



City of Dover, New Hampshire

Acceptable Use of Municipal Information Technology Systems and Services

The purpose of this document is to establish the acceptable use of Municipal Information Technology Systems and Services (hereinafter referred to as "MITSS") by Users and to acknowledge privacy, security and legal issues.

MITSS is defined as voice, data, video and other information technology systems and services provided and owned by the City of Dover including but not limited to Internet access, municipal network access, e-mail, telephone, voicemail, fax, imaging devices, cellular phones and two-way radios.

"Users" shall mean all municipal employees, members of all boards, commissions and committees, elected officials, vendors and other persons accessing MITSS. Employees and vendors are responsible for reviewing and following the City's Administrative Regulation 2-805 Use of Communication Systems.

Using MITSS:

Users shall only use MITSS for acceptable uses and to achieve the goals of MITSS. Acceptable uses are uses relating to municipal business. The goals of MITSS are to provide effective means to communicate, to increase productivity, to perform research, to obtain information, and to assist Users in performing municipal function-related tasks. Only persons who have signed this document shall be permitted access to and use of MITSS.

Acceptable Uses

Examples of acceptable uses of MITSS include, but are not limited to:

- Communicating with colleagues, customers and citizens on municipal business matters, whether a one-to-one, committee, seminar or conference environment.
- Performance of municipal function-related tasks.
- Conducting research on the Internet to find and use online resources, problem-solve, stay current in one's municipal function.
- Accessing data (ex: State of New Hampshire applications) for which authorized access has been approved by both internal and external parties.

Prohibited Uses

Examples of prohibited uses of MITSS include, but are not limited to:

- Transmitting any information, message or material in violation of Federal, state, or local law.
- Accessing or distributing inappropriate, offensive or pornographic materials including jokes, slurs, etc. (Users who receive communications that may contain sexually, racially or ethnically inappropriate or offensive materials from other municipal Users should notify their immediate supervisor or the Human Resources Director if an employee or their staff liaison or City Manager if a non-employee. Users are prohibited from sending, forwarding or printing such communications, unless necessary to advise a supervisor, Human Resources Director, staff liaison or City Manager.)
- Storing in hard copy or electronic form any document, photo, video clip, audio file, executable file, etc., that may contain materials that would be considered sexually, racially or ethnically offensive. Storage of these types of materials for any reason other than official municipal business purposes is strictly prohibited.
- Intentional distribution of sensitive or confidential information to unauthorized persons.
- Distributing unauthorized broadcast messages or solicitations (SPAM).
- Using MITSS to accomplish personal business gain or to manage a business.
- Downloading, reproducing and/or distributing copyrighted materials not owned by the municipality, including software, photographs, music or any other media without appropriate authorization.
- Accessing or downloading any resource for which there is a fee without receiving the appropriate approval beforehand.
- Representing yourself as another User.
- Attempting to access any MITSS resource that a User is not authorized to access (hacking).
- Giving account information including username and password to anyone other than your department head, designated Information Technology administrators or the City Manager. (It is advised that you change your password immediately once maintenance or other tasks are complete.)
- Sending inappropriate communications from external accounts to any internal User account.
- Using MITSS for personal use during normal work hours except when such use is incidental to work related activities and infrequent.
- Transporting or copying municipal data on portable media or on a device not owned by the City of Dover unless expressly and properly authorized.



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Routing Instructions:

Employees: Completed by User and submitted to supervisor. Reviewed by supervisor and forwarded to Department Head for signature. A copy is provided to User with original sent to the Office of Information Technology for account creation. Original is maintained with official personnel file.

City Council / Public Boards / Commissions: Completed by User and submitted to the City Clerk or Board / Commission chair respectively. A copy is provided to User with original sent to the City Clerk for signature and then to the Office of Information Technology for account creation. Original is maintained in the Personnel Office.

Vendors: Completed by User and submitted to municipal liaison. Reviewed by municipal liaison and forwarded to Department Head for signature. A copy is provided to User with original sent to Office of Information Technology for account creation. Original is maintained in the Personnel Office.