



CITY OF  
**SEQUIM**

152 West Cedar Street Sequim, WA 98382  
City Hall (360) 683-4139 FAX (360) 681-3448  
Public Works (360) 683-4908 FAX (360) 681-0552

Craig A. Ritchie, City Attorney  
[critchie@sequimwa.gov](mailto:critchier@sequimwa.gov)  
609 W. Washington #17, Sequim WA 98382  
Direct Line: 360-681-6611  
Direct Fax: 360-681-2380

DATE: January 10, 2013  
TO: Keith Wills, Administrator, Clallam County District Court  
FROM: Craig A. Ritchie, City Attorney  
RE: District Court Use of Transit Center Computer

By signature(s) of authorized personnel below, Clallam County District Court staff hereby agree to adhere to the City of Sequim's Phone, Internet, Computer and E-Mail Use Policy (see attached) while conducting traffic court in the Transit Center.

  
Printed Name: WILLS Dated: 01/11/13  
Title: CLERK

Printed Name: \_\_\_\_\_ Dated: \_\_\_\_\_  
Title: \_\_\_\_\_

Att: Chapter 7-A Procedures: Phone, Internet, Computer & E-Mail Use Policy

**CHAPTER 7-A PROCEDURES**  
**PREVIOUSLY APPROVED BY COUNCIL / DEPARTMENT**

<b>SUBJECT: PHONE, INTERNET, COMPUTER &amp; E-MAIL USE POLICY</b>		
<b>REVIEWED: 6/4/07</b>	(X) PERSONNEL ( ) ADMINISTRATIVE -- RESOLUTION	<b>EFFECTIVE: 11/05/07</b>

**I. PURPOSE.** The purpose of this policy is to assist employees and others in the official conduct of City business by establishing guidelines for the use of the City's information technology resources. Since anything viewed, created, listened to or spoken on the City's equipment may be a matter of Public Record, this policy defines the appropriate and inappropriate use of pagers, telephone, computer and computer-related network and Internet equipment and services, or other electronic communication devices that transmit voice, video or data, highlighting the expectation that all use should always reflect the City's commitment to quality service and the highest degree of professionalism. Further, these guidelines apply to access and use of technology resources at any location, from any device, via wired or wireless connection. It applies to all users, regardless of employment status.

**II. POLICY.**

**City Property.** Electronic communications systems and all messages generated on or stored by electronic communications (including backup copies) are considered to be the property of the City of Sequim. At any time and without prior notice, the City of Sequim reserves the right to examine voice mail messages, e-mail, data files, directories and other information stored on City telephones and computers including any City issued wireless devices, laptops or computers where City records are stored.

**Security.** Any connection to the Internet carries risk, providing an opportunity for non-authorized users to gain access to the City network. Connections also make the network susceptible to malicious programs such as key-loggers, adware, spyware, viruses, and Trojans. It is critical that all connections be secure, controlled, and monitored.

**Regular Monitoring.** Information passing through or stored on City owned or leased equipment can and will be monitored. The City of Sequim has the right to monitor and review all files, documents, Internet use, e-mail communications, voice mail, and text messages, whether sent or received. Any text messages, voice messages, e-mail or other use of City communications equipment, computers or City Internet connections, even if "discarded" or deleted, is not private and may be reviewed by authorized City personnel. Users have no expectation of privacy as to the use of any equipment, facilities or workspaces provided to assist them in performing their job duties, including storage areas provided for the convenience of workers.

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**Software.** The City strongly supports strict adherence to software vendors' license agreements. Copying of software in a manner that is not consistent with the vendor's license and/or the Software Policies of the City is strictly forbidden.

**Hardware.** The IT Department and the Managers of that department must approve the connection of any device to the City's network. This includes PCs, hubs, printers, scanners, cameras, flash drives, remote connections and wireless or wired devices.

**Virus Protection.** All users are to cooperate with the IT Department to ensure their computing devices have current virus definitions so that attachments and other downloaded materials can be scanned for viruses prior to opening.

**Confidential Information.** Users may not knowingly view, attempt to view, copy, download or access files that they are not authorized to access. Further, users shall not place City of Sequim material (software, internal memos, etc.) on any publicly-accessible site unless the posting of these materials has first been approved by a Department Head or the City Manager.

**Passwords.** Regardless of the circumstances, individual passwords must never be shared or revealed to anyone else besides the authorized user and his/her supervisor (when requested). Users should follow recommended password naming conventions and consider changing passwords every 90-180 days if it is felt systems access could be compromised. Users must notify the IT Department and their Department Head prior to making any password changes.

