

# Technology and Communication Policy User Agreement



## **Purpose**

The purpose of this Technology and Communication Policy User Agreement is to provide employees, elected officials, third-party contractors, consultants, and temporary employees with the policies for acceptable usage of City of Pueblo’s technology resources. Inappropriate use of resources puts the City’s network systems and services at risk from attack and/or exposes the City to legal liabilities.

## **Enforcement**

Employees are required to comply with the Information Technology Department (I.T.) Standards and Policies and to properly use the computer resources in the performance of their assigned job duties. Non-compliance with these standards and policies constitutes misuse of the City’s computing resources and may result in discipline up to and including termination.

## **Acknowledgment of these Policies**

Employees are required to review and acknowledge receipt of these policies as a condition of their initial or continued employment. Once you have read these policies, please sign and date this User Agreement form and return it to the HR Department. It is the employee’s responsibility to periodically review the latest version of these policies. The employee is NOT required to submit a new acknowledgement form upon completion of a periodic review unless an updated acknowledgement is required by employee’s department.

## **Policy Review Guidelines**

All users, as defined in Section 1 of the Technology and Communication Policy, must read and comply with the items listed in all sections.

## **Employee Acknowledgement**

I affirm that I have received, read and understand the City of Pueblo’s Technology and Communication Policy. I understand that violation of this policy or any misuse of computer resources is grounds for discipline or termination from employment.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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# DEPARTMENT OF INFORMATION TECHNOLOGY

## **Technology and Communication Policy**

**Version 9.3**

**REVISION HISTORY**

<b>REVISION NUMBER</b>	<b>DATE</b>	<b>REASON FOR REVISION</b>	<b>REVISED BY</b>
1.0	11/30/2005	INITIAL DOCUMENT	I.T. DEPARTMENT
2.0	08/07/2006	UPDATED AND EDITED FOR WEB PUBLICATION AND EMPLOYEE MANUAL DEVELOPMENT	I.T. SECURITY TEAM
3.0	10/07/2008	YEARLY REVIEW	LORI PINZ
4.0	08/08/2009	YEARLY REVIEW AND UPDATE	BOBBY CUOMO LORI PINZ
5.0	12/29/2009	ATTORNEY REVIEW	TOM FLORCZAK LORI PINZ
6.0	07/26/2011	REVIEW AND UPDATE TO INCLUDE SOCIAL MEDIA AND INSTANT MESSAGING POLICIES	LORI PINZ
6.1	10/12/2011	REVIEW AND UPDATE REMOTE ACCESS, GIS, AND ELECTRONIC MEDIA DISPOSAL POLICIES	GREG ROBISON MICHAEL CLARK LORI PINZ DEBI ROMINES
6.2	11/09/2011	BLACKBERRY AND EMAIL RETENTION CHANGE AND LEGAL REVIEW	CARLA SIKES LORI PINZ
7.0	09/28/2012	ANNUAL REVIEW	LORI PINZ
8.0	08/28/2013	ANNUAL REVIEW	LORI PINZ JIM KINS BETH BUKOVSKY GREG ROBISON BOB CUOMO STEVE PODSZUS DEBI ROMINES RACHEL SEIFERT MIKE CLARK
8.5	10/17/2014	ANNUAL REVIEW	LORI PINZ DAVID PETERSON WOODIE SMITH SAM AZAD
8.6	03/11/2015	CHANGE IN RETENTION POLICIES	LORI PINZ
9.0	10/17/2016	REQUIRED UPDATES DUE TO OFFICE 365 MIGRATION AND NETWORK TOPOLOGY CHANGES	LORI PINZ TREVOR GLOSS LISA MACCHIETTO MICHAEL CLARK BRIAN POPP TODD MROTEK
9.1	6/7/2018	SOCIAL MEDIA POLICY UPDATE	DAN KOGOVSEK LORI PINZ
9.2	9/28/18	USER CREDENTIALS AND AUTHORIZED USAGE UPDATES	TREVOR GLOSS LORI PINZ
9.3	3/27/2020	ANNUAL UPDATES	LORI PINZ TREVOR GLOSS

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## **SECTION I – COMPUTING RESOURCE POLICY OVERVIEW**

### **I. Purpose**

The purpose of these policies is to outline the acceptable use of the City of Pueblo’s (“City”) technology resources. Inappropriate use of computing resources puts the City’s network systems and services at risk and exposes the City to legal liabilities. This policy defines standards for connecting to the City’s network, telecommunications and computing resources, as well as the security standards for computers that can connect to City’s network, telecommunications and computing resources. The Information Technology Department (“I.T.” or “I.T. Department”) is responsible for all technology related matters.

### **II. Scope**

The policies covered in this document apply to all employees, elected officials, third-party contractors, consultants, and temporary employees employed by or utilizing technology resources of the City of Pueblo. This policy applies to all computing and telecommunication equipment that is owned or leased by the City of Pueblo. The terms of all General Regulations of the City are also incorporated herein.

### **III. Ownership Policy**

- All components, hardware or software, attached to, licensed to or installed on any City computer system or on the City’s network, including but not limited to iPhones, tablets, laptops and other mobile devices, are the property of the City. This does not apply to authorized personal mobile devices. Please see Mobile Device Policy below.
- The City provides computer resources, for use by its employees, for the sole purpose of conducting official City business.
- Any City employee work product produced during City employment, whether it is stored on a City-owned device, becomes and remains the property of the City.
- The City, as owner of said computer systems, reserves the right of periodic examination, as it deems appropriate, including but not limited to, electronic messages, call detail records, voice mail messages, data, image or software residing on or transmitted from the City’s computing resources, including electronic logs and usage records.
- All servers and devices, i.e. iPhones, tablets etc., deployed on the City of Pueblo’s network must be owned and operated by the City of Pueblo’s I.T. Department or approved vendor unless a variance is approved by the I.T. Director and/or the Mayor.

### **IV. No Expectation of Privacy Policy**

- The City and its agents, consultants, and contractors use software and information systems to monitor and record computer, phone and Internet usage for each user and is able to and does monitor or examine messages, data, or software that is on or is transmitted from its computing resources.
- Employees, including those listed above, are not entitled to any expectation of privacy as to their usage of the City’s computing or telecommunication resources including but not limited to Internet usage, e-mail, cellular phone, and phone usage. Each employee is advised that such information is not private or confidential.
- Messages, data, or software deleted from computing resources by a user remain subject to retrieval.
- The contents of computers, mobile devices, phone usage, call detail records and electronic mail may be subject to disclosure under the Colorado Open Records Act (CORA). This can be done by a court order or City inquiry; therefore, employees are advised that much of the content of their computing systems (desktops, laptops, cellular phone, servers, etc.) are subject to public disclosure.
- The City reserves the right to block access from within its networks to any Internet site deemed inappropriate or which may have a detrimental effect upon network performance.

### **V. Misuse of Computing Resources Policy**

Specific conduct which will be considered misuse includes, but is not limited to, the following:



- **Excessive or Inappropriate Use:** The utilization of the Internet or any computing and telecommunication resource causing negative impact to an employee's work performance or job duties.
- **Employment:** No employee shall knowingly delete, move, hide or alter any data, documents or work product to cause delay or detriment to City business or functions when terminating employment, promoting or transferring to other City departments.
- **Offensive Material:** Viewing, creating or storing offensive materials. It is a violation of policy to intentionally view, store, and print or distribute any such document or offensive graphic file unless it is directly related to the City's lawful business activities and the user's job duties.
- **Music, Video:** It is a violation of policy to download or access via the City's network any music, audio, or video content unless it is directly related to the City's lawful business activities and the user's job duties.
- **Copyrighted material:** It is a violation of policy to intentionally retrieve, view, store, or distribute material in violation of U.S. Copyright laws, including music, video, graphics, and software or data.
- **Personal Economic Gain:** The City's computing resources shall not be used in any fashion for personal economic gain including, but not limited to, private business and gambling activities.
- **The Fair Campaign Practices Act:** No employee shall engage in personal usage of City computing resources for the purpose of influencing the outcome of an election or in support of, or against, any candidate for public office or ballot issue.
- **Violation of Law:** No employee shall engage in personal usage of City computing resources in violation of any local, state or federal law, including violation of any provision of these rules and policies.

