet to help you do your job faster and smarter, and be a well-informed business citizen. The facilities to provide that access represent a considerable commitment of City resources for telecommunications, networking, software, storage, etc. This Internet Use and Access Policy is designed to help you understand our expectations for the use of those resources in the particular conditions of the Internet, and to help you use those resources wisely.

While we've set forth explicit requirements for Internet usage below, we would like to start by describing our Internet usage philosophy. First and foremost, the Internet is a business tool provided to you at significant cost. That means we expect you to use your Internet access for work-related purposes, i.e., to communicate with business contacts, to research relevant topics, and obtain useful business information. We insist that you conduct yourself honestly and appropriately on the Internet, and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as you would in any other business dealings. To be absolutely clear on this point, all existing City policies apply to your conduct on the Internet, especially (but not exclusively) those that deal with intellectual property protection, privacy, misuse of City resources, sexual harassment, information and data security, and confidentiality.

The attached Internet Use and Access Policy was reviewed and revised by the Information Technology Security Steering Committee, established by the Mayor's Executive Order No. 2-97. This policy is being distributed to all City employees granted Internet access through City facilities.

Please be aware that the City will record each internet address of websites you visit and record all network activity that you submit or receive in an archive file for management use, as appropriate. As with other City policies, a violation of the Internet Use and Access Policy can result in appropriate disciplinary action being taken by respective departments.

Please review the attached Policy; if you do not fully understand the terms of this policy or have concerns with abiding by these terms, you can contact the IT Security Manager at the Mayor's Office of Information Services at 686-8171.

BA/JJ:ps

CITY OF PHILADELPHIA INTERNET USE AND ACCESS POLICY

February 26, 1999

I. INTRODUCTION.

A. Scope and Purpose.

This policy governs access to and use of the Internet by City of Philadelphia Employees from City facilities and/or through City furnished computers, networks, e-mail accounts and Internet access accounts. The intent of the policy is to enhance the ability of City Employees to perform their job responsibilities and to conduct the City's business by providing them with appropriate access to information available from the Internet, and the capability of appropriately sharing information over the Internet, among City Employees, and with Philadelphia citizens and others. The policy applies to all City agencies and Employees, and to independent contractors and consultants who use City computer or network resources to gain access to the Internet. The policy applies to all forms of access to the Internet from City premises, by means of City computer or telecommunications facilities, regardless of whether the access is by modem over a City telephone line, involves a non-City Internet service provider or on-line service, or is provided through CityNet. The policy also applies to Employees who access the Internet through City networks and resources from their own or other non-City computers located outside City premises.

B. Definitions.

"Internet" means any part of the linked wide area networks known as the Internet, including, but not limited to, the World Wide Web. For purposes of this policy, any network, data source, or data recipient outside the City's wide area network (CityNet) shall be considered to be part of the Internet. "Employee" means all permanent and temporary personnel of the City, including officers and elected officials of the City and their staffs, and for purposes of this policy, independent contractors and consultants retained by the City.

II. ACCESS TO THE INTERNET.

A. The Firewall.

Access to and from the Internet through City Net is protected by a "firewall" -- a specialized computer and software that prevents Internet users from gaining access to City computers and data unless they are authorized to do so. The large majority of City computers are linked in local area networks (LANs) that are linked together by City Net, making possible such City-wide -- or "Enterprise" -- functions as electronic mail. Any PC linked to City Net that is connected to the Internet directly (e.g. via modem and telephone lines) and not through the firewall creates a serious and unacceptable security risk for City computers and data. City policy strictly prohibits the connection of any such "networked" PC with the Internet or any non-City network except through the firewall. Employees who are responsible for such direct connections to the Internet may be subject to the normal procedures of their agency for misuse of City resources. Agencies that require Internet access in order to conduct their business should apply for access through City Net and the firewall, as described in the next section.

B. Administration of Access.

Access to the Internet for computers linked to City Net is administered jointly by the Mayor's Office of Information Services ("MOIS") and the Department of Public Property, Communications Division ("Communications Division"). The City does not have the capability of providing Internet access to all City PC users. Requests for Internet access must be made by the user's employing Agency. Access will be granted only to the extent that a clear business and technical requirement is established by the requesting Department. The requesting department will be charged a monthly fee for each user, which will be used to cover the City's cost of purchasing access from an Internet service provider and the cost of administering access. An Internet account will be established for each user for which access is

provided. The user's account will reflect usage, including the Internet sites visited and the time logged onto the Internet. A summary of each account, similar to current summaries of long distance telephone use, will be available to the user's agency from MOIS and Communications Division.

Each agency will be responsible for purchasing and configuring Internet browser software and computer equipment of the appropriate capacity. Browser software and computer equipment must conform to MOIS standards. Agencies are also responsible for user training. MOIS will work closely with agencies to define technical requirements for Internet access. Most Employees require only occasional access to the Internet. To control cost and ensure appropriate use, and because the City does not have the resources to provide access to all Employees, agencies should consider making Internet access available on a few PCs available for multi-person use, rather than on each individual desktop.

