



4.08 INFORMATION TECHNOLOGIES

Purpose

The City of Portland provides information technologies to its employees to use in the course of doing their jobs. This administrative rule covers the use of information technologies for internal and external communication as a tool for conducting the City's business, and as a research tool and information resource. The term Information Technologies includes, but is not limited to, computer and telecommunications hardware, software, and systems that utilize the Internet and/or any other communications network.

This administrative rule mandates ethical employee use of information technologies, encourages use that enhances employee productivity, confirms that electronic communications used in the conduct of government are generally considered public records and prohibits inappropriate use.

The Bureau of Technology Services (BTS) maintains authority for the technical rules and standards of information technologies and the Bureau of Human Resources maintains authority over employee behavior in the use of those technologies.

Because of the rapid change in information technologies, this administrative rule will be reviewed periodically and modified to address new concerns.

Employee Use of Information Technologies

City of Portland employees' use of City information technologies must comply with all applicable Oregon Revised Statutes, City Code and City Administrative Rule provisions, and any bureau work rules. City employees must comply with accepted standards and practices for use.

Employees' use must protect the integrity of the City's computer systems, data and networks. Employees' use of information technologies must comply with all service and contractual agreements with commercial Internet service providers, intellectual property rights, copyright and software license agreements.

Documents, emails and other electronic records created using the City's information technologies are public records and may be subject to disclosure. They must be preserved in compliance with City record retention and preservation policies. Accessing the City's internal networks from employee owned computing devices such as employee owned home computers, or any portable computing device (such as a laptop, smartphone, or other electronic device used to access electronic data) may also subject the employee's personal devices to disclosure.

All employees using City information technologies are responsible for reading and complying with this administrative rule and all BTS' Administrative Rules.

**No Expectation of Privacy
in the Use of Information
Technology**

All computer applications, programs, and information created or stored by employees on City owned information systems are City property. **Employees shall have no expectation of personal privacy in the use of the City's information technologies.**

Passwords are used to protect the security of City data and information technologies and are not intended to convey an expectation of personal privacy or exclusion from monitoring.

**Bureau Rules May Be More
Restrictive**

The standards and guidelines outlined in this administrative rule are minimum standards for City bureaus and offices. Bureaus may develop rules regarding bureau-specific use of information technologies. City bureaus may develop more restrictive work rules based on the operational needs of the particular bureau or office upon review and approval by BTS. All drafts of bureau specific IT work rules must be forwarded to the BTS Chief Technology Officer (CTO) for final approval prior to implementation.

Each bureau director or administrator is responsible for their respective employees' use of information technologies and for the contents of their bureau's information presented using information technologies. Please see the [BTS website for technology standards](#).

**Monitoring and Reporting
of Information
Technologies' Usage by the
City of Portland**

The City of Portland monitors the use of information technologies including e-mail, website visits, other computer transmissions and any stored information created or received by City employees with the City's information systems.

Use of the City's information technologies constitutes an express consent to monitoring at all times.

The City makes a concerted effort to block access to inappropriate Internet content. Access to this content is blocked at the discretion of Director of Human Resources or his/her delegate.

Requests for monitoring and reporting the Internet activity or e-mail use of an individual employee or department must be submitted in writing to the Director of Human Resources or designee and must be submitted by a bureau director. These requests may include, but are not limited to monitoring the inappropriate use of information technology, the fulfillment of public records requests, or the electronic discovery of evidence for litigation in which the City is an affected party.

Individual Reports

Requests for monitoring a specific employee's web activity or e-mail use should contain a reason for the request.

Group Reports

Requests for aggregate reports for group or bureau-wide web activity or e-mail use do not require a specific rationale.

Neither individuals nor groups need to be notified of monitoring. However, should the report indicate use of information technologies, which violates bureau or City

Administrative Rules, all applicable requirements in a collective bargaining agreement or in the administrative rules must be followed prior to implementing discipline.