## VI. Usage and Monitoring Policy

Employees will be granted access to the City of Pueblo's restricted information system in accordance with their job duties. The City's restricted information system includes, but is not limited to: (1) desktop, laptop or mobile computer, (2) the computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. By accessing and using the City's system, employees must understand and consent to the following: (i) employees may access this information system for authorized use only; (ii) employees will only access this information system using their own credentials; (iii) employees have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system; (iv) at any time and for lawful purposes, the City may monitor, record, intercept, audit, and search and seize any communication or data transiting or stored on this information system; and (v) any communications or data transiting or stored on this information system may be disclosed or used for any lawful purpose. Unauthorized use of the system is prohibited and may be subject to criminal and/or civil penalties. All communications and data will be accessed, held, and used in accordance with applicable privacy and security policies enforced by the City.

## VII. Variations

The Mayor, Chief of Staff, and/or I.T. Director may grant variations to these policies.

## VIII. Enforcement

Employees are required to comply with these Rules and Policies and to properly use the computer resources available to assist in the performance of their assigned job duties. Non-compliance with these Rules and Policies constitutes misuse of the City's computing resources and may result in discipline up to and including termination.

## IX. Acknowledgment of these Policies

Employees are required to review and acknowledge receipt of these policies as a condition of their initial or continued employment.

## **SECTION 2 - NETWORK SERVICES AND COMPUTING POLICIES**

Users on the City's network must comply with all end-user policies and use standard hardware and software supported by the I.T. Department. Requests to deviate from these obligations requires I.T. Director approval. The I.T. Department supports any recommended product for the duration of its life cycle. The I.T. Department is responsible for recommending, purchasing, managing, deploying, and disposing of network and computer equipment regardless of whether the department is funded as an Enterprise or by the General Fund. From procurement to obsolescence, all computer equipment is managed by the Purchasing and Information Technology Departments' policies. If the computer equipment is deemed to no longer be supportable by the I.T. Department, then it is considered obsolete and must be relinquished for data eradication. After I.T. has removed the hard drive and reusable parts, the equipment is considered surplus and must be sold or recycled by the Purchasing Department as per Charter, Article 7, Part 4, Section 7-28.f.

For assistance purchasing hardware, software, network, wireless, or peripheral items, please contact the I.T. Department.

### **I. User Account Policy**

- Any employee using technological resources will be assigned unique identification credentials (username and password) that allow access to various City systems and programs in order to perform their assigned duties. These credentials should always be safeguarded.
- No employee should ever allow another employee or anyone else to use their assigned credentials to access City resources or to access, view, copy, or save information they may not be entitled to under their own credentials.
- Confidential information is to never be printed, scanned or saved onto any personal storage device, personal cloud account, or personal email account. Confidential City data should only be stored on the City's network or on City owned devices. The integrity of the City's network, systems, programs and data contained therein is extremely important.
- All employees have the responsibility to take reasonable steps to protect City information, some of which is highly sensitive and confidential. Failure to take reasonable steps to secure confidential data will be a violation of this policy.
- Unauthorized access to any City system or program, and/or use or dissemination of data obtained through unauthorized access, are strictly prohibited. Access gained to City systems, programs, and information using credentials assigned to another City employee without the express permission of management is also strictly prohibited. Any violations of these provision may result in disciplinary action up to and including termination.
- Generic Accounts can only be used with two factor identifications, token or biometric, and are only authorized on a very limited basis.
- Account information must never be shared with other City users or non-City personnel.
- Account information may be written down, but after doing so the user must treat this information in the same manner as they would treat confidential financial information. Never attach account information to your monitor, the bottom of your keyboard, or any other place that someone would be able to access the information without you being aware that they had done so.
- Usernames have a standardized form of LastnameFirstInitial (e.g. Joe Smith's username would be SmithJ). Exceptions are made only in cases where the user's standard username is already in the system or when doing so is necessary for the user to work on a City system.
- Weak passwords can put the entire network at risk. I.T. personnel audit password complexity periodically to ensure the security of the City's network. If your password is determined to be too weak, you will be asked to change your password.

### **II. User Windows Privileges**

In compliance with industry standards, the City's I.T. Department adheres to the principle of least possible privilege to minimize exposure to network security risks. An escalation of an end-user's privilege will only be granted if it is related to the employee's ability to perform their job functions. An end-user's privileges may be modified, changed, or revoked at any time. Requests for escalation of privilege must be from the employee's Department Head and approved by the I.T. Department's Security Administrator or I.T. Director.

### III. Remote/Home Access

#### i. Roles and Responsibilities

It is the responsibility of the I.T. Department's network security personnel to establish, approve, or seek approval for all instances of remote access to the City of Pueblo's technology resources. Ad-hock and non-standard VPN (virtual private network) connections that present an increased threat to the City's technology resources must be further approved by the City's I.T. Director.

- In all cases, the I.T. security personnel must approve and setup access to the City's network or systems.
- Prolonged or multiple use access by an outside individual or agency must be approved by the I.T. Director or security committee.
- Remote access for exempt City employees must be formally approved by the employee's Department Head, the I.T. Director, and is subject to this Technology and Communication Policy and departmental procedures.
- Remote access for non-exempt employees is prohibited unless a variance to this policy is requested by the employee's supervisor and approved by the I.T. Director. Based upon the request, the Mayor's approval may be required. This includes external access to the Microsoft O365 portal after-hours, while on sick leave, administrative leave, vacation, or outside the employee's normal working schedule.

#### ii. Remote Access

Standard City VPNs must be encrypted. Encryption shall be a minimum of 128-bit. Access to the City's network, whether said access is for City employees or vendors performing services for the City, will use the City's standard VPN infrastructure whenever possible.

It is a violation of City policy for employees or vendors to establish access to the City's network that has not been approved through the approval process in the Information Technology Department. In this context, remote access does not apply to ad-hoc sessions between City approved vendors or sales consultants and our employees using Citrix-like technology such as WebEx sessions.

Employees granted VPN access must adhere to the following criteria regarding their mobile device or home computers:

- Operating System patches must be installed in a timely manner prior to connecting
- Connecting systems must run current antivirus with real time protection enabled
- Connecting systems must always run a local firewall
- No data obtained over the VPN connection can be shared with unauthorized people
- VPN and account credentials must always be protected. If written down, credentials must be stored in a secure location (e.g. locked container). If stored electronically, credentials must be password (complex) protected
- Credentials are for one individual only and must not be shared with any other individual

**If it is believed the VPN or LAN (local area network) credentials have been compromised, the individual must contact the City of Pueblo's Security Administrator immediately. An account compromised after-hours can be handled by calling Police Dispatch and asking for I.T. call-out to be paged.**

#### iii. Office 365 Access

- The City utilizes Microsoft Office 365 (O365) cloud-services to provide e-mail and other Microsoft Office software applications. O365 provides on-premise access as well as on-line access using the O365 on-line portal. The I.T. Department controls access to the on-line services based upon employee classification and work hours. In addition, each City Department has its own individual set of policies that are applicable to that specific department. Employees are expected to adhere to City policies, their

respective departmental policies, as well as the I.T. Technology Communication Policy when utilizing these Cloud Services

#### **IV. Software Policy**

- I.T. Personnel support all software installed on City computers; however, I.T. staff may be unable to fully support the use of non-standard or specialty software.
- I.T. may decline to install, reinstall, or otherwise fix software that is not approved by the I.T. Department.
- To ensure that I.T. can support all software installed on City computers, I.T. must approve the installation and use of all software.
- Because all software on City computers must comply with the publishers' licensing requirements, I.T. staff will not install software unless and until ownership and proper licensing is established. All software licensing must be provided to the I.T. Department in case of audit.
- All City employees, either temporary or full-time, must conform to copyright laws and software licensing agreements.
- Copying and/or duplicating software is prohibited unless specifically permitted within the software license agreement.
- The City's current preferred enterprise solution is Tyler Technology application software whenever practical.
- All software must be purchased following City of Pueblo Purchasing Guidelines. Implementation or enhancement of any City software is done by the I.T. Department.
- Microsoft application software. Microsoft Office is made available through O365 cloud-based services and is acquired through I.T. using a volume purchase agreement. This ensures low pricing and the appropriate version of software to address the requirements. Other Microsoft application software, such as Visio, Project, Publisher and individual Office applications when needed (Word, Excel, Access, PowerPoint) will also be purchased through I.T.'s volume purchase agreement.
- Microsoft Operating Systems (Windows 10). Generally, operating system software is purchased as part of a new PC purchase and is controlled by the Enterprise Agreement with Microsoft.
- Software that is not the City's property or licensed to the City will not be installed on City computers.
- No personal software will be installed on City computers.