The procedures for requesting and obtaining Internet access, including user charges, is described in a separate memorandum issued by Communications Division and MOIS.

III. ACCEPTABLE USE POLICY.

This section provides guidelines for appropriate and inappropriate use of the Internet by Employees accessing the Internet from City premises and/or through City furnished computers, networks, or telecommunications facilities. Internet access is a resource provided by the City for Employees to perform their City job responsibilities, and to enhance their ability to conduct the City's business. Internet use that is job-related fulfills these purposes and constitutes proper use; other use is prohibited.

A. Unacceptable Uses of Internet Access.

1. Inappropriate or Illegal Use. Use of the Internet is subject to laws and City policies prohibiting infringement of intellectual property rights, harassment, discrimination, and defamation. Except as described below, you may not use your Internet access for communications or transfers of information or data that:
 - infringe the copyright, trademark, or other intellectual property rights of third parties (this includes communications and transfers that contain copyrighted materials, such as articles, books, photographs, and graphical images, in violation of copyright law);
 - are otherwise illegal or wrongful or contrary to the established policies of the Employee's agency or the City;
 - contain language that is defamatory, fraudulent, harassing, offensive, or discriminatory, including the display or transmission of sexually explicit images, cartoons, jokes, messages, or other materials (such activities are governed by the attached City of Philadelphia Personnel Department Policy for Preventing Sexual Harassment in City Government, including Section C. relating to the display of publications in City work places).

The City recognizes, however, that certain Employees may have valid business reasons to use the Internet to access otherwise inappropriate materials in the course of performing their duties. (Examples include, but are not limited to, criminal or administrative investigations of inappropriate Internet use, or use of the Internet by appropriate personnel to obtain health related information that includes depictions of the human body.) This section is not intended to preclude such use of the Internet. Each

agency is responsible for determining when access to the materials prohibited by this section is necessary for the conduct of the agency's business, the conditions under which such access will be authorized, and the specific Internet sites and materials for which the access will be authorized.

2. City Information. Confidential or sensitive City information may not be distributed over or in any way posted on the Internet (including, but not limited to, posting on bulletin board services or other Internet sites, or distribution by listserv or any other form of e-mail). Transmission and distribution of agency information for City business purposes is subject to the rules and policies of each agency and must be approved by your supervisor.

3. Internet E-mail. All use of the Internet for e-mail communication is subject to the City's current Electronic Mail Policy, including, but not limited to, the following rules:
 - Internet e-mail messages can be intercepted by third parties and should not contain City information that is confidential or sensitive, or otherwise unsuitable for distribution to the public.
 - You may not send or receive e-mail messages under a user name, account number, or other identifying information other than your own.
 - You may not use encryption software to ensure privacy without the approval of MOIS. You may be required to furnish copies of the encryption key(s) to MOIS as a condition of such approval unless you can demonstrate a legitimate business need for confidentiality and security.
 - You may not use City furnished Internet access or City furnished computers, networks, or telecommunications facilities to send personal e-mail messages (i.e. e-mail messages that are not directly related to the conduct of City business) over the Internet.

4. Political Activity, Public Debate. In accordance with City policy requiring that City facilities be used only for City business, you may not use your City furnished Internet access or City furnished computers, networks, or telecommunications facilities to:
 - promote political candidates or otherwise engage in political activity;
 - participate in public debate on the Internet (including but not limited to "chat rooms" and bulletin boards) unless it is directly related to your job duties and has the approval of your supervisor;
 - participate in public debate or information exchanges in a way that suggests your personal views are official views or policies of the City.

(Note that certain kinds of political activity on the part of a City official or employee, including "tak[ing] any part in the management or affairs of any political party or in any political campaign, except to exercise his right as a citizen privately to express his opinion and to cast his vote," are further prohibited by Section 10-107(4) of the Philadelphia Home Rule Charter, and that Civil Service Regulation 29 prohibits specified political activities by covered employees).

5. Software Transfers. Software downloaded to City computers from the Internet may contain computer viruses or otherwise interfere with the operation of your computer or the operation of City networks, including CityNet. City software is licensed to the City for the City's use only and may not be made available for use by other than Employees. For these reasons, you may not knowingly use City computers or your Internet access to:
 - download software from the Internet without the approval of your agency's Director of Management Information Systems ("MIS Director");
 - upload software owned by or licensed to the City to any Internet site, Internet address, or external e-mail address; or
 - transfer software over the City's e-mail system or networks without the approval of your agency's MIS Director.
6. Personal Use. You are not permitted to access the Internet from City premises and/or through City furnished computers, networks, or telecommunications facilities for personal use (i.e. use for any purpose not directly related to the conduct of City business).
7. Personal Accounts. You may not use City equipment to access your personal (i.e., not City provided) Internet account, Internet service provider, or other on-line service without the approval of your agency's MIS Director. Such access creates the risk of inadvertently importing a computer virus or otherwise compromising system security. If you receive approval from your MIS Director, you may use such access only for purposes that are directly related to the conduct of City business.
8. "Push" Information Services. You may not subscribe to or request services that provide information through "push technology" -- i.e. by continuously delivering information to the user's Internet address automatically and without a specific request from the user -- unless the information transmitted by the service is directly related to your job functions, and use of the service is approved by your agency's MIS Director. This is because the large quantities of data transmitted by many such services can quickly exhaust the storage capacities of your computer and your agency's network, and can even cause network failure.
9. Non-City Networks. You must comply with the published acceptable use policies of non-City networks to which you gain access through the Internet. You are responsible for making yourself familiar with such policies.
10. Personal Internet Pages. You may not use City computers or City furnished Internet access to create, host, or maintain personal Internet pages.
11. User Names and Passwords. You may not use any user name or network password but your own to access the Internet without the knowledge and express consent of the person to whom they are assigned, except as authorized by your supervisor.
12. Erasing Internet Caches. Accessing Internet sites requires automatic downloading of

