



Policy Title: **Acceptable Use of City Technology Resources-Members of Council**
Policy Number: **PAC009**
Report Number: **AC2002-52, OE2003-20, AOCO3-09**
Adopted by: **PAC (Formerly APAC)**
Effective Date: **2003 June 23**
Business Unit: **Office of the Councillors**

BACKGROUND

A revised Acceptable Use of City Technology Resources policy was amended by Administration to exclude Members of Council from the scope of the policy. It was also amended to define The City's Internet monitoring objectives.

Aspects of the revised Acceptable Use of City Technology Resources policy and associated protocols is covered in this separate policy statement and protocols applicable to Members of Council and their legislative staff.

PURPOSE

1.0 Purpose of Policy

The purpose of this policy is to:

- 1.1** Protect the reputation of City Council and The City and ensure responsible use of taxpayer dollars;
- 1.2** Describe what Members of Council and The City of Calgary (sometimes referred to here as "The City" or "City") expects regarding acceptable uses of City technology resources by Members of Council and their staff;
- 1.3** Protect the interests of both Members of Council and The City of Calgary by providing a standard by which questions of acceptable technology resource use by Members of Council and their staff may be gauged;
- 1.4** Provide principles, guidelines and information regarding the use of technology resources by Members of Council and their staff;
- 1.5** Provide examples of acceptable and unacceptable uses of City technology resources. The examples are not intended to be exhaustive.



POLICY

2.0 Statement of Policy

Technology resources are provided to Members of Council and their staff to improve productivity of City business activities, enhance communication effectiveness and aid Members of Council in addressing the needs and concerns of their constituents.

Members of Council and their staff are expected to use technology resources in an acceptable manner as defined in this policy.

Any use of The City's technology resources that breaches this Policy will be considered to be misconduct. Breaches may be reviewed and may result in action being taken, up to and including loss of use of City technology resources, seeking restitution, commencement of civil action, criminal prosecution or any combination thereof. Staff of Members of Council may also face dismissal at the discretion of the employing Member of Council.

3.0 Definitions

3.1 Technology Resources: For the purposes of this policy Technology Resources refers to resources provided by The City to Members of Council and their staff. Technology resources include but are not limited to:

3.1(a) Desktop, notebook, portable, and personal digital assistant (e.g. Palm Pilot) computing devices and related peripherals (e.g. printers, scanners, etc.);

3.1(b) Internet and e-mail systems;

3.1(c) Electronic data transmission equipment, devices and networks;

3.1(d) Business systems, office productivity systems, utility and other City managed software;

3.1(e) All types of telephone, radio and other audio/voice communication equipment, devices and networks;

3.1(f) Consumable goods used in the operation of these resources including, but not limited to diskettes, CDs, tape media, paper, etc.;



3.1(g) Data, information and other work products (e.g. computer programs, databases, spreadsheets, etc.) created/maintained in using these resources.

3.2 Members of Council and their staff: *Members of Council and their staff* includes elected officials, persons under contract to them who are paid by The City, vendors, contractors, consultants and any other individuals a Member of Council has authorized to access and use City technology resources.

3.3 Misconduct: Any use of The City's technology resources that breaches this Policy.

3.4 Ownership:

3.4 (a) Mayor's Office: All technology resources acquired and managed by The City (hereinafter referred to as "City technology resources"), and the data, information and the work product (e.g. programs, databases, spreadsheets, etc.) created, received/downloaded from external sources, and/or modified in the use of such resources, belong to The City of Calgary.

3.4 (b) Office of the Councillors: All technology resources acquired and managed by The City (hereinafter referred to as "City technology resources") belong to The City of Calgary. Ownership of data, information and work product created, received/downloaded from external sources, and/or modified in the use of such resources by Councillors and their staff is governed by the Records Management Policy for Councillors.

4.0 Guidelines for Use of Technology Resources

4.1 General Principles

4.1(a) Use: City technology resources must be used only for their intended purpose, as described in the Guidelines for Use related to this Policy.

4.1(b) Complying with Existing Laws and City Policies: Technology resources must be used in activities in compliance with all applicable laws or regulations, including without limitation those at the federal level, provincial level, municipal level; those by way of international treaties; and those of any foreign jurisdiction with authority; those civil



laws in force between vendor and purchaser of technology resources, or any and all City policies.

4.1(c) Freedom of Information/Protection of Privacy: City technology resources are to be used in a manner consistent with the Freedom of Information and Protection of Privacy Act (Alberta).

4.1(d) Preserving Assets: City technology resources are valuable assets. Technology resource users are expected to exercise reasonable care to prevent abuse to or excessive wear of City technology resources.

4.1(e) Safeguarding Data and Information: City Technology Resources are to be used in a manner that safeguards the integrity and accessibility of data, information and the work product (e.g. programs, databases, spreadsheets, etc.) created, received/downloaded from external sources, and/or modified in the use of such resources.