#### **V. Geographic Information Systems (GIS) Standards**

Information Technology supports industry standard GIS services through the Environmental Systems Research Institute (ESRI) software application suite ArcGIS for Desktop 10.x. The City's primary base spatially referenced information infrastructure is authored and maintained with ESRI Arc Server 10.x in the form of dedicated spatial data engine (SDE) Microsoft SQL databases. Primary base data is to be authored and maintained by designated and authorized officials only. Such software and information services are available to department(s) for official use only. Should a user require functionality not available with ESRI software, but with a third-party application, department(s) and employee(s) shall be required to consult with I.T. and the GIS Division prior to procurement. Spatially referenced information products produced using City provided software and hardware shall be deemed property of the City of Pueblo and may be subject to modification by the GIS Division without notice.

Notwithstanding, all employee(s), partner(s), and/or authorized vendor(s) utilizing GIS software, hardware, and consuming spatial information resources supported by the City shall strive to provide representative and accurate spatial information. A development and metadata report shall be developed by the department(s) and their employee(s) for all spatially referenced information viewed as a primary or vital spatial information record by a department. All information request(s) submitted by a member of the public, vendor, or other governmental agency for spatially referenced information shall be reviewed and processed pursuant to standards established by the I.T. Department, GIS Division prior to release and/or distribution. For more information on end-user information standards, contact the GIS Division or I.T. Department for assistance.

#### **VI. Computer and Peripherals Standards**

##### **i. Desktop Computer**

- Dell OptiPlex business class product lines. Minimal specifications:
  - i5 Intel processor
  - Windows 10 OS

- 500 Gigabyte hard drive, 256 GB SSD ○ Integrated networking & internal sound capability preferred
- 8 GB memory ○ 22” flat-panel monitor
- Three-year minimum warranty

**ii. Notebook Computers**

- Dell Latitude. Minimal specifications:
  - i5 Intel processor ○ Windows 10 OS
  - 500 Gigabyte hard drive, 256 GB SSD ○ Integrated networking & internal sound capability preferred
  - 8 GB memory ○ Three-year warranty
- Rugged Laptop, GETAC V110 series. Minimal specifications:
  - i5 Intel processor ○ Windows 10 OS
  - 500 Gigabyte hard drive, 256 GB SSD ○ Integrated GOBI or wireless card preferred
  - 8 GB memory ○ Five-year warranty

**iii. Mobile Devices**

Mobile devices will be determined based on user requirements and needs. Currently, the I.T. Department supports iPhones, iPads (in some instances), and Windows laptops with Broadband services provided through Verizon Wireless. The Purchasing Department is responsible for ordering and tracking of all Apple devices and cellular data plans. I.T. is only responsible for set-up and support of an Apple device. Employees shall abide by all General Regulations regarding Mobile Devices,

**iv. Printers**

For specific product information and guidelines for networked, shared or stand-alone printers, contact the I.T. Department. Current printer standards utilized are below; however, the I.T. Department will make recommendations based on end-user requirements.

- Minolta or Canon multi-functional production units with print, copy, scan and fax capabilities.
- Hewlett Packard network laser printers for personal or individual use

**VII. Anti-Virus Policy**

All City of Pueblo PC-based computers must have City of Pueblo’s standard and supported anti-virus software installed. Any activities with the intention to create and/or distribute malicious programs into City of Pueblo’s networks (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.) are prohibited.

- The I.T. Department will install and configure virus protection software on City computers. In most cases computers on the City’s LAN will be configured to automatically receive virus definition updates.
- Do not open any files or macros attached to e-mail from an unknown, suspicious, or untrustworthy source. The best practice is to delete these attachments immediately, then permanently delete them by removing them from your Deleted Items folder in Outlook.
- Delete spam, chain, and other junk e-mail without forwarding.
- Do not download files from unknown or suspicious sources.
- The best practice is to avoid peer-to-peer file sharing with read/write access unless there is absolutely a business requirement to do so. Shared documents should be placed in the department’s share folder (S: drive), within the intradepartmental share folder (M: drive), within the interdepartmental share folder (P: drive), or within a special share set up by I.T. Department staff.

- Use OneDrive for sharing files with outside agencies.
- Always perform a virus scan on portable media (e.g. USB mass storage devices or CD-ROMs) from any unknown source before using it.
- It is the employee's responsibility to inform the I.T. Department immediately in the event of a virus infection.
- Responsible I.T. staff must keep virus patterns up to date either: (1) through central management or (2) in the event that centralized management is not feasible, I.T. staff will configure the computer to download virus pattern updates directly from the anti-virus vendor.
- The I.T. Department staff will monitor the virus protection status of all computers so configured. Computers that are not so configured will be configured to receive virus definition updates directly from the anti-virus vendor.
- When virus/malware infestations are discovered, I.T. staff will examine infected computers and attempt to remove the viruses/malware. Virus-infected computers will be removed from the network until they are verified as virus-free by I.T. personnel.
- I.T. is responsible for creating procedures that ensure that anti-virus software is run at regular intervals and that computers are verified as virus-free.

### **VIII. Network Backup and Recommendations for PCs**

Ensuring the protection of the City's valuable information is critical. Data, including but not limited to Word documents, spreadsheets, databases, presentations, and other electronic files, should be backed up. When using One-Drive, conventional backup processes do not apply due to the multiple redundant hardware levels employed by Microsoft to support the O365 environment. The ideal approach is to store data on a City file server that utilizes a routine backup regimen or in OneDrive that relies on hardware redundancy and file versioning to maintain the integrity of files stored in OneDrive. I.T. currently provides space, on City's servers, to each employee on the City's network. This space is normally backed up on a routine basis.

The I.T. Department manages a back-up schedule for most information stored electronically in computerized form except for any files kept on an employee's local computer hard drive. Back up of local hard drive files is the responsibility of the end-user. I.T. back-up processes and methodology are completed to ensure that information is not lost in the event of a severe hardware or software failure, virus attack, or other potential disaster or technological problem. Likewise, all operating software and application software necessary to access, recreate, or generate the information is also backed up. The frequency of backup depends on the significance of the information, and its frequency of change. Exceptions to backup processes exist with video recordings. For example, some surveillance video, video stored on DVRs, or cloud-hosted video do not fall under this policy. The backup devices are located between two geographical locations. Geographical distribution provides some protection against electrical failures, natural disasters, and other localized events as well as supporting disaster recovery efforts from another site.

To ensure that your data is safe, the following policies should be adhered to:

- Critical data should always be stored on one of the I.T. Department's file servers as this provides our most-tested method of backing up your data.
- Users are responsible for backing up any data not stored on an authorized server, OneDrive or mainframe, i.e. internal or external computer hard drives.
- Personal files should not be stored on I.T. Department's file servers or in One-Drive.
- I.T. Department staff is not responsible for backing up or restoring personal files.

If a file is not stored on a server resource, a backup solution may not exist. Back-up alternatives are:

- DVD/CD writers (not recommended for long-term backups).
- USB jump or thumb drives (encryption recommended).
- External hard drive (for unusually large amounts of data).

Backups containing CJI or other confidential data must adhere to appropriate storage regulations. When in doubt, 256-AES encryption must be used. Backups should be performed on key data only. There is no need to back up entire desktop systems. Please contact the I.T. Department for back-up assistance.