Generating Reports

When the Director of Human Resources approves a monitoring request, a written request defining the desired information will be submitted to the appropriate system operator in the Bureau of Technology Services (BTS). The system operator will generate a report and submit it to the Director of Human Resources. The Bureau of Human Resources and the Bureau of Technology Services will maintain a record of all requested reports.

Confidentiality

Reports on individual web browsing activities and e-mail usage are considered personnel information and should be viewed as confidential. E-mail messages may also be confidential for other reasons and will be reviewed in a manner to protect that confidentiality and to comply with all applicable laws. However, these reports are public records and may be subject to disclosure. All requests for disclosure should be referred to the City Attorney for response.

Website Blocking Exception

The Bureau of Human Resources acknowledges that on occasion, there may be a legitimate and compelling City business reason for an individual or a specific work group to gain access to Internet content that is otherwise blocked. If such a situation arises, a bureau director must submit a written request to the Director of Human Resources which includes;

1. The name and position of the employee(s) for whom an exception is being requested;
2. The specific web site, category of sites, to which the employee(s) require access;
3. The compelling City business need for access to the content.

The Bureau of Human Resources will review the request and provide a written response. The Bureau of Human Resources is predisposed to maintaining a consistent policy on Internet access and may suggest alternative approaches for meeting the business need. The Bureau of Human Resources shall work with the Bureau of Technology Services to determine if such a request is technically feasible. If the request is technically feasible and an exception is granted, Human Resources will send authorization and written instructions to a designated Bureau of Technology Services staff member requesting that the exception be implemented.

Acceptable Uses of Information Technologies

The City's information technologies are intended for professional business use in performing the duties of an employee's job. Unless otherwise prohibited by law or bureau specific work rules, limited personal use is permitted according to the following guidelines;

1. It is incidental, occasional and of short duration;
2. It is done on the employee's personal time. Personal time means during breaks, lunch and/or before and after work as defined by collective

bargaining agreements, City Administrative Rules and bureau work rules.

3. It does not interfere with any employee's job activities. This includes activities which might pose a conflict of interest or appearance of impropriety with an individual's employment with the City;
4. It does not result in an expense to the City;
5. It does not solicit for or promote commercial ventures, religious or political causes, outside organizations or other non-job related solicitations;
6. It does not violate the other "Prohibited Uses" section in this administrative rule;
7. It does not disrupt the Bureau of Technology Services' ability to provide information technology services to City users;
8. Personal use must meet the requirements of this rule and an individual's personal use can be denied by their bureau director due to operational or other concerns.

Other acceptable uses of information technologies include:

1. Communication with other federal, state or local government agencies, their committees, boards and commissions;
2. Communications, including information exchange, research, professional development or to maintain job knowledge or skills;
3. Communications and information exchanges directly relating to the mission and Charter of the City of Portland and the work tasks of individual bureaus in support of work-related functions.

**Prohibited Use of
Information Technologies**

The following list of prohibited uses for information technologies is not intended to be all-inclusive.