**Email.**

- Substantive Message Content.** Employees are encouraged to use e-mail for routine communications, scheduling meetings but are discouraged from using e-mail to convey substantive policy messages. E-mail should be considered a delivery device to send attached memoranda or other records containing the substantive policy messages only when necessary.
- Privacy.** Confidential and sensitive information should not be sent via e-mail. The privacy and integrity of an e-mail message cannot be guaranteed. Also, once created, there is no guarantee that attempts to erase or delete e-mail will be effective.
- Message Forwarding.** Recognizing that some information is intended for specific individuals and may not be appropriate for general distribution, users should exercise

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caution when forwarding messages. Sensitive information shall not be forwarded to any party outside the City without prior Department Head approval.

- **Attachments.** The sending and receiving of large e-mail attachments impedes the performance of the network and should be avoided. A 10 MB attachment size limit has been implemented by the IT Department; any exceptions to this limit must be approved by the Department Head and coordinated with the IT Department.
- **Substantive Policy and Public Records.** Users shall follow the public records requirements of the Public Disclosure Act by retaining email in its native format with its metadata. A copy of the email may be printed and retained in a paper file if desired.
  - It is the content and function that determines what is a record – regardless of it's form (paper, electronic, microfilm, etc);
  - If it has to do with policy, directives, decisions, financial or legal matters or other evidence of the function of business, it is a record;
  - Users shall save the electronic message in an appropriate directory/file in the e-mail program itself (this includes the user's "Inbox" and "Sent" box and follow the state retention schedule to determine disposition of the records.
  - E-mail that is considered to have no administrative, legal, fiscal or archival requirements for its retention may be deleted as soon as it has served its reference purpose.

**Audits.** The Finance and Administrative Services Director is responsible for auditing the use and expense of technology resources. Each Department Head is expected to establish departmental review and recordkeeping procedures for wired and wireless communication devise usage and expense to ensure compliance with this policy.

**Police Department Supplemental Policies.** Additional guidelines specific to personnel working in the Sequim Police Department may be found in the Sequim Police Department General Operating Manual.

### **III. PROCEDURE.**

**Authorized Personal Use.** The use of City resources, including electronic communications, should never create the appearance or the reality of inappropriate use. Use should be efficient and must be ethical and legal. If a worker is in doubt or has any questions about

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appropriate use, he/she should discuss the matter with his/her supervisor and Department Head.

**1. Telephones.** Workers shall use City-provided communications equipment and services for official business but may make and receive personal calls during duty hours that are necessary and in the interest of the City. Examples of personal calls that are in the interest of the City are:

- Calls to alert household members about working late or other schedule changes;
- Calls to make alternative child care arrangements;
- Calls to talk with doctors, hospital staff or day care providers;
- Calls to determine the safety of family or household members, particularly in an emergency;
- Calls to make funeral arrangements
- Calls to reach businesses or government agencies that can only be contacted during work hours; and
- Calls to arrange emergency repairs to vehicles or residences.

Personal calls made from City telephones must not adversely affect the performance of the worker's official duties or the organization's work performance, must be of reasonable duration and frequency, and could not reasonably have been made during non-duty hours.

**2. Cellular Telephones and Wireless Telecommunications Services.** Wireless equipment and services shall be provided via the I.T. Department when there is a business need for calls to be made or received while the worker is away from the office. When ordering wireless services, care must be taken to analyze all billing options to ensure the most economical billing plan is selected and based on business use of the service. Periodically, billing plans shall be reviewed and compared to newer and usually more economical plans. Applicable roaming charges need to be considered and factored as part of the analysis. This should be managed between Department Heads, City Manager, Finance, Administrative Services Director and IT.

Workers shall be particularly diligent and use wireless services only when required to do so for official business or when the calls are in the interest of the City. Workers should use wired services instead of wireless if they are readily available.

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Workers should not expect reimbursement when using personal wireless services for City business if a city cell phone has been provided unless prior approval of the City Manager has been given.

In lieu of a City provided cell phone, the city, under certain circumstances, offers a cellular phone stipend for compensation when an employee owned cell phone is authorized to be used for City business. Please refer to the "Privately Owned Cell Phone Allowance" policy for further details regarding the cellular stipend.

**Cellular Smart Phones.** These new (2004) smart phones are essentially small computers and thus pose certain security risks and have the same record retention requirements as all other City electronic information resources. If an employee uses either a City provided or personally owned smart phone for city business the following security precautions must be adhered to.