## **IX. Electronic Mail Policy**

- **Employees are not entitled to any expectation of privacy.**
- I.T. staff shall NOT access or attempt to access another individual's e-mail box without the written permission from the individual's Department Head, Mayor, and/or the I.T. Director.
- Recipients of quarantined E-mail messages are notified that an e-mail has been held pending release. Recipient must contact I.T. for release of e-mail.
- Treat e-mail with the same privacy and confidentiality as regular City of Pueblo mail.
- E-mail is to be considered a form of professional correspondence of City business. Minimize the use of e-mail for personal messages.
- Target messages only to appropriate individuals. At no time, should non-business-related mail be sent to a mass distribution list.
- Use of City e-mail distribution lists are for business communications only. Individual departments may restrict use or require authorization to utilize these distribution lists based upon their business need and at the discretion of their Department Head.
- Notify Department Head or I.T. Director of improper or undesirable use of the e-mail system. Whenever possible, a hard copy of the message should be produced. All complaints will be handled as discreetly as possible.
- All messages sent over the e-mail system may fall under the Colorado Open Records Act. Additionally, City of Pueblo management reserves the right to access and disclose all messages sent over its e-mail system.
- City business or correspondence conducted via e-mail must use official City e-mail addresses issued by I.T.
- Obtain proper access to and documentation of e-mail by contacting the I.T. Department.
- Use proper e-mail etiquette. Use proper and professional language, which another individual would not find offensive, obscene, harassing, or profane. E-mail and other information systems are not to be used in a way that may be disruptive, offensive to others, or harmful to morale. E-mail and other information systems must not be used for display or transmission of sexually explicit images, messages, or cartoons or any communication that contains ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs.
- Exercise caution regarding the content of e-mail, as messages may be forwarded to persons other than the intended recipient.
- Obtain authorization from department or division management before attaching or using an Internet electronic mail system outside City of Pueblo, e.g., Gmail, Hotmail, for City business.
- No individual's e-mail may be accessed by anyone without prior authorization from the employee's Department Head, the Mayor, and/or the I.T. Director. Such access will not be authorized unless reasonable cause exists to suspect that an individual has violated a law or a City of Pueblo policy or intends to do so.
- Deleted e-mail correspondence, of routine value, is retained for two-years past creation date. Other e-mail correspondence, depending on its value, will be retained for a specified retention period based upon its content, which may be permanent.
- Deleted e-mail is retained for two-years after its deletion.
- E-mail is automatically archived in O365, including deleted e-mails. However, archived deletions will be deleted after two-years, or after the specified retention period based upon its content, such as mailboxes with litigation holds in place.
- Access to employee e-mail is controlled via City and departmental policies. All users must adhere to all policies.

## **X. File Storage Policy**

- I.T. will provide space on the City's servers to store data files or in One-Drive in O365. Items that are stored on an employee's hard drive and NOT on a server may not be restorable or recoverable when the computer malfunctions. Files stored in OneDrive are not "restorable" in the conventional sense but must be restored from the user's OneDrive Recycle bin or version history in the case of file overwrite.
- When an employee terminates or leaves City employment, the employee's data and e-mail will be retained for 2 years or the applicable retention period based upon the content. After the retention period, has expired, all data will be destroyed in a practical manner.
- It is not generally recommended for users to save data to their local hard drives. Users who save to the local drive have the responsibility for devising and implementing a sound backup strategy. I.T. can assist with backup solutions in such cases.

- Shared files (files that are commonly accessed by multiple users) should only be stored on a server or via SharePoint Online for which proper backup and recovery procedures have been established.
- Personal files should not be stored on I.T. Department’s file servers or by using O365’s One-Drive or SharePoint services.
- Files stored in a user’s My Documents folder (or any My Documents subfolder) or via One-Drive are backed up regularly.
  - **EXCEPTION: NetMotion VPN users’ My Documents folders are not stored on City file server due to the network limitations inherent for users in regular use of mobile computers. These users must back up their own files, preferably using USB “thumb” drives. Alternatively, they can upload their documents to OneDrive, but they are not encouraged to use the OneDrive Windows client to sync locally to their PCs. In general, the users subject to this exception are public safety-first responders (police patrol and firefighters).**
- Do not store non-work-related multi-media files (e.g. MP3 or WMF) in your My Documents / My Music folder. These files take up a large amount of space and the City simply cannot accommodate the space they consume and the time they add to regular backup.
- Do not store any file that constitutes a copyright violation on City systems.
- I.T. Department staff is not responsible for backing up or restoring personal files.

**XI. Password Policy**

- All system-level passwords (e.g., root, enable, admin, application administration accounts, etc.) must be a complex password with at least 11 characters. **Passphrases are preferred** (see - Use of Passwords and Passphrases for Remote Users below).
- The I.T. Department enforces the use of 11-digit complex passwords as well as two-factor authentication where applicable.
- All Police Department personnel passwords must meet Criminal Justice Information Systems (CJIS) standards in terms of complexity and the change interval.
- Standard users, or non-public safety, are required to change their passwords every hundred and eighty (180) days.
- Weak passwords can put the entire network at risk. I.T. personnel audit password complexity periodically to ensure the security of the City’s network. If your password is determined to be too weak, you will be asked to change your password. Repeated use of weak passwords may result in complexity being enforced by the City’s computer systems.
- User accounts that have system-level privileges granted through group memberships or programs must have a unique password from all other accounts held by the user.
- Passwords must not be inserted into non-encrypted e-mail messages or other forms of electronic communication.
- All user-level and system-level passwords must conform to the guidelines described below:

**i. General Password Construction Guidelines**

- The password CANNOT contain the user’s account name
- The password must be a minimum of 11 characters including:
  - Contain both upper- and lower-case characters (e.g., a-z, A-Z)
  - Have digits and punctuation characters as well as letters, e.g., 0-9, !@#\$%^&\*()\_+|~-=\{}[]:’;<>?,./)
  - Are not based on personal information (names of family, etc.)

**ii. Password Protection Standards**

- Do not use the same password for City of Pueblo accounts as for other Non-City of Pueblo access (e.g., personal Internet Service Provider accounts, option trading, benefits, etc.)
- When possible, don’t use the same password for various City of Pueblo access needs. For example, select one password for the computer system and a separate password for a database application system
- Do not share City of Pueblo passwords with anyone, including administrative assistants or secretaries. All passwords are to be treated as sensitive, confidential City of Pueblo information.
- Don’t reveal a password in an e-mail message



- Don't reveal a password on questionnaires or security forms
- If someone demands a password, refer them to this document or have them call the I.T. Security Administrator or I.T. Director
- Do not use the "Remember Password" feature of applications (e.g., Internet Explorer and Outlook)
- If an account or password is suspected of compromise, report the incident to the I.T. Department and change all passwords

**iii. Use of Passwords and Passphrases for Remote Access Users**

- Access to the City of Pueblo networks via remote access is to be controlled using either a one-time password authentication or a public/private key system with a strong passphrase
- A good passphrase is relatively long and contains a combination of upper and lowercase letters and numeric and punctuation characters. An example of a good passphrase: "The\*?#>\*@TrafficOnThe101Was\*&#!#"
- All the rules above that apply to passwords apply to passphrases

**XII. Data Retention Policy**

- Data must be retained per the employee's departmental standards, where such standards must at least comply with requirements under Colorado State Statute for data retention.
- Data stored on I.T. supported devices will not be aged or deleted by the I.T. Department and will be backed up on a regular basis and will be recoverable as per the guidelines below.
- When an employee terminates or leaves City employment, the employee's data and e-mail will be retained for 2 years, or for the required retention period as based upon the content. After the retention period has expired, all data will be destroyed in a practical manner.

**XIII. Electronic Media Disposal Policy**

Members of the City's I.T. Department are responsible for ensuring that City media which falls under their purview is reused in an appropriate manner or given to the Property & Evidence Sergeant for destruction.

- The I.T. Department works with the Property & Evidence Sergeant on disposal of discarded hard drives. Discarded hard drives are incinerated or melted.
- Non-I.T. employees of the City of Pueblo are responsible for either destroying media containing sensitive information obtained from City systems, or turning media containing sensitive information obtained from City systems over to the City of Pueblo's I.T. Department for proper disposal of sensitive information.
- Through contractual obligations, City of Pueblo vendors are responsible for either destroying media containing sensitive information obtained from City systems, or turning media containing sensitive information obtained from City systems over to the City of Pueblo's I.T. Department for proper disposal of sensitive information.

**XIV. Media Protection Policy**

Data is being transmitted and stored on computer systems and electronic media by virtually every person conducting business for the City of Pueblo. Some of that data contains sensitive information, including personnel records, criminal justice information, financial data, and protected health information. If the information on those systems is not properly removed before the equipment is disposed of or transferred within the City without destroying the sensitive information, that information could be accessed and viewed by unauthorized individuals. As such, all users of computer systems within the City of Pueblo, including elected officials, contractors, and vendors with access to City systems, are responsible for taking the appropriate steps, as outlined below to ensure that all computers and electronic media are properly sanitized before disposal.

All electronic media must be properly sanitized before it is transferred from the custody of its current owner. The proper sanitization method depends on the type of media and the intended disposition of the media.

**i. Hard Drives**

Before a hard drive is transferred from the custody of its current owner, appropriate care must be taken to ensure that no unauthorized person can access data by ordinary means. All hard drives should be sanitized. However, if the drive is remaining within the City, the hard drive may instead be formatted or have an image applied prior to transfer. Special recovery tools must be used by an individual to access the data erased by these methods. Any attempt by an individual to access unauthorized data would be viewed as a conscious violation of state or federal regulations and the City of Pueblo's Technology Communication Policy User Agreement.