information to temporary files on your PC's hard drive, and can quickly exhaust or limit storage space and interfere with performance. You should erase all temporary files and documents, including the "Internet cache," on a regular basis -- at least once a week. (If you require assistance in performing this task, consult your agency's MIS Director.)

B. Acceptable Uses of Internet Access.

Acceptable uses of the Internet depend on the specific business needs of your agency with respect to obtaining and distributing information, and on your agency's policies regarding the use of Employee time and City resources. Some general examples of acceptable use include the following:

- searching the Internet for information relating to a current project required by your job duties;
- searching for and downloading information for purposes of job-related training, for yourself or for others;
- sending and receiving e-mail messages to non-City personnel in the course of conducting City business (such as contractors and consultants), provided that the messages do not contain confidential or sensitive City information;
- exchanging information with officials and employees of other governments on topics related to your job functions;
- subscription, with your MIS Director's approval, to "listserv" and other information services that automatically deliver information that you need to conduct City business or perform your job duties.

IV. COMPLIANCE.

Violations of this policy may result in restriction or loss of Internet access, and are subject to the normal disciplinary procedures of the user's agency for misuse of City resources and Employee time. Each agency is responsible for enforcing compliance with this policy by its Employees. Any Employee who has experienced misuse of Internet access, including non-conformance to this policy, evidence of potential viruses, or unauthorized access, should immediately report it to his or her supervisor. Where this policy requires approvals by agency MIS Directors, these officers are in turn responsible for obtaining any required approvals from their agency heads and from MOIS, and for applying policies and rules of MOIS and their agency heads in approving user requests. Where this policy provides that standards for appropriate use will be determined by each agency based on its business practices, the agency is responsible for establishing and distributing such standards, in writing, to its Employees, with copies to MOIS (attn: Chief Information Officer) and Communications Division (attn: Deputy Commissioner for Communications).

V. PRIVACY.

City computer and telecommunications systems, and all electronic documents created or stored on and all communications using City computers and networks, are the property of the City. The City may access documents, information, and communications stored on its property or in its computer systems whenever warranted by business need or legal requirements. The City's Internet access system automatically maintains electronic records of Internet usage, including the Internet sites and addresses accessed by each user, the network address of the computer from which access is obtained,

and usage time. The City may periodically review such records and/or access stored electronic documents and communications, without notice to the user, for accounting purposes, to assure proper use of Internet access, to prevent security violations, to review job performance, or for any other reason deemed appropriate by the City. In addition, communications by Internet and other electronic communications, like paper documents, may be subject to the disclosure provisions of the Commonwealth of Pennsylvania's Right to Know Act, the public records provisions of the Philadelphia Home Rule Charter, or both, and are subject to discovery in litigation.

Employees should not expect that their communications using the City's systems, including, but not limited to, communications involving City-furnished Internet access, are private or confidential.

VI. AGENCY WEBSITES.

No City agency may establish an Internet site or post pages on the Internet without the written approval of MOIS.

VII. REVISIONS.

MOIS and Communications Division will review this policy from time to time and reserve the right to issue revisions as appropriate. Communications regarding the policy should be addressed to MOIS (attn: Chief Information Officer) and Communications Division (attn: Deputy Commissioner for Communications).

APPROPRIATE FOR E-MAIL

APPROPRIATE FOR DHS DISCUSSIONS

NOT PERMITTED

Personal messages between individuals

Death of co-worker's kin

Friend/relative's business promotion

Death of co-worker

Promotion, retirement, holiday parties

Religious messages

Union messages to represented staff from Stewards

Routine Union messages

Political messages (sales, trips, event tickets, etc.)

Work related items

Lost and found

Jokes

Lost cases

Co-worker's illness

Messages, promotions, Protest marches, boycotts, Letter/email campaigns, etc., unless it is a DHS/City or Union sponsored activity

Departmental Drives

Baby/Wedding Showers

Messages or attachments that include offensive pictures, drawings, animations or other subject matter

System Alerts

Birth Announcements

Policy Changes

Charitable activities that benefit DHS client populations (please specify Who benefits in the announcement)

Department/City Announcements

Pet Giveaways
Messages of Appreciation
Invitations to attend or take part in educational, cultural or recreational activities, involving employees or client populations