

PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

ELECTRONIC COMMUNICATIONS AND INTERNET USAGE POLICY

MP102.12 10/05 -N

PURPOSE

This MP, in conjunction with City AR 1.63, will provide the guidelines for using electronic communications. E-mail, Internet and Intranet are important tools that assist us in providing excellent customer service to the public as well as our internal customers. City electronic property or electronic communications systems should not be used for personal gain, including personal businesses, but rather to enhance service to the public. Harassment and pornography will not be tolerated. Jokes, junk mail, chain letters and other non-work related items should not be sent or forwarded.

CITY POLICY

All hardware, software, databases, email, mailbox messages, spreadsheets, files and documents are the electronic property of the City Of Phoenix.

Employees should be aware that they are responsible for any information that they generate or distribute through the electronic system.

Employees are expected to prevent the unauthorized use of the City's internet and E-mail systems while logged into the City's network by using password-protected screen savers or other appropriate techniques while away from their computer. **Any use that occurs on an employee's workstation under that employee's login is presumed to be performed by that employee. Log off the computer when you're not using it.**

PROHIBITED ELECTRONIC PROPERTY AND ELECTRONIC COMMUNICATIONS USES

Prohibited uses include, but are not limited to:

- Any personal use that interrupts City business and that keeps an employee from performing his/her work. Employees should not use their City e-mail account as their primary personal e-mail address.
- Extensive personal use of the internet for any non work- related purposes during working hours which decreases employee productivity or results in decreased performance of the City's e-mail system.
- Unauthorized downloading and distributing of copyrighted materials (e.g. music, pictures or other proprietary information).

- Downloading or copying music, including music obtained legally, for non-business purposes onto city computers or servers.
- Unauthorized reading, deleting, copying, modifying, or printing of electronic communication of another user.
- Using the city's electronic connections for private gain or profit (e.g. online gambling, personal business, etc.).
- Instant messaging through public service providers. (e.g. AOL, Yahoo, MSN, etc.).
- Personal software, which allows peer to peer communications between two or more workstations. (e.g. online chat, KaZaA file sharing, etc.).
- Personal use of the City's electronic connections for auctions such as eBay.
- Soliciting for political, religious or other non-business uses not otherwise authorized by A.R. 2.33
- Non-business related streaming media (e.g. listening to internet radio stations).
- Using City computers for political purpose, including voting. This does not include using equipment designated for public voting at city facilities.
- Sending or forwarding junk email, chain letters, or mass mailings.
- Theft and /or forgery (or attempts) of messages or electronic documents.
- Using, accessing, or transmitting pornographic or sexually explicit materials, offensive threatening, racial, or hate language or images.
- Engaging in any form of harassment, whether sexual or otherwise, or sending any unwelcome personal communication. It is the perception of the recipient that prevails, not the intention of the sender.

PRIVACY AND MONITORING

Between the City and its employees and other individuals using the electronic property or electronic communication systems, the individual user has no expectation of privacy. By using the city's electronic property or electronic communications system, each user acknowledges that the city may monitor all such uses. The user specifically consents to the city performing the monitoring function.

The city does not monitor the content of city electronic property, electronic communications or internet access as a routine matter, but reserves the right to do so without notification.

Only Department/Function Heads or higher may request access and monitoring of City electronic communication for employees under their supervision. Details for such requests are outlined in City of Phoenix Administrative Regulation 1.63.

RETENTION AND STORAGE

The City is required by Records Retention Policy to maintain electronic mail for one month. E-mail in the trash basket falls under the one-month retention policy. **Employees must not empty their electronic mail trash and must ensure that electronic systems are set appropriately to**

preserve messages for 30 days. The City Clerk Department is responsible for purging electronic mail from the Domino/Lotus Notes Enterprise Email system older than one month.

VIOLATION OF POLICY

Violation of these policies is cause for disciplinary action.