**a) Sending a hard drive out for repair, return or for data recovery**

- Hard drives containing Criminal Justice Information (CJI) should not be sent for repair. The hard drive may be sent to CJIS (Criminal Justice Information System) approved sites for data recovery.
- Hard drives that do not include CJI may be sent for repair. The vendor repairing or recovering data on the hard drive must sign an appropriate agreement with the City of Pueblo, ensuring that the vendor will take proper care of the data. When possible, the vendor should return the defective media for proper disposal as described in this standard.

**b) Disposal of damaged or discarded hard drives**

- The device must be damaged so that it is not usable by a computer. The preferred method is incineration coordinated with the Property & Evidence Sergeant

**ii. Electronic media other than hard drives**

Before electronic media is transferred from the custody of the current owner, appropriate care must be taken to ensure that no unauthorized person can access data by ordinary means. Electronic media should be overwritten if the media type allows it or destroyed if overwriting is not possible (e.g. DVD).

**XV. Security Policy**

- Employees shall follow all the security policies and procedures established by the City, for their departments and the applications they use.
- The I.T. Department reserves the right to block access from within its networks to any Internet site or technology resource deemed inappropriate or which may have a detrimental effect upon network performance. Deviation from this policy requires I.T. Director approval.
- The I.T. Department manages security and sets security standards on behalf of the City for the network, servers, personal computers, computer peripherals (printers, iPhones, iPads, tablets, etc.) and applicable telecommunication needs. Such management includes adoption and implementation of policies and security procedures regarding user IDs, passwords, firewalls, proxy servers, Internet practices, telecommunication, and remote access to or from the City's network.
- Sponsors, administrators, and managers of specific applications are responsible for establishing the additional security policies and procedures required for use of their applications.

**XVI. Lost or Stolen Equipment Policy**

- I.T. will take appropriate steps to protect the integrity of the City's data and security, including but not limited to changing passwords or access to, locking access to, or to the extent possible, wiping information from any lost or stolen mobile device, including but not limited to iPhones, iPads and laptops.
- If the device is in the employee's possession, the employee is responsible for management and security of information residing on that device. The I.T. Department will not wipe any device in the possession of the employee unless there is a technical issue or problem preventing the device from working properly or if the device is not available or returned upon termination of employment.

**XVII. Instant Messaging Policy**

Instant Messaging (IM) capability is provided through Skype for Business, and it is currently being used as a form of real-time communication with individuals inside the organization. IM technology is meant for the purpose of enhancing employee productivity while conducting City business. However, IM carries some security risks, therefore, some functionality has been turned off by the I.T. Department.

The use of IM is a privilege and its abuse or misuse will not be tolerated. The I.T. Department manages and may monitor all IM usage to ensure that this policy is adhered to. It is the responsibility of the user to exercise sound judgment and common sense while using IM to fulfill his or her job duties.

- **Personal Use:** Limited personal use of corporate IM services to communicate internally with colleagues regarding non-work-related matters is permitted solely at the discretion of the employee's Department Head.
- **Compliance:** IM use will comply with all City of Pueblo policies, contracts, and all applicable laws.
- **Privacy:** IM conversations and messages created on the City IM service and transmitted through City systems will be considered the property of the City of Pueblo. The City reserves the right to monitor, inspect, copy, review, store, and audit IM usage and messages generated by or for the City as it sees fit. The City may be obligated to disclose IM messages and conversations when ordered to do so by auditors, courts, CORA, or law enforcement, with or without the employee's consent. Given these factors, employees **DO NOT** have a reasonable expectation of privacy when using City IM services.

**XVIII. Video Conferencing and Collaboration Policy**

The City has video conferencing and collaboration solutions available that are delivered through various methods. Desktop to Desktop or mobile capabilities exist from anywhere in the City where the end-user has a web-camera and microphone, or mobile device available. Video conferencing units are available for larger groups are in various departments throughout the City.

Microsoft Skype for Business or Zoom, a hosted cloud-based solution, are the solutions available for use. Video conferencing and collaboration tools should only be used to conduct City business and use of these tools must adhere to all acceptable use policies stated in this document.

To determine which solution is appropriate for your use, please contact the I.T. Department for assistance.

**XIX. Mobile Device Policy**

This policy intends to prevent data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it could potentially be accessed by unsanctioned sources. Exempt employees permitted to employ a personally owned device to connect to the City's network, and/or capable of backing up, storing, or otherwise accessing City data of any type, must adhere to defined processes for doing so. The end-user using a personal device must sign the Remote Device Waiver (Appendix B), must allow a remote device wipe application to be installed, and must adhere to password protecting their device. Non-sanctioned use of personal devices to back up, store, and otherwise access any City-related data is strictly forbidden. Apple iPhone devices and Windows mobile devices are the only approved devices that will be granted wireless connectivity to the City's network. iPads have no directed or remote connectivity to the City's network.

**i. Stipend Guidelines**

No stipend will be provided to any employee who is using a personal device to connect to the City's network. The City will pay for the software license and annual maintenance costs for the hardware and software that provides this privilege when the employee is using the device for both business and personal purposes.

**ii. Access and Security Control**

Employees using city or personally owned devices and related software for access to the City's network and data will, without exception, use secure data management procedures. The City uses Blackberry as its mobile

device management application. The Blackberry container for iDevices should be the only area considered as secure. In addition:

- Confidential City data should never be stored outside of the Blackberry container. At a minimum, a 4-digit PIN on the Blackberry container should be used, but it is preferred that your password protect the device with a 4-digit PIN.
- Prior to initial use or requested use on the City’s network or related infrastructure, **all devices must be approved by I.T.** Devices that are not pre-approved may not be connected to City’s infrastructure. I.T. reserves the right to refuse, by physical and non-physical means, the ability to connect personal devices to City and City-connected infrastructure. I.T. will engage in such action if such equipment is being used in a way that puts the City’s systems, data, users, and clients at risk.
- Connectivity of all City-owned devices will be centrally managed by the City’s I.T. Department.
- Multi-factor authentication and strong encryption measures or alternative compensating controls to isolate and protect any enterprise data accessed from or stored on the device, where appropriate, will be used.
- Android devices will not be allowed to connect to the City’s network due to security issues within the Android operating system.
- Although I.T. will not directly manage personally owned devices, end users, who are approved to use a personal device, are expected to adhere to the same security protocols when connecting to non-City equipment. Failure to do so will result in immediate suspension of all network access privileges to protect the City’s infrastructure.
- Only EXEMPT personnel, as approved by their Department Head, will be allowed to utilize personally owned iDevices. All costs related to this device are the sole responsibility of end-user.
- Any device that is being used to store City data **must adhere to the authentication requirements** of the I.T. Department. In addition, all hardware security configurations must be pre-approved by the I.T. Department before any enterprise data-carrying device can be connected to the City’s network.
- I.T. will manage security policies, network, application, and data access centrally using whatever technology solutions it deems suitable. **Any attempt to contravene or bypass that security implementation will be deemed an intrusion attempt** and will be dealt with in accordance with the overarching policy.
- I.T. reserves the right, through policy enforcement and any other means it deems necessary, to limit the ability of end users to transfer data to and from specific resources on the City’s network.
- In the event of a lost or stolen City-owned device, it is incumbent on the user to report the incident to I.T. immediately. City-owned devices **will be remotely wiped** of all City data and locked to prevent access by anyone other than I.T. If the City-owned device is recovered, it can be submitted to I.T. for re-provisioning. **Appropriate steps will be taken to ensure that City data on or accessible from the device is secured - including remote wiping of the device where appropriate. The remote wipe will destroy all data on the device,** whether it is related to City business or personal matters.
- In the event of a lost or stolen device that is personally owned, it is incumbent on the user to report the incident to I.T. immediately. **Appropriate steps will be taken to ensure that City data on or accessible from the device is secured - including remote wiping of the device where appropriate. The remote wipe will destroy all data on the device,** whether it is related to City business or personal matters.

**iii. Help & Support**

1. Employees who opt in to the bring your own device program are not eligible for support for device-specific hardware or software from the I.T. Department. If the employee-owned device requires maintenance, the employee is responsible for taking the device to the employee’s wireless provider.
2. The I.T. Department will assist a user in determining if the issue is software or hardware related, but if the issue is non-Blackberry software or hardware related, the employee will be forwarded to the employee’s wireless provider for maintenance. If the issue is Blackberry software related or related to remote network access applications, the I.T. Department will attempt to re-provision the device. If the device is deemed to be incompatible with City systems, the user is responsible for providing a compatible device. This is true even when the device was compatible with the previous software/hardware of City systems. Whatever personal device is used must be compatible with current City infrastructure.
3. Employees, contractors, and temporary staff will make no modifications to the hardware or software that change the nature of the device in a significant way (e.g. replacing or overriding the operating system or "jail-breaking") without the express approval of the I.T. Department.

