

City of New Haven

Computer Hardware and Software Policy

Purpose: This statement defines and describes the City's policy regarding acceptable usage of City personal computer hardware and software by City employees other than employees of the New Haven Board of Education who are governed by policies issued by the Board of Education. The purpose of this policy is to:

- a) Communicate to employees the City's requirements regarding the use of computer hardware and software.
- b) Facilitate efficient usage of City resources.
- c) Facilitate the management and support of City owned computer hardware and software.
- d) Maintain software standards, ensuring compatibility between City departments.
- e) Establish the ownership of the work product created with computer hardware and software, as well as responsibilities regarding records retention.

Issuing Authority: The Controller is the issuing authority for this policy.

Enforcement Authority: Daily administration is the responsibility of all Coordinators and Department Heads. Violations must be reported by Department Heads to the Information Technology (IT) Manager. The IT Manager will log all reported violations with Internal Audit.

Notice: Pursuant to Connecticut Public Act 98-142, this policy serves as notice that the City reserves the right to monitor communications on its electronic communications systems, to obtain information stored or otherwise contained in any such system, and to access all files and remove unauthorized data files and software programs.

Policy

1. Failure to adhere to all aspects of this policy may result in the employee being held personally responsible for damages resulting from intentional actions. Actions which may violate Federal, State or local law shall be reported to law enforcement officials. Any person found in violation shall be subject to appropriate disciplinary actions including but not limited to warnings, suspensions, or termination.
2. This policy applies to all stand alone PC's which include the computer and all its attached peripherals; networked PC's which include the computer, attached peripherals and connection to the network; and notebook/laptop PC's. This policy applies whether the equipment is located on or off City property.
3. Computer hardware as well as all installed software are solely for business use. Personal use is prohibited at any time.

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4. The installation or playing of computer games shall be strictly prohibited.
5. All hardware and software are the property of the City. Equipment shall not be removed from City premises without written permission from the IT Manager. Exceptions apply for notebooks/laptops where permission has already been granted.
6. Computer systems shall not be physically moved from one City office to another City office without written permission from the IT Manager.
7. Hardware is to be handled carefully and in a professional manner. Physical abuse of the hardware is prohibited.
8. Consuming food or beverages in proximity to any computer hardware is prohibited.
9. Software installation and configuration is to be performed by appropriate IT employees only. Employees are prohibited from installing any software on City PC's, changing the configuration of a PC, and installing any hardware components or peripheral devices unless authorized in writing by the IT Manager.
10. All software installed by the IT Department must be appropriately licensed.
11. Employees are prohibited from making copies of any City owned software programs.
12. To prevent computer viruses from being transmitted through the system, no employee shall download software. All software downloads must be done by the City's IT Department.
13. Equipment not purchased centrally must be approved by the IT Manager for compatibility during the purchase process. Notification to the IT Manager must be made upon delivery to facilitate the addition of the equipment to the City's central fixed asset inventory list.
14. No equipment may be connected to the City's network by anyone other than the City's IT Department without obtaining prior permission from the IT Department.
15. Security passwords shall be kept private. No employee shall use a password assigned to another employee to log onto the computer network without authorization from the immediate supervisor. Each user will be responsible for any system issues related to their User ID. Should a user suspect their security-ID has been compromised, it is their responsibility to request a new password from the IT Department or change the password.

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16. All files created, maintained, or used by employees are the property of the City of New Haven. Upon request from the IT Manager, an employee must provide the necessary information to access or inspect any such files. As property of the City of New Haven, all data files are potentially subject to rules and requirements of the Freedom of Information Act and record retention regulations of the State. Questions regarding the Freedom of Information Act shall be directed to the Corporation Counsel. Questions regarding State records retention laws shall be directed to the Controller.
17. The City reserves the right to monitor and access all files and remove unauthorized data files and software applications.
18. Unless authorized by the IT Department, employees are prohibited from reconfiguring, or attempting to reconfigure any hardware or software settings.
19. Only a limited number of City PC's are configured to scan for viruses. Therefore, any work on any removable media must be scanned for viruses before being introduced into the City's computer network. Designated scanning machines will be located in each department.

Definitions

Hardware: The system unit, monitor, keyboard, mouse, and any other additional peripherals such as printers, scanners, modem or video capture devices

Software: Any program or feature requiring set-up or installation of any type. This definition includes, but is not limited to programs, feature enhancements, upgrades, add-ins, clip-art, etc. This also includes purchased items subject to any licensing agreement, shareware, or items distributed for free.

Issuing Authority: 

Effective Date: 12-18-09

Previously Revised: Date _____

A copy of this policy is available for review at the Department of Human Resources. It is also available on the City's computer network at N:\POLICIES or the City's website at <http://www.cityofnewhaven.com/HumanResources/Policies.asp>