ADMINISTRATION POLICY:

Acceptable Use of City Technology Resources (AUP)

Policy Number:	**IM-IT-002 (B)**
ALT Report:	**ALT2016-0391**
Approved By:	**Administrative Leadership Team**
Effective Date:	**2016/07/05**
Next Revision Due:	**2019/07/05**
Department / BU:	**Chief Financial Officer's Department / Information Technology**

BACKGROUND

The Corporation of The City of Calgary ("The City", "City") is committed to safe and **responsible use of technology resources to protect** The City's reputation and ensure **responsible use of taxpayer dollars. This policy protects the interests of both The City** and the users of The City's technology resources by providing a standard by which **questions of acceptable use may be gauged.**

PURPOSE

The purpose of this Administration Policy is to describe what The City expects regarding acceptable, ethical and safe uses and monitoring of City technology resources.

DEFINITIONS

1. Technology Resources – include, but are not limited to, software, software services and hardware such as desk phones, printers, scanners, storage systems and devices

   - Cloud Computing – a style of computing where scalable IT-related capabilities are provided 'as a service' to using web-based technologies

   - Electronic Communications – examples of this include, but are not limited to, email, instant messaging, texting, social media, etc.

   - Information – any collection of data that is processed, analyzed, interpreted, classified or communicated in order to serve a useful purpose, present facts or represent knowledge; an individual record or collection of records

   - Mobile Computing – devices which use wireless technology (i.e. cellular or Wi-Fi technology) to connect to The City's network including, but not limited

to, notebook computers, laptops, tablets, cell phones, smart phones, air cards, radios and modems

- Network Account – identifies an authorized user enabling the user to access applications, shared drives, databases and systems connected to The City's network

- Removable Media – any physical media storage device that is used to temporarily connect to The City's network to copy and store information including, but not limited to, USB sticks (thumb drives), external hard drives, DVDs, memory cards and devices with their own storage capability such as tablets and smartphones

- Social Media – an internet-based communication tool with a focus on immediacy, interactivity, user participation and information sharing. Social media includes social networking sites, forums, weblogs, wikis, online chat sites, video/photo sharing sites, etc.

2. Technology Resource Users – include, but are not limited to, City of Calgary employees, vendors, contractors, consultants and any other individuals with authorized access to and use of The City's technology resources

INTENDED OUTCOMES OF THIS POLICY

The City is committed to safe and responsible use of technology resources to protect The City's reputation and ensure responsible use of taxpayer dollars. This policy protects the interests of both The City and our technology resource users.

POLICY STATEMENTS

1.0 Scope / Exceptions

1.1. Scope

This Administration Policy applies to all technology resource users, regardless of whether they are located in corporate or non-corporate locations.

1.2. Exceptions

This policy does not apply to members of the Mayor's Office; members of City Council, including their contract staff; or to Calgary Police Service personnel. Members of City Council and the Calgary Police Service each are responsible for governing their use of The City's technology resources.

2.0 Consequences of Non-Compliance

2.1.   Any use of The City's technology resources that breaches this policy will be investigated.

2.2.   Failure to adhere to this policy may result in disciplinary steps being taken in accordance with The City's Labour Relations Policy HR-LR-002, up to and including dismissal from employment, seeking restitution, commencement of civil action, criminal prosecution or any combination thereof.

3.0 Consent

3.1.   Users of The City's technology resources are deemed to have given consent to this policy by their continued use of The City's technology resources.

4.0 Ownership

4.1.   All technology resources purchased, contracted and/or managed by The City belong to The City of Calgary or its licensors. This includes, but is not limited to, the information created, received or downloaded from external sources and/or modified when using these resources.

5.0 General Principles for Use of The City's Technology Resources

5.1.   The City's technology resources are provided to improve productivity of City business activities, delivery of citizen services and enhance the effectiveness of communications.

5.2.   The City's technology resources must be used only for their intended purpose, as described in the standards for use related to this policy.

5.3.   Users of The City's technology resources are required to use technology resources in an acceptable manner, as defined in this policy.

5.4.   The City's technology resources may be used in, or accessed from, either corporate or non-corporate workspaces. Regardless of a technology resource user's location while using a City technology resource, they must adhere to this policy.

6.0 Complying with Existing Laws and City Policies

6.1.   The City's technology resources must be used for activities in compliance with all applicable laws or regulations, including, without limitation, those at the federal level, provincial level, municipal level; those by way of international treaties; those of any foreign jurisdiction with authority; those civil laws in force between vendor and purchaser of technology resources; and any and all City policies.