1. To cause a breach of security or any action to attempt to circumvent or reduce the security of the City's computer and network resources or of any confidential information, regardless of physical or electronic form or media, entrusted to the City's custody.
 2. Misuse of service or any action that renders the user's computer equipment unusable, or that interferes with another City employee's use of information technologies.
 3. Illegal use or use of any City information resources, regardless of physical or electronic form or media, for any use including but not limited to the commission of an illegal act.
 4. To grant or allow personnel access by any person or entity to City information technology systems or data, regardless of physical or electronic form or media, for which they are not authorized to do so.
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5. Failure to limit the recipients of messages appropriately, propagating virus hoaxes, “spamming” (spreading e-mail or postings widely and without good purpose), or “bombing” (flooding an individual or group with numerous or large e-mail messages).
 6. Accessing or transmitting information that conflicts with City Code, Administrative Rules or bureau work rules for non-job related reasons such as information in violation of the City’s non-discrimination policy.
 7. Accessing racist and sexually explicit sites.
 8. Commercial endorsement or use of City information technologies in a manner that would constitute an endorsement of a specific commercial entity, its products, services, or business practices. Neither the City’s e-mail system nor the City’s intranet may be used for commercial activities, religious causes, or support for other activities that are not related to the direct conduct of city business. An exception may be permitted if such information is central to a bureau’s mission and meets stated Council goals and objectives. The exception must be pre-approved by the Elected Official. Authorized employee discounts may also be posted in a specific “employee only” section of the City’s web portal.
 9. Use of city information technologies for political activity or in a manner that would directly or indirectly assist a campaign for election of any person to any office, or for the promotion of or opposition to any ballot proposition. This prohibition shall not apply to the use of City computer or network resources for the development or delivery of a neutral and objective presentation of facts relevant to a ballot proposition as allowed by state law, provided that such use must be a part of the normal and regular conduct of the employees developing or delivering the presentation of facts.
 10. Altering electronic communications to hide one’s identity or to impersonate another individual. All e-mails, news posts or any other form of electronic communication must contain the sender’s real name and/or e-mail address.
 11. Buying, selling or trading goods, services or financial instruments via the City’s information technologies for personal financial gain.
 12. Using peer-to-peer file sharing applications with City of Portland information resources.
 13. Using City information technologies to avoid the expense of personally purchasing comparable hardware, software, and/or internet access.
 14. Removing City owned IT equipment from City premises (except as specifically allowed by the user’s bureau, such as taking home a City owned laptop computer for City business), modifying (beyond normal parameters of use) City owned IT equipment, or altering City owned software without appropriate authorization from the Bureau of Technology Services.
 15. Installing any software not previously approved by the Bureau of
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Technology Services including unlicensed software. This does not include downloading and installing properly licensed and approved software from BTS maintained systems.

16. Copying and/or using city-licensed computer software or City data, regardless of physical or electronic form or media, for personal use.

17. Destroying City records in violation of retention and preservation policies.

Broadcast or “All Employee” E-Mail Messages

Employees may not use the City’s e-mail system to send “broadcast” e-mail messages unless there is Bureau Director approval. In this instance “broadcast” means sending an e-mail message to 50 or more City employees (outside of the sender’s bureau.)

To send a broadcast e-mail to all employees, the sender must have the endorsement of his/her Bureau Director and provide a contact name and phone number for the announcement. To avoid creating e-mail “Reply loops” all broadcast messages must include the following warning: **“Please do not use the Reply to All function to respond to this message. The appropriate contact person is listed in the message.”** Bureau Directors are accountable for approved messages and are encouraged to be conservative about approving “All City Employees” e-mail messages.

The sender must contact the [BTS HelpDesk](#) for authorization to use the “All City Employees” distribution list. Broadcast messages containing attachments will be reviewed for file size.

The City’s web portal is the most appropriate place for announcements of general interest.

Union Use of E-Mail

Union use of e-mail is authorized in accordance with the above stated section on Acceptable Use of Information Technologies provided it does not conflict with bureau work rules and the section on “Prohibited Use”.

Malware Protection

The Bureau of Technology Services is responsible for assuring that City-approved anti-malware protections are installed, maintained, and active on all computers. Employees are expected to take all malware warnings seriously and to comply with procedures for reporting and responding to malware outbreaks. Deliberate transmission of data containing malware or willfully circumventing malware protection measures will be considered a breach of security and in violation of this rule.

Technology Rules and Standards

For Technology Services Administrative Rules, go to <http://www.portlandonline.com/auditor/index.cfm?c=26821>

For Technical Standards, go to: <http://www.portlandonline.com/bts/index.cfm?c=46940>

**Electronic Records
Retention and Preservation**

With few exceptions, any electronically stored information, regardless of electronic form or media that pertains to City policies, decisions, transactions and activities is subject to public disclosure.

