CITY OF MARLBOROUGH

MARLBOROUGH, MASSACHUSETTS 01752-3812

APPLICATION FOR INTERNET ACCESS

To obtain Internet Access, complete the following form, sign and obtain department head signature and return to Information Services. Please note that this application does not include E-mail.

Name:_____

Department: _____ Extension: _____

I am requesting access to the Internet through the City of Marlborough's Municipal Network. I intend to access the Internet *for business purposes only and agree to the following terms and conditions:*

I understand that
- All City computers are the sole property of the City of Marlborough. All hardware, software, files and documents contained therein are considered to be exclusively the property of the City of Marlborough.
- Any unauthorized non-City use of these resources for personal or business purposes may be cited as a violation of City policy and may result in possible loss of city computer access privileges and/or disciplinary action to the person or departments found in violation.
- No software or hardware is to be installed, added to, or removed from city computer systems without proper authorization and assistance from the Information Systems Department through a request to the Info Systems Department.
- The computer, electronic mail, internet access and voice mail systems used at the City of Marlborough facilities are intended for business purposes only and that under absolutely no circumstances is any city property to be used for personal or private purposes or be utilized to solicit, harass, or otherwise offend or for any unlawful purpose.
- All e-mails and all other electronic files are public files and must comply with the Public Records Law and are available to the City.
- Under absolutely no circumstances is any city property to be utilized to access illegally distributed materials, sexually explicit materials, or otherwise inappropriate materials of any nature or kind.
- The accessing and/or creation of social networking sites, such as Facebook, Twitter, Instagram and similar sites is prohibited for non-city business purposes during work time.
- The City reserves the right to and may/shall monitor or review any information stored, transmitted or received on city equipment and that these systems shall not be considered secure, or that any matter in and/or contained in this equipment is the property of the City of Marlborough.
- The City may impose limitation on downloads, email or other Internet activities as appropriate to protect city resources.

I agree
- to use the Internet for City of Marlborough business purposes only
- not to install any program(s) without contacting Information Systems for authorization

I understand that my access to the Internet may be revoked for failure to comply with these and/or other guidelines the City may periodically issue and in addition could result in disciplinary action up to and including termination and/or appropriate legal action(s).

Signed: _____   Date:_____

Dept. Head Authorization: _____   Date:_____

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INFORMATION SERVICES DEPARTMENT
POLICIES AND PROCEDURES

All computer systems with direct access to the Marlborough Information Network are subject to the policies and procedures published by the Information Systems Department for, and on behalf of, the City of Marlborough.

In order to maintain a secure computing environment in the City, the following policies and procedures must be adhered to:

<u>**POLICIES**</u>

A01)   All City computers are the sole property of the City of Marlborough. All hardware, software, files and documents contained therein are considered to be exclusively the property of the City of Marlborough and may and shall be viewed by the City as the City determines it to be necessary.

A02)   Any unauthorized non-City use of these resources for personal or business purposes may be cited as a violation of City policy and may result in possible loss of City computer access privileges and/or disciplinary action to the person or departments found in violation.

A03)   Any access to social networks such as Facebook, Instagram and Twitter for non-city business purposes during work hours may also be cited as a violation of policy and may be subject to disciplinary action.

A04)   No software or hardware is to be installed, added to, or removed from City computer systems without proper authorization and assistance from the Information Systems Department through a request to the Help Desk.

A05)   Any employee who knowingly misuses the system, including, but not limited to, loading unapproved software which corrupts the system or in any other way causes system corruption, may be subject to disciplinary action.

A06)   Information Systems reserves the right to remove from the Marlborough Information Network at any time, any computer system, hardware, or software which is deemed to be a security risk or is found to be the source of an intrusive hardware or software, or contains a virus.

A07)   All City departments having access to the Marlborough Information Network will be subject to periodic and unannounced computer system inspections by Information Systems in order to ensure compliance with the Policies and Procedures described herein.

A08)   It is the responsibility of each City department to take proper measures to ensure that a virus-free, secure and uncompromised computer environment is maintained.