6.2. The City's technology resources are to be used in a manner consistent with the Freedom of Information and Protection of Privacy Act of Alberta (FOIP) and related City policies.

7.0 Safeguarding Assets and Information

7.1. The City's technology resources are valuable assets. Technology resource users are expected to exercise reasonable care to prevent abuse or theft of The City's technology resources.

7.2. The City's technology resources are to be used in a manner that safeguards the integrity and accessibility of information created, received / downloaded from external resources and/or modified in the use of such resources.

7.3. Mobile computing device users are expected to ensure the devices they use do not unnecessarily pose security risks to The City. Mobile devices are to have Mobile Device Management tools installed for securing and supporting mobile devices / tablets across mobile operations.

7.4. Removable media device users are expected to ensure the devices they use do not pose security risks to The City. City information that is Information Security Classification (ISC) Unrestricted may be stored on removable media. This includes information created, received / downloaded from external sources and/or modified in the use of such resources. The information shall be completely deleted at the earliest opportunity after being transferred and stored on a City network drive to ensure back-up and recovery procedures of City technology resources can be performed.

7.5. Cloud solutions shall be in compliance with the AUP. A Risk-Value Assessment shall be completed and is subject to approval by the Chief Security Officer prior to implementation. City information stored at a vendor's location must be protected and comply with corporate policies and guidelines. Solutions shall enable City information to be transferred back for storage on The City's technology environment at the end of a contract with a cloud-solution vendor.

7.6. When working in either corporate or non-corporate workspaces, reasonable care and safeguards are to be taken to protect the equipment, information or network account to the same level as when working in the office.

7.7. When leaving a computer, laptop or mobile device, technology resource users shall sign-out of their network account or lock the device.

7.8. Technology resource users shall use secure access methods when working on City documents from a non-corporate workspace. Emailing documents to personal (email) accounts is not permitted.

8.0 Monitoring the Use of Technology Resources

8.1. The City of Calgary reserves the right to monitor, access, investigate and audit the use of any and all of The City's technology resources. Any request for monitoring must be approved by the Chief Security Officer or delegate.

8.2. Users of The City's technology resources shall not have any expectation of privacy as to their City technology resources use.

8.3. The City reserves the right to remove, delete or confiscate any information found to be in violation of this policy.

8.4. Users of The City's technology resources shall not expect privacy as to their internet activity.

    8.4.1. The City monitors and logs internet activity to assess and ensure policy compliance and to be alerted to possible technology risks.

    8.4.2. Internet activity may be reviewed to ensure compliance with this policy.

8.5. At any time, with or without notice, incoming and outgoing messages may be monitored, reviewed, disclosed or accessed.

9.0 Personally-Owned Technology Resources

9.1. The City does not manage, support or reimburse for personally-owned technology resources (i.e. personal handheld wireless devices and airtime, Internet Service Provider connections, home computers or software for personal use, etc.).

    9.1.1. When personal technology resources are used for telework, devices must connect to The City's network through secure remote access.

9.2. Personal devices (i.e. USB sticks) shall not be connected to The City's network without prior authorization by the Chief Security Officer or their designate. Authorized personal devices and their contents may be visible to other City users when connected to City computers, network or other technology resources. These devices may be subject to automated scans and data capture while connected.

9.3. City information shall not be stored on a personal device or on any computing device's local drive. This includes, but is not limited to electronic communications, content and information. City information shall be stored on a City network drive to ensure back-up and recovery can be performed.

10.0 Use of The City's Technology Resources for Personal Purposes

10.1. The City's technology resources should only be used to advance The City's business purposes and goals. Occasional or incidental personal use of The City's technology resources is permitted for purposes that are lawful, ethical and consistent with other City of Calgary policies. Personal use of The City's technology resources shall not cause negative impact on performance, abuse of paid work time or added cost to The City.

10.2. Personal purposes shall not include any business or commercial activities (i.e. profit and not-for-profit) unrelated to municipal services except as permitted in Section 11.0.

11.0 Use of The City's Technology Resources for Outside Activities

11.1. The City encourages each technology resource user to undertake the responsibilities of service and citizenship in his or her community, but not to make use of City time or resources, including City identities or credentials, without the prior agreement of the manager of his or her business unit.

11.1.1. Service and citizenship may include, but not be limited to, such activities as involvement with charitable, community service and professional organizations.