1. Transitory records

Emails of short-term interest (90 days or less), which have minimal or no documentary or evidential value. Included are such records as:

- Routine requests for information or publications and copies of replies which require no administrative action, no policy decision, and no special compilation or research for reply
- Originating office copies of letters of transmittal that do not add any information to that contained in the transmitted material
- Quasi-official notices including memoranda and other records that do not serve as the basis of official actions, such as notices of office parties, holidays or charity fund appeals, and other similar records
- Records documenting routine activities containing no substantive information, such as routine notifications of meetings, scheduling of work related trips and visits, and other scheduling related activities¹
- Listserv messages
- Fax confirmations
- Reading materials
- Reference materials
- FYI e-mail information that does not elicit a response
- Unsolicited advertising

Emails that fall under the Transitory category should be deleted from the e-mail system by the user as soon as any operation or informational value has expired.

2. Correspondence

Emails that directly relate to City programs, management or administration. These include but are not limited to formal approvals, directions for action, communications about contracts, purchases, grants, personnel, etc; and correspondence relating to a particular project or program.

E-mails that fall under the Correspondence category must be managed as an official City record in a suitable storage environment.

Contact Information

Technical questions regarding the use of information technologies should be directed to the Bureau of Technology Services. Any human resources related issues should be directed to Site Team Managers.

The attached definitions are not part of the binding Human Resources Administrative Rules.

**Administrative Rule
History**

Adopted by Council March 6, 2002, Ordinance No. 176302
Effective April 5, 2002

¹ This does not include Calendars, which do need to be retained per the retention schedule; permanently by elected officials and bureau heads; and for 1 year by other City employees.

Revised October 15, 2002
Revised July 28, 2003
Revised July 1, 2004
Revised January 25, 2006
Revised July 9, 2007
Revised September 28, 2009
Revised October 19, 2010

Definitions

Electronic mail, email or e-mail - Messages and attached documents or files sent or received via City internal computer systems and networks or external systems and networks such as the Internet.

Downloading - The transmission of a file from one computer system to another, usually smaller computer system. From the user's point-of-view, to download a file is to request it from another computer (or from a web page on another computer) and to receive it.

Internet - The vast collection of inter-connected networks that all use the TCP/IP protocols and that evolved from the ARPANET of the late 60's and early 70's.

Internet Protocol, IP - The set of rules used by software and computers to communicate on the Internet.

Malware- A general term used to mean a variety of forms of hostile, intrusive, or annoying software or program code including viruses, trojans, rootkits and spyware.

Peer-to-Peer File Sharing Applications - Applications which allow a personal computer to download data from one or more computers or transforms a personal computer into a server that uploads data simultaneously to other computers. Although peer-to-peer file sharing technology in itself is not the concern, one of the most prevalent uses of this technology is inappropriate use including distribution of copyrighted content, obscene materials and maliciously hidden computer viruses.

System Operator - BTS and/or bureau technical support staff who implement, conduct routine day-to-day tasks, and maintain information systems, including authorization tables, security systems and back-up systems, in accordance with established City enterprise and business-specific rules, policies, standards and procedures.

Virus - A software program capable of reproducing itself and usually capable of causing great harm to files or other programs on the same computer. A true virus cannot spread to another computer without human assistance.

Web, World Wide Web, or WWW - a vast array of information in text, video, graphics or sound accessible via a subset of Internet standards and protocols (such as HTML) which allow consistent information presentation, display and interaction by diverse computers.

Web browser - Access tool or software for visiting Web sites. Microsoft Internet Explorer and Mozilla Firefox are two examples. Most browsers allow access to text, graphics, video and sound.

Web Page - Any page viewable via a web browser

Web Portal – A unified collection of web site and other Internet content that is used to provide information and/or transactional services.

Web Site - One or more viewable web pages residing at the same basic web address.