**iv. Organizational Protocol**

1. I.T. can and will establish audit trails, which will be accessed, published, and used without notice. Such trails will be able to track the attachment of an external device to the City network, and the resulting reports may be used for investigation of possible breaches and/or misuse. **The end user agrees to and accepts that his or her access and/or connection to the City's network may be monitored to record dates, times, duration of access, etc., in order to identify unusual usage patterns or other suspicious activity.** The end user agrees to **immediately report** to his/her Department Head and the I.T. Department **any incident or suspected incidents of unauthorized data access, data loss, and/or disclosure of City resources, databases, networks, etc.**
2. Users may be allowed to expense costs for mobile applications required for or used in their daily job duties. All applications and associated costs must be approved by the employee's Department Head prior to download or reimbursement.

## **SECTION 3 – I.T. SUPPORT STANDARDS**

### **I. I.T. Computer Support Standards**

Supporting computer software and hardware is a responsibility that does not lend itself to being split among multiple parties. Nonetheless, I.T. recognizes the need for some computer users to regularly install and test new software on behalf of their departments. While I.T. endorses fully supporting every PC in the City, we have established these guidelines for users who require a degree of self-support. Placement in any of the below categories shall be at the discretion of the I.T. Director based on the best interests of the City.

#### **i. Full Computer Support**

This category is for users who just want to turn on their PC, have it work, and want I.T. to be responsible for all hardware and software problems. These PCs will be in the **pueblocity** domain. More than of 98% of the City's PCs fit into this category.

#### **ii. Limited Computer Support – City Domain**

This level of privilege is appropriate for users who must install software and are thus willing to support the PC themselves. The software in question is limited to software required to conduct City business. I.T. will base its recommendation for this level of support based on the business requirements. Including a computer or user in this category requires approval from the employee's Department Head and the I.T. Director. In addition, I.T. will have the authority to, and will periodically audit PCs, to ensure that they do not present security exposures.

Technical Support may be delayed for users in this category. In other words, users with this level of permissions have a higher incident and severity rate than those without the permissions. Based upon the problem, the mean time to repair may take longer due to the greater complexity of the problem.

#### **iii. Non-City Domain Extremely Limited Support**

This level of privilege is appropriate for users who must install software or hardware and are thus willing to support the PC. The "requirements" are limited to City business requirements. I.T. will base its recommendation for this level of support based on these requirements. Including a computer or user in this category requires approval from the employee's Department Head and the I.T. Director. Users in this category receive limited I.T. support. For example:

- No storage space on the City's servers will be provided.
- The computer CANNOT be connected to or placed on the City's network. The NIC (Network Interface Card) will be disabled to prevent it from being plugged into the City's network. The machine can have "Guest" access to the City's wireless network where available. Guest access only provides access to the City's Internet and can only be used to conduct City business.
- If a machine needs to be rebuilt, I.T. will rebuild the PC with a basic image. In other words, I.T. will assist with the installation of the operating system, Office applications, and virus software only.
- Users with this authority must establish a strategy for keeping patches and system updates current.
- If I.T. support is needed, the mean time to repair may take longer due to the greater complexity of the problem.
- Fully supported and partially supported computers on the City's network will receive higher priority status than a computer in this category.

### **II. Obtaining I.T. Support**

If you have questions regarding your computer or the City's phone system, please contact the Helpdesk at ext. 2400 or at 553-2400. Or,

- Open your browser, go to <http://www.pueblo.us/workit> and open a ticket.
- Each work order is assigned a priority based upon the immediacy of the user's needs. Please be sure to make I.T. aware of any special considerations regarding the timeliness of the response that you require.

## **SECTION 4 – TELECOMMUNICATION POLICY**

### **I. Overview**

The City provides employees with both local and long-distance telephone service through the City's PBX (Private Branch Exchange) system or, as determined by needs, other telecommunications companies. The I.T. Department must approve all telephones, telephone systems, and telephone lines. City telephones are intended for City business only and include emergency calls and calls that are in the best interest of the City. Call Detail records for all telephone calls on the City's phone system are retained for two years or until system capacity is exceeded.

### **II. Personal Calls**

Although personal calls may be permitted during working hours, it must be of reasonable duration and frequency, and it must be: (1) a local call; (2) charged to a personal credit card; (3) charged to a home telephone; (4) charged to the called party, or (5) made to a toll-free number. For any use of City telephones beyond the parameters of this policy, employees must pay the cost associated with the calls. Personal phone calls are allowed at the Department Head or supervisor's discretion.

Employees ARE NOT permitted to open any personal telephone accounts using their office phone number as a bill to address. Should this happen, the employee will be liable for any charges billed to the City, and the account will be canceled.

### **III. Wireless Phone Service**

Wireless phone services are handled through the Purchasing Department. The I.T. Department does not provide technical support for these services except for iPhone support.

### **IV. Order Processing and Service Requests**

The I.T. Department is responsible for ordering, tracking, and installing network circuits, phone lines, and supporting the City's local and long-distance phone and network needs. This includes, fax, extension, alarm lines, and network connectivity.

NOTE: The requesting department may be responsible for paying any charges related to their requests. I.T. will alert the department of charges prior to authorizing work. Should a department contract services outside the I.T. organization, and the I.T. organization does not have record of these services, those services may be subject to disconnect without notification by the I.T. Department. Contracting services outside of the I.T. Department may cause our phone system warranty to be void.

### **V. Long Distance Service**

Long distance phone service is provided to an employee using a unique Forced Authorization Code ("FAC"). This four-digit number is yours for the duration of your employment with the City. It is extremely important that you DO NOT give this code to anyone, as you are responsible for all calls made with your code. If you receive a telephone statement that contains questionable charges, you should notify I.T. This will allow your FAC to be canceled and a new one issued. The I.T. Department will investigate the suspicious calls and contact the long-distance company to get a credit issued if appropriate.

Long distance charges on the bill are billed directly to your FAC, regardless of the telephone extension from which the call was placed. This feature eliminates any confusion about the person or department responsible for the calls.

### **VI. Employee Changes or Terminations**

**New Employees** – The I.T. Department will need to be contacted to obtain a FAC for all new employees. The Department Head or the individual in the department responsible for new employee technology requests must submit this request.

**Departmental/Termination Changes** - Should a person change departments or terminate employment with the City, I.T. will need to be contacted so that the person's FAC can be moved to their new department for billing or deactivated. The I.T. Department should be informed as soon as reasonably possible. Should a department fail to notify I.T., the department will be responsible for any charges incurred after the move/termination date or until the FAC billing has been moved to the new department, unless other arrangements have been made.

**VII. Lost or Stolen Authorization Code**

Individual Departments are responsible for all charges incurred using their employee's FAC. In the event a code is lost or stolen, you must report it immediately to the I.T. Department.

**VIII. Phone Features**

In general, the following features have been blocked by the City's PBX system:

- Collect or Third-Party Calls
- 900 Type Calls
- 411 or Directory Assistance Calls
- International Calling

If your department has a need to receive or make such calls, special arrangements must be made with the I.T. Department to remove this block from the system.

**IX. Verification of Telecommunications Charges**

It is the responsibility of each department to verify the accuracy of all charges and note any discrepancies or unacceptable use. A copy of all telecommunication bills can be obtained monthly from the Finance Department. If you receive a telephone statement that contains questionable charges, you should notify the I.T. Department.



## **SECTION 5 - NETWORK AND SERVER STANDARDS AND POLICY**

Network equipment is used to provide, manage, or optimize network traffic or services, or used to remotely access the City's network, which has implications for all other users on the network. As such, network strategies, network equipment, software selection, and network implementation are under the control of the I.T. Department and is subject to applicable procurement requirements.

### **I. Routers, Switches - Extreme Networks**

- Extreme Networks is the City's preferred manufacturer for most networking equipment. As the network expands, continued implementation of the Extreme architecture will facilitate a single, converged network.
- All core and critical network nodes are attached to a UPS unit.
- When practical, replacement equipment for core and critical network nodes are kept onsite.
- When it is not practical to keep replacement equipment for core and critical network nodes onsite, a replacement agreement (having an acceptable replacement time) with a third-party vendor is acceptable.

