
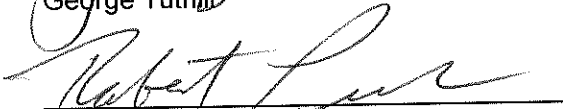


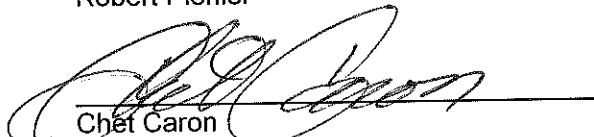
Town of Alexandria
Information Technology
Policy and Procedures

Adopted: April 3, 2018

Alexandria Board of Selectmen


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Introduction

The Town of Alexandria IT Policy and Procedure Manual provides the policies and procedures for selection and use of IT within the business which must be followed by all staff. It also provides guidelines Town of Alexandria will use to administer these policies, with the correct procedure to follow.

Town of Alexandria will keep all IT policies current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or to add new procedures.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome.

These policies and procedures do not apply to the Police Department; the Police Department will set their own IT Policy and Procedures.

Information Technology Security Policy

Physical Security

For all servers, mainframes and other network assets, the area must be secured with adequate ventilation and appropriate access through locked cabinet/closet.

It will be the responsibility of Department Heads to ensure that this requirement is followed at all times in their department. Any employee becoming aware of a breach to this security requirement is obliged to notify the Board of Selectmen's Office immediately.

Security and safety of all portable technology, such as laptop, ipad, smartphone, etc, will be the responsibility of the employee who has been issued with the device. Each employee is required to use password protection and to ensure the asset is kept safely at all times to protect the security of the asset issued to them.

In the event of loss or damage, the Board of Selectmen will assess the security measures undertaken to determine if the employee will be required to reimburse the business for the loss or damage.

Information Security

All critical Town data, including property taxes, assessing, financial information and correspondence, is to be backed-up.

It is the responsibility of Department Heads to ensure that data back-ups are conducted daily and the backed up data is kept in a secure location.

All technology that has internet access must have anti-virus software installed. It is the responsibility of Department Heads to install all anti-virus software and ensure that this software remains up to date on all technology used by the business.

Technology Access

Every employee will be issued a unique identification code to access the business technology.

Passwords are not to be shared with any employee within the business.

The Administrative Assistant to the Board of Selectmen is responsible for the issuing of the identification code and initial password for all employees.

The following table provides the authorisation of access:

Technology – Hardware/ Software	Persons authorised for access
Quickbooks	Administrative Assistant to BOS, Treasurer, Town Clerk/Tax Collector
Avitar Assessing	Administrative Assistant to BOS, Town Clerk/Tax Collector, Deputy Town Clerk/Tax Collector
Avitar Tax Collect	Town Clerk/Tax Collector, Deputy Town Clerk/Tax Collector
Avitar Clerk	Town Clerk/Tax Collector/Deputy Town Clerk/Tax Collector

IT Hardware/Software Failure

Where there is failure of any of the Town’s hardware or software, Selectmen’s Office must be notified immediately.

It is the responsibility of Department Heads to contact the appropriate vendor in the event of IT hardware or software failure. (Contact Selectmen’s Office for vendor contact information).

Virus or other security breach

In the event that the business’s information technology is compromised by software virus or other security breach, such breaches are to be reported to the Selectmen’s Office immediately.

Department Heads are responsible for ensuring that any security breach is dealt with as soon as possible to minimize disruption to business operations.

Website Policy

Purpose of the Policy

This policy provides guidelines for the maintenance of all relevant technology issues related to the business website.

Procedures

Website Content

All content on the Town's website is to be accurate, appropriate and current. This will be the responsibility of the Administrative Assistant to the Board of Selectmen.

Departments/Commissions may submit information to the Administrative Assistant to the Board of Selectmen for inclusion on the website.

The content of the website is to be reviewed weekly.