A09)   Users have no expectation of privacy.

A10)   These policies may be changed or amended at any time.

HARDWARE

B01)   Users are responsible for the physical security of system equipment, including, but not limited to: PC/Workstations, terminals, printers, scanners, digitizers, plotters, etc.

SOFTWARE

C01)   All software must be approved and installed by Information Systems. A call must be logged to the Help Desk for Information Systems to install software.

C02)   All software installed on PC/Workstations must be consistent with the IS standards: licensing and documentation must be readily available. Software will not be installed without the associated license documentation.

C03)   Users are responsible for the safekeeping of licenses and documentation for all installed software.

C04)   All software license agreements and copyright laws will be strictly enforced by the Information Systems Department (IS).

C05)   The security of all data and programs is the responsibility of the user to whom the PC/Workstation has been assigned.

C06)   Users are responsible for making back-up copies of important data files by copying selected files to the network server to be subsequently saved by IS during normally scheduled system saves, copying files to local tape back-up unit, or copying files to PC diskette media.

E-MAIL

D01)   Any individual misusing the electronic mail facility is subject to loss of all mail privileges and/or other disciplinary measures up to and including termination.

D02)   The City's electronic mail facility (E-Mail) and all other applications are to be used for City business purposes only.

USER ACCOUNTS

E01)   A system user account gives the user access to system and network resources.

E02)   A user account is necessary to access various system applications and office automation facilities; word processing, spreadsheets, calendars, electronic mail.

E03)   Each user account is protected by a password. Like an office key, signature stamp, or safe combination, the user password must be kept secure and should not be given to any other user.

E04)   The user account serves as an identification badge to the system processor. All system activities in the user's account are logged under that account. Each user is responsible for all actions performed from his/her account.

E05) When a user account is first established, a temporary password will be given. Upon logging into the system for the first time, the user will be required to change the password. A user password must contain a minimum of six characters.

E06) Users will be required to periodically change their passwords for security reasons. The frequency of changing passwords will depend on department, application and/or system requirements.

E07) Each user is responsible for all his/her accounts and any manner in which they are used.

E08) User accounts are assigned using a standard format: user's last name followed by the first initial of the first name, with no spaces or special characters.

E09) After logging into the system, user should never leave their PC/Workstations unattended even for short periods of time.

E10) Users should LOGOUT from all sessions when they leave their PC/Workstations.

E11) Users should LOGOUT from all sessions at the end of each day.

HELP DESK

F01) Users should notify the Help Desk regarding hardware malfunctions or other system problems. The Help Desk representative will work with the user to solve the problem or forward the information to the appropriate party.

F02) The Help Desk may be reached by calling 460-3762, Monday through Friday, 8:30 – 5:00 p.m. The Help Desk is not operational during holidays. A voice mailbox has been established to leave a message after hours or if all lines are being utilized. A Help Desk email account has also been created where messages can be sent to the account "HELPDESK".

F03) All hardware service calls will be initiated by a Help Desk representative. Users should not directly contact any hardware or software companies for any networked system software or equipment problems.

F04) Users should not use the Help Desk as a substitute for appropriate training.

F05) Before calling the Help Desk, the user should first contact his/her local support person or technical resource for assistance, such as consulting the department trainer or reference manuals.

HARDWARE / SOFTWARE PURCHASES

Purchases of any hardware and/or software items must be pre-approved by Information Systems. In order to expedite this process, the following should be followed:

G01) The requestor should send a copy of the purchase requisition to Information Systems, either via inter-office mail or fax at 481-5180, for review and signature approval. An I.S. representative will contact the requestor if there are any issues or questions. Upon approval, the original purchase requisition will be forwarded to Purchasing, unless otherwise noted, and a copy will be sent to the requestor.

G02) The requestor should notify the Help Desk with an expected delivery date of ordered items for the scheduling of resources.

I have read, understand and agree to comply with the City of Marlborough's Internet Policies and Procedures.

Signed: _____   Date:_____

Print Name;_____