### **II. Network transport media**

- Sites on the City's network will be connected using either the City's fiber optic cable or leased T-1 circuits.
- Wireless users connect using Verizon 4G technology or via the City's Wireless Wide Area Network.
- All data traffic on the City's network is TCP/IP.
- Network segments are within one of the following categories:
  - Ethernet Fiber optic segments, at either 10Gbps, 1Gbps, 10Mbps, 100Mbps, or T-1 speed (1.544Mbps)
  - Ethernet CAT5, CAT5E or CAT6 segments, at 10Mbps or 100Mbps
  - Leased T-1 circuit, running at 1.544Mbps

### **III. Encryption Policy**

- Proven, standard algorithms should be used as the basis for encryption technologies. These algorithms represent the actual cipher used for an approved application.
- 128-bit AES encryption is required for remote connections. This connection is established using the City's VPN.
- 256-bit AES encryption is required for wireless connections. This is required for all Public Safety and non-public safety individuals with dedicated wireless cards.
- 128-bit AES encryption is required for Non-Public Safety wireless or Ethernet connection accessing the network with loaner computers, i.e. notebooks given to individuals traveling.

### **IV. Data Platforms**

The Information Technology Department supports storage and use of the following platforms for the City's data:

- Physical file servers provided centrally by I.T. Department
- Virtual servers hosted through the City's virtual server environment using Microsoft Azure, VMWare and/or Hyper-V
- Databases residing on Microsoft SQL servers
- GIS data residing in the ESRI/MS SQL database

### **V. Wireless Communications Policy**

- Access is prohibited to City of Pueblo networks via unsecured wireless communication mechanisms. Guest access is available in some City departments. Contact the I.T. Department for assistance with obtaining access.
- Only secured wireless systems that meet the criteria of this policy or have been granted an exclusive waiver by the I.T. Department are approved for connectivity to City of Pueblo's networks. These systems must be installed by I.T. personnel.

- Users are strictly prohibited from installing wireless access points that connect devices to the City's network. If found, these devices will be immediately removed.
- Systems must maintain point-to-point hardware encryption of at least 128-bits (256-bits for public safety transmissions).
- Systems must maintain a hardware address that can be registered and tracked, i.e., a MAC address.
- Systems must support strong user authentication, which checks against an external database such as TACACS+, RADIUS, or something similar.

## **VI. Server Security Policy**

### **i. Ownership and Responsibilities**

All internal servers deployed on the City of Pueblo's network must be owned and operated by the City of Pueblo's I.T. Department or must be owned and operated by an operational group that is responsible for system administration that is approved of by the City of Pueblo's I.T. Department to deploy the server(s). Approved server configuration guides are established and maintained by each operational group, based on business needs and approved by I.T.'s security administration.

Information regarding the City of Pueblo's servers is maintained within the I.T. Department.

### **ii. Monitoring**

- On key servers, events and file access information is collected and retained to track changes and access to city data and to monitor for inappropriate activity.
- Security-related events will be reported to internal audit, which will review logs and report incidents to I.T. management. Corrective measures will be prescribed as needed. Security-related events include, but are not limited to:
  - Port-scan and network-based attacks
  - Evidence of unauthorized access to privileged accounts
  - Anomalous occurrences that are not related to specific applications on the host

### **iii. Compliance**

- The appropriate I.T. staff will manage audits. Internal audits will filter findings not related to a specific operational group and then present the findings to the appropriate support staff for remediation or justification.
- Every effort will be made to prevent audits from causing operational failures or disruption.

## **VII. Software Copyrights and Licensing Policy**

- Ensure compliance with software license agreements by verifying that software is loaded on one computer for each license purchased.
- Review results of software compliance audits.
- Verify the removal of non-compliant software from the network and PCs.
- Establish and implement a procedure for monitoring compliance with software license agreements.
- Pursue noncompliance actions for employees refusing to discontinue illegal use of software.
- Inform employees of the provisions within software license agreement.
- Obtain software licenses and the necessary maintenance agreements.
- Retain copies of initial agreements for application software within the organization.
- Review results of software compliance audits.
- Conform to copyright laws and software licensing agreements.
- Copying and duplication of software is prohibited unless specifically permitted within the software license agreement.

## **SECTION 6 – INTRANET/INTERNET SITE POLICIES**

### **I. Intranet/Internet Site Policies**

- The I.T. Department will provide hosting, server, and administrative support for the City’s primary Internet and Intranet sites.
- Each department represented on the City’s Intranet shall have the responsibility for ensuring that its material meets the standards set by I.T. Department.
- Each department represented on the site shall have the responsibility for ensuring that its material is current.
- The Intranet and Internet is administrated by the I.T. Department or designated departmental staff.
- I.T. will provide standard page layout guidelines and navigations methods for use throughout the site.
- If the department that is providing the material for the site did not author or create the material, written permission to publish the information, graphics, or photographs on the site is required prior to placing it on the site.
- Information regarding members of Council and other boards or commissions shall be limited to that which is necessary for Website visitors to contact these individuals.
- No commercial or personal advertising of services and products are allowed on the site.
- Size limitations exist. Large files may need to be configured for downloading rather than direct viewing to facilitate the most efficient browsing.

#### **i. Accessibility**

The City’s Website is designed and constructed to be accessible to people with disabilities. The City’s Website will endeavor to meet the accessibility requirements applicable to federal departmental agencies under Section 508 of the Rehabilitation Act.

#### **ii. Privacy**

- Visitor information collected by the City from the site will not be disclosed to parties outside the City, except when legally required.
- No unsolicited e-mail will be sent from the site. Visitors will not be added to emailing lists without their permission.

#### **iii. Copyright and Publishing Regulation Standards**

- Material on the Website may not be used in any manner prohibited by law or disallowed by licenses, contract, copyrights, or City policy, regulations, or directives. Webpages will not contain legally restricted or confidential material.
- If the department that is providing the material for the site did not author or create the material, written permission to publish the information, graphics, or photographs on the site is required prior to placing it in the site.

#### **iv. Content Standards**

- Electronic publications are subject to the same City policies regarding content as print publications.
- Pages should be grammatically correct with no spelling errors. Authors are strongly encouraged to have their pages reviewed by another party for typographical errors and similar problems.
- Provisions of the Fair Campaign Practices Act must not be violated. Material that could influence the outcome of an election must comply with that Act.
- Information regarding members of Council and other boards or commissions shall be limited to that which is necessary for Website visitors to contact these individuals.
- No commercial or personal advertising of services and products are allowed on the site.
- Information (Webpages) for commercial or non-profit organizations is permissible if such organizations have a contractual relationship with a City Enterprise (Airport, Golf Courses, Wastewater Utility, Storm Water Utility) and a fee is not collected for this service.
- Acronyms should be used sparingly and never as a first reference.
- Downloadable images should be in GIF, PNG, JPEG, or PDF format.

- Graphics should be used sparingly, to improve the appearance of the page, or to clarify its content. A “photo gallery” may be established to allow visitors access to additional graphic images.

## **II. Web Architecture Standards**

The City’s Internet and Intranet is currently externally hosted. All components within the hosted site must comply with architecture utilized by the City’s content management system.

### **i. Links to Other Sites**

- The City’s Website shall only link directly to pages of other public sector (government) agencies, the non-profit sector, community organizations, organizations with which the City has a professional relationship, to events which are sponsored or endorsed by such agencies or organizations, or to utility companies providing service to the City of Pueblo and/or its citizens.
- The site will not link to any personal pages/sites.
- The City reserves the right to not link to any site, irrespective of whether it qualifies for linking per the guidelines in this policy.

## **III. Social Networking**

The City utilizes social networking to address the changing way residents communicate and obtain information relating to the missions, programs, and goals of the City via the Internet. (The City of Pueblo participates in social media formats to reach a broader audience.) All social network sites utilized by the City must be approved by the Director of Information Technology.

### **i. Goal**

The City’s goal is to open a limited public forum using social media sites to promote the economic welfare, industry, tourism, and recreation of Pueblo.

### **ii. Policy**

- All official City of Pueblo presences on social media sites or services are considered an extension of the City’s information and communications networks.
- Content placed on social media sites is monitored and archived and is subject to the Colorado Open Records Act.
- All City use of social media must be approved by the Director of Information Technology and follow this policy.
- The City may maintain as many social media sites as deemed appropriate by the Director of Information Technology for each approved social media outlet. Each social media site created shall be maintained, monitored, and regularly updated by the Director of Information Technology or any person designated by the Director of Information Technology.
- Potential uses for social media include, but are not limited to:
  - Sharing published news releases.
  - Publicizing services and programs sponsored by the City of Pueblo.
  - Publicizing new services, holiday closings, or other information normally only found on the City’s primary website.
  - Issuing emergency alerts, road closures, or weather alerts affecting large numbers of citizens.
- The Director of Information Technology, or any person designated by the Director of Information Technology, will review and approve requests to use social media sites. A request for a social media site may be denied for any reason within sound discretion of the Director of Information Technology, including but not limited to a lack of sufficient personnel and capacity to create, maintain and monitor the site, and/or an opinion by the City Attorney, and as approved by the Mayor that the terms of a site’s license agreement are burdensome to the City.