- Phones must be pattern, PIN, or password screen locked to avoid possible loss of confidential City information.
- Use a separate email application for accessing City email. Do not mix personal and City email.
- Use an Antivirus program if available for Smart Phone (i.e. Android)
- Use of Social Media Programs such as Facebook, Twitter, and LinkedIn for City business is prohibited unless approved in writing by the I.T. Manager and the City Manager.

The I.T. department will assist staff with the setup of these security precautions.

**Text Messaging.** Due to record retention requirements, "Text Messaging" for City business is prohibited on City provided cell phones, and on privately owned cell phones where the employee receives a stipend. An email should be used instead. Emails are kept on the city's servers and may be retrieved by I.T. for public records requests.

**3. Computing Resources.** All computer usage must be consistent with all other City policies, including the City policies which prohibit discriminatory or offensive materials or remarks and require co-workers to treat one another and the public respectfully at all times.

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Usage should be primarily focused on business-related tasks. Computing resources may however be used for incidental personal needs during non-working time (i.e. breaks and lunch periods) as long as such use does not result in additional cost or liability, interfere with business, productivity or performance, pose additional risk to security, reliability or privacy. Personal usage should generally conform to the limits typically associated with personal phone calls.

This document does not attempt to address every possible situation that may arise; Etiquette and common sense should be always be exercised.

- Personal software, screensavers, games or non-City related floppies, CDs, DVDs, flash drives or removable hard drives may not be loaded or attached to any City-owned equipment without prior approval and review by Department Heads and IT to reduce the introduction of harmful or conflicting software to ensure appropriate licensing.
- Resources of any kind for which there is a fee must not be accessed or downloaded without prior approval from a Department Head.
- Access to some Internet sites may be blocked. If you need access to an Internet site that has been marked as a restricted-access site, please contact your Department Head. He/she will notify the IT Department for access permission.
- Prior approval from the IT Department is required before signing up for any “online services”.

**Prohibited Use.** Users are to abide by existing federal, state, and local laws and regulations, and to follow copyright laws regarding protected software and other intellectual property.

Unacceptable computer use includes, but is not limited to:

- ✓ Generally inappropriate communications and uses, for example:
  - Commercial messages;
  - Personal chat and social media sites without I.T & City Manager approval;
  - Private fundraising (not previously approved by the City);
  - No personal purchases without prior Department Head approval;
  - Messages of a religious, political, or racial nature;
  - Any unprofessional, rude, or disrespectful messages;
  - Gambling;
  - Sports, entertainment, and job information and/or sites;

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- Seeking employment;
  - Personal financial gain;
  - Forwarding e-mail chain letters;
  - Sending petitions and/or signing online petitions;
  - Participating in elections or campaigns.
- ✓ Communications and uses which violate or are inconsistent with City policy and are always prohibited include, for example:
- Promoting discrimination on the basis of race, gender, national origin, age, marital status, sexual orientation, religion, disability, or in a manner contrary to local, state or federal law;
  - Threatening or violent behavior.
- ✓ Unauthorized attempts to access another person's network or e-mail account;
- ✓ Intruding or attempting to intrude into any gap in the system or network security (i.e. hacking);
- ✓ Sharing of internal information to others that facilitates their exploitation of a gap in system or network security;
- ✓ Use of the network via any connection(e-mail, application, Internet, etc.) to access or download large non-business related files (e.g. video, audio, MP3 files and games);
- ✓ Transmission, distribution or storage of any information or materials in violation of federal, state or municipal law is prohibited;
- ✓ Display or transmission of sensitive or proprietary information to unauthorized persons or organizations;
- ✓ Display or transmission of obscene, harassing or inappropriate messages or offensive content of any kind, including pornographic material;
- ✓ Communication and use that puts the City's technology systems at risk;
- ✓ Downloading and/or installation of any software application from the Internet without prior permission from the IT Department and the appropriate Department Head;
- ✓ Using the e-mail system or other resources to support or oppose political candidates or ballot measures;
- ✓ Spamming e-mail accounts from the City of Sequim's e-mail services or City machines;
- ✓ Violation of copyright laws;
- ✓ Any illegal or unethical activity; or
- ✓ Any activity which could adversely affect the City.

**IT Department Notification.** Because it may indicate a computer virus infection or similar security problem, all unusual system behavior (e.g. missing files, frequent system crashes,

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strange system messages, unusually slow performance, mis-routed messages) shall be immediately reported.

**Management Notification.** Any user who discovers a violation of this policy shall immediately notify his/her supervisor and Department Head.

**Violations.** Violation of this policy may result in action to include any of the following: losing Internet and/or e-mail privileges, a written warning, suspension or termination of employment.

**IV. APPROVAL.**

Teamsters Union review 5/30/07.

Final management team review 7/2/07.