4.1(f) Monitoring: The City of Calgary reserves the right to monitor, access, assess and audit the use of any and all City technology resources. The City also reserves the right to remove, delete, confiscate or alter any data, information and other work products (e.g. programs, databases, spreadsheets, etc.) found to be in violation of this policy.

4.2 Use of City Technology Resources for Personal Purposes

Occasional or incidental personal use of City technology resources, including the City access to the Internet and e-mail system is permitted, provided such use does not:

4.2(a) Violate any aspect of this policy;

4.2(b) Adversely affect the availability of City technology resources for The City's business purposes;

4.2(c) Adversely affect an individual's performance of work duties and responsibilities, or adversely impact work time;

4.2(d) Include business activities (i.e. profit and not-for-profit) unrelated to municipal services except as permitted in 4.3;

4.2(e) Include accessing information for personal gain or advantage that the average citizen could not obtain from The City.



4.3 Use of City Technology Resources for Outside Activities

City technology resources may not be used by Members of Council or their staff for outside activities without the prior agreement of the Manager, Office of the Councillors. Outside Activities may include, but not be limited to, such activities as involvement with charitable, political, community service and professional organizations.

4.4 Internet (Web) Access with City Technology Resources

The City has methods and mechanisms in place that monitor and record all Internet use, and The City reserves the right to do so at any time. Members of Council and their staff should not expect privacy as to their Internet use.

Access to the Internet is provided to Members of Council and their staff to enable them to carry out their job responsibilities. Members of Council and their staff are expected to use Internet access for conducting City business activities.

4.4(a) It is a breach of this Policy to purposely access any Web-site that contains any form of material of a nature that is pornographic, sexual, or erotic; obscene, lewd, offensive, or harassing; promotes violence, hatred, abuse or neglect;

In this context, "pornographic, sexual or erotic" can include but is not limited to, all forms and degrees of nudity, whether complete, partial, scantily attired, veiled or otherwise suggested; depictions of sexual activity; any images or text that are explicit or suggestive in nature.

4.4(b) It is a breach of this Policy to purposely access any Web-site for the non-business purposes of, but not limited to, posting personal messages on Internet e-mail (e.g. hotmail.com, yahoo.com, etc.), chat rooms, newsgroups, and messaging services (e.g. MSN Messenger). It is also unacceptable to access/receive streaming audio/video files, dating services, escort services, Internet gaming, gambling and other types of personal referral services for purposes unrelated to City business.

4.5 Electronic Mail (e-mail) Using City Technology Resources

The City's e-mail service is provided to communicate messages and attach electronic files for electronic distribution via the Internet for City business purposes.



The City monitors all in-coming and out-going email messages to support and protect the City technology environment. This activity includes automated scans for viruses and unsolicited information not related to business activity ("spam"). The City will intercept e-mail messages it deems a threat to the computer environment or a nuisance to users. E-mail messages of Members of Council and their staff will not be read except as necessary to assist the user to resolve problems or to protect The City's computer environment.

The City reserves the right to restrict or prohibit access to certain Internet e-mail sites (e.g. Hotmail.com, Yahoo.com, etc.). Prohibited use of these e-mail sites includes but is not limited to, accessing from and redirecting City e-mail to these Internet e-mail sites and related services.

The City of Calgary's electronic mail system must not be used to:

- 4.5(a)** Transmit or circulate any message that is threatening, offensive, obscene, harassing, intimidating, and abusive or is contrary to any applicable statute or is wrongful at common law, to any recipient inside or outside of The City of Calgary. Among those that are considered offensive include but are not limited to messages or material that contain pornographic, sexual or erotic content (as defined in Section 4.4(a) of this policy), are obscene, lewd, offensive, or harassing; promote violence, hatred, abuse or neglect; contain racial or ethnic slurs, or other comments that offensively address someone's age, sex, sexual orientation, religion, national origin, ancestry, disability or intelligence. In addition, the e-mail system must not be used to communicate other unacceptable messages, for example, messages or material that is defamatory, derogatory, obscene, or otherwise inappropriate;
- 4.5(b)** Commit any crime, including but not limited to sending obscene e-mails over the Internet with the intent to annoy, abuse, threaten or harass another person;
- 4.5(c)** Forward e-mail, graphics and sound files inappropriately;
- 4.5(d)** Transmit confidential or personal information without authorization and appropriate security;
- 4.5(e)** Initiate or propagate electronic chain letters or send unsolicited information not related to City business activity ("spam");



4.5(f) Forge communications to make them appear to originate from another person;

4.5(g) Attempt to monitor or tamper with another user's electronic communications; or

4.5(h) Use abusive or otherwise objectionable language in either public or private messages.