11.1.2. Service and citizenship activities shall not include the selling or promotion of any commercial products for third parties permitted under Clause 11.1.

12.0 Use of The City's Technology Resources for Internet Access

12.1. Access to the internet is provided to the users of The City's technology resources to enable them to carry out their job responsibilities.

12.2. It is a breach of this policy to purposely access internet material that is in contravention to the Respectful Workplace Policy or any other City of Calgary policy.

12.2.1. The City makes every possible effort to block internet site(s) that may pose a risk to The Corporation and block access to internet sites not in keeping with this policy. Access to a site does not mean that it is in compliance with 12.2.

13.0 Use of The City's Technology Resources for Electronic Communications

13.1. Users of The City's technology resources shall not expect privacy as to their use of electronic communication services.

13.2. Users of The City's technology resources shall not assume or operate under another City technology resource user's electronic identity.

13.2.1. City of Calgary credentials or identities shall only be used for City business purposes. The use of City credentials or identities to access or to participate in online services for activities that are not City business (i.e. service or citizenship activities) requires prior agreement of the manager of his or her business unit. (See Section 11.0 of this policy.)

13.3. The City of Calgary electronic identity or network account passwords and secure access token codes (i.e. RSA) shall not be shared or revealed.

13.4. It is a breach of this policy to purposely distribute any communication that contains any form of material that is in contravention to any City of Calgary policy.

14.0 Responsibilities Related to Technology Resources

14.1. All users of The City's technology resources are responsible for:

14.1.1. Adhering to the Acceptable Use of City Technology Resources Policy and related policies;

14.1.2. Becoming as proficient in the use of technology resources that are provided as is necessary to fulfil work responsibilities;

14.1.3. Promptly advising a manager if any inappropriate or improper message or material is received or if any other violations of this policy are observed; and

14.1.4. Immediately reporting any loss or theft of The City's technology resources to The City's Information Technology Service Desk at (403) 268-8008.

14.2. Directors, Managers, and Supervisors are responsible for:

14.2.1. Making technology resource users aware of the Acceptable Use of City Technology Resources Policy;

14.2.2. Reviewing and approving technology resource users' requests to purchase City technology resources;

14.2.3. Providing users of The City's technology resources with access to necessary training to use technology resources efficiently and effectively;

14.2.4.   Approving technology resource users' access to The City's technology resources;

14.2.5.   Approving technology resource users' access to The City's technology resources while vacationing or away on City business;

14.2.6.   Monitoring charges and costs associated with the use of City technology resources (i.e. wireless usage, remote access, etc.);

14.2.7.   Updating technology resource inventories and asset tracking in the event of staff changes (i.e. new hire, transfer, resignation, termination or retirement);

14.2.8.   Reporting and investigating with Human Resources and/or Corporate Security and/or Information Technology an alleged or suspected breach of this policy;

14.2.9.   Informing senior management of any breach of this policy; and

14.2.10. Taking appropriate action, as defined in the Acceptable Use of City Technology Resources Standards, with respect to any breach of this policy.

SUPPORTING REFERENCES AND RESOURCES

Please note that some of the items listed below may be not be publicly available.

References Related to Corporate-Wide Procedures, Forms and Resources

- Acceptable Use of City Technology Resources Standards
- Social Media Standard, Media Relations Standard and Public Statements Standard

References related to Council Policies, Bylaws and Administration Policies

- Code of Conduct Policies (HR-LR-005):
  - Respectful Workplace (HR-LR-001)
  - Conflict of Interest (HR-LR-004)
  - Social Media, Media Relations and Public Statements (MP-001)
- Information and Records Management Policies:
  - Information Management and Security Policy (IM-IT-003)
  - Records Management Program Mandate and Responsibilities (GN-011)
  - Electronic Records Management (GN-015)
  - Transitory Records Management (GN-016)

Other References and Resources

- [Access to Information & Privacy Employee Handbook](#)

REVISION HISTORY

Review Date	Description
2016 07 05	Reviewed and amended (ALT2016-0391)
2012 05 01	Reviewed and amended (ALT2012-0378)
2008 07 01	Acceptable Use of City Technology Resources Policy migrated to new Administration Policy template. Modified wording of Policy 3.4 to include "or its licensors", as requested by Law.
2003 06 01	New policy
1989 12 18	Chapter 11: Information Management (in hard-copy-based editions of the Administration Manual)