- Use of social media must comply with applicable federal, state, and city ordinances, regulations, and policies, as well as proper business etiquette. This includes adherence to established laws and policies regarding copyright, records retention, the release of public information, the First Amendment, privacy laws, and information security policies established by the City of Pueblo.
- Wherever possible, links to more information should direct users back to the City's official website for more information, forms, documents, or online services necessary to conduct business with the City of Pueblo.
- Employees representing the City via the City's social media outlets must always conduct themselves consistent with the rules and policies of the City of Pueblo. Failure of an employee to act consistently with the rules and policies of the City of Pueblo may result in discipline, including termination, of the employee.
- The Information Technology Department, or any person designated by the I.T. Director, will distribute all social media content and ensure each of the approved uses and sites adheres to the social media policy for appropriate use, message, and branding consistent with the goals of the City of Pueblo.
- Violation of the standards set forth in this Social Media Policy may result in the removal of pages from social media outlets. The Director of Information Technology will retain the authority to remove information.
- The City of Pueblo reserves the right to remove any messages or postings that are obscene or in violation of the copyright, trademark right, or other intellectual property right of any third party.

### iii. Procedures

- All departments desiring to distribute information on the City's official social media pages shall submit a request to the Media Division of the Information Technology Department. The Director of Information Technology, or any person designated by the Director of Information Technology, will review the request to ensure that it meets the guidelines of this Social Media Policy and that sufficient personnel and capacity are available to create, maintain, and monitor the social media page.
- If approved, the Director of Information Technology, or any person designated by the Director of Information Technology, will create, maintain, and monitor the social media site(s) approved, and will act as the official spokesperson to ensure a unified City message.
- The Director of Information Technology, or any person designated by the Director of Information Technology, will maintain a list of all approved social media sites and will provide a link to all social media pages on the official [www.pueblo.us](http://www.pueblo.us) website.
- Only City e-mail addresses or e-mails authorized in advance by the Director of Information Technology will be posted on the site or used to create the website accounts. Use of generic email addresses, for example, [webmaster@pueblo.us](mailto:webmaster@pueblo.us), is appropriate to create social networking accounts.
- To the extent that design parameters of the host site allows, City of Pueblo pages will conform to the following:
  - Be identified as a City of Pueblo official site.
  - Contain appropriate staff contact information.
  - Contain the City logo or associated business logo of the City and have a link to the appropriate page of the City's website.
  - Specify that all content, comments, and replies posted will be subject to Colorado Open Records Act.
  - Comply with Section 508 of the U.S. Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (ADA).
- City-generated content shall:
  - Respect copyright and fair use laws.
  - Contain the following legal disclaimer:

"The City of Pueblo encourages your comments, concerns, and questions directly relating to any of the topics on this social media site, but will remove comments that:

- use vulgar language
- contain threats of physical or bodily harm
- contain personal attacks of any kind

- contain offensive comments that target or disparage any ethnic, racial, gender or religious group
- contain obscene or sexually explicit comments
- incite illegal activity
- promote commercial products or services
- contain personal information
- infringe on copyrights or trademarks
- are spam, commercial promotions, or links to other sites
- violate the law or promote the violation of law

The City of Pueblo is not responsible for the content of, nor endorses any site which has a link from this page. Please note that the comments expressed on this site do not reflect the opinions and position of the City of Pueblo. All content, comments, and replies posted are subject to Colorado Open Records Act. If you have any questions or would like to report a comment in violation, please contact us.”

- The Director of Information Technology, or any person designated by the Director of Information Technology, will monitor each approved site and delete any submissions, posts, or entries that violate the above disclaimer.

## **APPENDIX A: DEFINITIONS**

**City:** Means the City of Pueblo

**Components:** Means pieces of equipment, i.e. hardware, software, or data that alone do not form a system or provide full system functionality.

**Destruction of Media** - Destruction is the process of physically damaging a medium so that it is not usable by any device that may normally be used to read electronic information on the medium, such as a computer, personal handheld device, audio, or video player.

**Electronic mail (e-mail):** Means written or typed messages, such as memos or letters, sent and delivered by communications link from person to person. E-mail often consists of the primary text of the message and any attachments, such as word processing files, spreadsheet files, documents, and graphics.

**Encryption** - Encryption is the process of transforming information using an algorithm (called cipher) to make it unreadable to anyone except those possessing special knowledge, usually referred to as a key.

**I.T.:** Means the City of Pueblo's Information Technology Department.

**Information Systems:** Means e-mail, file and application servers, desktop/laptop computers, mainframes, or any piece of hardware or software used to store or transmit voice, data, and/or multi-media.

**Mayor:** Means the Mayor or his or her authorized designee.

**Media** - In this document, media refers to any computer device used to store information in a non-volatile state.

**Offensive materials:** Includes, but is not limited to material which is obscene, pornographic, threatening or which may be construed as harassment or disparagement of others based on their race, ethnicity, national origin, sex, sexual orientation, age, disability, or religious belief.

**Overwriting Media for Sanitization** - Overwriting is an approved method for sanitization storage media. Overwriting of data means replacing previously stored data on a drive or disk with meaningless information. This effectively renders the data unrecoverable by standard recovery methods.

**Private or Sensitive Information** - Any information protected by privacy laws (e.g. CJIS or HIPAA) or which the disclosure thereof could result in financial loss for the City of Pueblo or which the disclosure thereof would appropriately result in a loss of confidence in the City of Pueblo by its citizens.

**Remote Desktop Protocol (RDP)** - Is a proprietary protocol developed by Microsoft that provides a user with a graphical interface to another computer.

**User:** Means any person who uses information systems and computer resources provided by the City of Pueblo.

**VPN** - A virtual private network (VPN) is a network connection that leverages encryption technologies to secure data in so that the parties can use primarily public telecommunication infrastructure, such as the Internet, and still prevent disclosure of private information to unauthorized parties.

**Work product:** Includes, but is not limited to, any document, spreadsheet, compiled or composed information, program, message, e-mail, log entry, data, or image.

**Volatile** - A system is said to be volatile if the information it holds is essentially lost when power is removed from the system.

**APPENDIX B: PERSONAL MOBILE DEVICE REMOTE WIPE WAIVER**

(Only for Exempt Employees or with a policy variance)

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Personal Mobile Device Remote Wipe Waiver

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**Purpose**

The purpose of this waiver is to define remote wipe technology and to ensure that employees understand and agree to use it if a remote wipe is necessary. This waiver is to be signed in conjunction with the *Personal Mobile Device Acceptable Use Policy*.

The overriding goal of this policy is to protect the integrity of the City’s data, as outlined in the Personal Mobile Device Acceptable Use Policy. Therefore, all users employing a mobile device that has been connected to the City’s network, and/or capable of backing up, storing, or otherwise accessing City data of any type, must agree to this remote wipe waiver.

**Applicability**

This waiver applies to the same devices and users outlined in the *Personal Mobile Device Acceptable Use Policy*. Employees who do not wish to connect their personal mobile devices to City resources are free to refuse to sign this waiver. The waiver only applies to employees and devices that have accessed City resources.

**Remote Wipe**

When a remote wipe is initiated by the I.T. Department, the user’s mobile device will be wiped of all data and restored to its factory default settings. **The wipe is not limited to City data.** Data that the employee has added to the device for personal use will also be deleted. This data is not recoverable on the device itself but can usually be restored from a backup on another device (e.g. a personal computer) if the mobile device remains in or returns to the user’s possession or a new device is able to store the backup. **It is recommended that users back up their personal data frequently to minimize loss if a remote wipe is necessary.**

A remote wipe will only be initiated if I.T. deems it necessary. Examples of situations requiring remote wipe include, but are not limited to:

- Theft of the device.
- Loss of the device.
- Termination of employment in which the user has not already cleared corporate data by another method.

**Employee Declaration**

I, \_\_\_\_\_ (employee name), have read and understand the above *Personal Mobile Device Remote Wipe Waiver*, and consent to have my device wiped if the City’s I.T. Department deems it necessary.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date