4.6 Unacceptable Uses of City Technology Resources

In addition to specific examples outlined in other sections of this Policy, unacceptable use of City technology resources includes, but is not limited to, knowingly or intentionally doing or allowing any of the following:

4.6(a) Accessing, displaying, uploading, downloading, viewing, reading, transmitting, circulating, saving, storing, distributing or possessing any form of material of a nature that is pornographic, sexual, or erotic (as defined in Section 4.4(a) of this policy); obscene, lewd, offensive, or harassing; promotes violence, hatred, abuse or neglect;

4.6(b) Misrepresenting or hiding the user's electronic identity;

4.6(c) Accessing someone else's computer account without proper delegated authority;

4.6(d) Providing unauthorized access to the user's account, or providing the means to do so;

4.6(e) Intercepting or altering data transmitted via technology resources;

4.6(f) Reproducing or distributing copyrighted materials without permission of the copyright holder;

4.6(g) Violating terms of applicable software licensing agreements; including installing software without a license to do so;

4.6(h) Downloading, using or distributing software, for which the copyright owner has not given license;

4.6(i) Installing software that is not supported by and/or without the authority of the City's Information Technology Services business unit;



- 4.6(j)** Introducing worms or viruses or other code with destructive properties to City technology resources;
- 4.6(k)** Unauthorized sharing of passwords;
- 4.6(l)** Unauthorized use of or access to City technology resources;
- 4.6(m)** Using the City's network to gain unauthorized access to any computer system;
- 4.6(n)** Moving computer equipment, including all hardware and software components;
- 4.6(o)** Connecting unauthorized equipment to The City's network;
- 4.6(p)** Attempting to circumvent City technology resources protection schemes or uncovering and failing to report security loopholes;
- 4.6(q)** Activities that will interfere with the normal operation of City technology resources computers, terminals, peripherals, and inter-connected public data/voice networks, etc;
- 4.6(r)** Installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network;
- 4.6(s)** Deliberately wasting/overloading City technology resources;
- 4.6(t)** Modifying data files for which a user is not the responsible data source;
- 4.6(u)** Accessing technology resources that a Member of Council or their staff has not been specifically authorized to use;
- 4.6(v)** Accessing or copying another users electronic mail, data, programs, or other files of City technology users without permission of the mail or data owner;
- 4.6(w)** Unauthorized use, or infringement, or theft of data, equipment, or tangible or intangible property, or any intellectual property rights thereto;
- 4.6(x)** Modifying the permissions and authorizations on a computer workstation;



4.6(y) Modifying a computer workstation configuration including but not limited to installed software, computer settings and anti-virus and security controls.

5.0 Responsibilities Related to Technology Resources

The City has methods and mechanisms in place that monitor and record all Internet and e-mail use, as well as files stored on shared and personal server directories and local disk drives, and The City reserves the right to monitor and record at any time.

5.1 Managers of The Mayor's Office and Office of the Councillors are responsible for:

5.1(a) Making Members of Council and their staff aware of the Acceptable Use of Technology Resources Policy for Members of Council.

5.1(b) Providing Members of Council and their staff with access to necessary training to use technology resources efficiently and effectively.

5.1(c) A Member of Council, or any individual, who believes a member of Council is in violation of the policy may report their concerns in accordance with the Integrity Commissioner Complaints Policy.

5.1(d) All substantiated violations and reports shall be addressed by the Integrity Commissioner in accordance with the Integrity Commissioner Complaints Policy.

5.2 Members of Council and their staff are responsible for:

5.2(a) Adhering to the Acceptable Use of Technology Resources Policy for Members of Council.

5.2(b) Becoming as proficient in the use of technology resources that are provided as is necessary to fulfill work responsibilities.

5.2(c) Promptly advising managers and supervisors if any inappropriate or improper message or material is received.

Misconduct and Consequences

Any use of The City's technology resources that breaches this Policy will be treated as misconduct.



Misconduct may be reviewed and may result in action being taken, up to and including loss of use of City technology resources, seeking restitution, commencement of civil action, criminal prosecution or any combination thereof. Staff of Members of Council may also face dismissal at the discretion of the employing Member of Council.

PROCEDURE

N/A

AMENDMENT(S)

Date of Council Decision	Report/By-Law	Description
2016 December 19	LGT2016-0951	Adopted proposed amendments, in consultation with the Integrity and Ethics Office, City Solicitor and City Auditor, to improve clarity and guidance to Members of Council and to shift enforcement of Council policy PAC009 to the Integrity Commissioner: 1. Repealed Clauses 5.1(c) and 5.1(d) and replaced with the following clauses: “ 5.1(c) A Member of Council, or any individual, who believes a member of Council is in violation of the policy may report their concerns in accordance with the Integrity Commissioner Complaints Policy. 5.1(d) All substantiated violations and reports shall be addressed by the Integrity Commissioner in accordance with the Integrity Commissioner Complaints Policy.”
2013 October 21	Bylaw 40M2011	Discontinue the use of the title “Alderman” in favour of the title “Councillor”
2003 June 23	AOC03-09	Accountability, Priorities and



		Agenda Committee adopted "Acceptable Use of City Technology Resources Policy for Members of Council" as proposed.
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REVIEWS(S)

Date of Policy Owner's Review	Description