Town of Littleton
Information Technology
Acceptable Use Policy

Version 2.0

Adopted by the Board of Selectman on November 19, 2001

Revised by the Board of Selectman on February 23, 2009

1 DEFINITION

The acceptable use of information technology is an important concern for all employees and elected and appointed officials of the Town of Littleton. Information Technology is defined as:

- Computers (including servers, workstations, laptops and handheld devices)
- Computer-related hardware (including printers, scanners, special devices)
- Software (including networks and the Internet)
- Telephones, Modems & Handheld devices (including blackberry)
- Town of Littleton Information Technology infrastructure includes all networks, computers, modems, hubs, software and data.

2 SCOPE

This policy is an overall guideline for all technology use. Additional policies that address specific issues such as E-mail Use, Software Standards, Hardware Standards, Equipment Use, Disaster Recovery Plans and Technical Support shall be adopted.

3 PURPOSE

Information Technology should be used primarily for official Town of Littleton purposes related to the conduct of Town government, to accomplish job responsibilities more effectively. Other uses, such as commercial or political use are expressly prohibited.

4 RESPONSIBILITY

4.1 PERSONAL USE

4.1.1 INCIDENTAL USE

Incidental personal use of technology such as e-mail is permitted but subject to monitoring. Costs incurred in the personal use of technology (such as long distance charges for telephone calls) may be periodically assessed and billed to the user. All data existing within the Town of Littleton Information Technology infrastructure is considered property of the Town of Littleton and no assumption of privacy may be made.

4.1.2 PERSONAL TIME

Employees who use the Internet/intranet on personal time can enhance their knowledge of electronic information resources and sharpen information technology skills. By allowing use on personal time, the Town of Littleton builds a pool of computer literate employees who can guide and encourage other employees.

Personal time includes breaks, lunchtime and the time before and after scheduled work hours. Employees performing job-related use will always have priority over those desiring access to resources for personal use.

4.2 APPROPRIATE USE

Examples of job-related use of the Internet/intranet include: accessing external databases and files to obtain reference information or conduct research; corresponding with the Town's customers and other town employees; disseminating documents to individuals or groups; and participating in discussion groups on job-related topics.

4.3   INAPPROPRIATE USE

Inappropriate use of technology includes any activity that is illegal, such as the creation or distribution of pornography, and activities such as political lobbying, or personal or business use to benefit those other than the Town of Littleton government.

Examples of inappropriate use include but are not limited to:

- Activities that could cause congestion or disruption of the network, including downloading and installation of executable programs on the network
- Use of abusive or objectionable language in either public or private messages
- Misrepresentation of oneself or the Town of Littleton
- Lobbying Town Boards or elected officials to advocate for personal or extra-departmental issues
- Sending chain letters
- Using official dissemination tools to distribute personal information

5   PRIVACY

E-mail does not have the same privacy safeguards afforded regular mail or telephone communications. A good standard to apply is: Do not send an e-mail you would not want printed on the front page of the local newspaper.

Town of Littleton Information Technology shall not be used to infringe on the privacy of others.

6   INFORMATION TECHNOLOGY SECURITY

6.1   SYSTEM ACCESS

Users are required to maintain the privacy of passwords and are prohibited from publishing or discussing passwords. Should a user suspect that their password or access has been observed or compromised, the user shall immediately notify the IS department to request a new password.

6.2   SOFTWARE INSTALLATION

In order to maintain compliance to licensing and copyright law, and to increase security and reliability of systems, software installation is allowed only within the following parameters:

- The software is licensed to the Town of Littleton
- The software is included on the Software Standards list (to be supplied)
- The person installing the software is expressly authorized to do so by the Systems Manager

6.3   HARDWARE & PERIPHERAL INSTALLATION

In order to maintain a secure, stable and operational network, hardware and peripheral installation is allowed only within the following parameters:

- The equipment is owned by the Town of Littleton and has been inventoried and accepted for use by the Systems Manager
- The equipment falls within the Equipment Standards list (to be supplied)
- The person installing the equipment is expressly authorized to do so by the Information Systems Manager

- Since all data within the Town of Littleton Information Technology infrastructure is subject to monitoring and is considered public information, attaching personal equipment (such as laptop or mobile computers) to the Town of Littleton IT Infrastructure is not permitted.

6.4 SUSTAINABILITY

Computer users are expected to use hardware and software in a manner that enables its ongoing usage. If a piece of equipment malfunctions, the user is to notify the Systems Manager in a timely manner so that the equipment may be assessed for damage and replaced or repaired.

6.5 DATA SECURITY

6.5.1 DATA FROM OUTSIDE SOURCES

All data received from sources outside the Town of Littleton including the Internet, floppy disk, zip disks, usb drives and tape are to be scanned for viruses. If any source is questionable, the IS Manager should be consulted prior to downloading or uploading data to Town of Littleton computers.

6.5.2 MISSION CRITICAL DATA

Any data considered to be mission critical shall be backed up on a regular basis. Backup media shall be stored on a rotating basis either in the safe in the Town Clerk's office or off-site, with prior approval by the IS Manager. Backup schedules, guidelines and media will be supplied by the IS Department.

7 RULES GOVERNING THE PURCHASE OF INFORMATION TECHNOLOGY

All procurement of Information Technology (as defined in Section 1 of this document) shall be made through the office of the Systems Manager. The Chief Procurement Officer for the Town of Littleton will authorize major purchases.

To achieve some economies of scale, users are asked to notify the IS department of the type and frequency of smaller purchases for such items as floppy disks, zip disks, usb drives, tapes, toner and ink cartridges. If bulk purchases may be made that represent a worthwhile cost saving to the Town of Littleton, the IS department will coordinate the purchase and distribution of such materials

8 ACCEPTABLE USE POLICY AGREEMENT/SIGNATURE PAGE

I have read the Town of Littleton Acceptable Use Policy and understand its terms and conditions. I have been given a copy of this policy and I agree to abide by this policy. I understand that my failure to abide by the policy may result in disciplinary action, up to and including termination of my employment and or fines to recoup losses incurred by my abuse of this policy.

Employee: _____ Date:_____

Department Head: _____ Date:_____