

Town of Alexandria

Information Technology Policy

Adopted

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I. **PURPOSE:** The Town of Alexandria has established a policy with regard to general computer and local area network use, access and disclosure of electronic mail messages created, sent or received by employees using the Town of Alexandria's computer equipment. The Town of Alexandria strives to be progressive in its use of technology to streamline Town operations, improve service to our citizens, and manage information across all departments and functions. This policy applies to all computer systems, printers, peripherals, electronic mail, and Internet communication systems. The following policy establishes guidelines on acceptable use.

II. **POLICY:** Access to the Town's computer equipment and electronic mail system is provided to employees for the purpose of advancing the work of the Town and for communication with business contacts solely for job related purposes. Employees' personal information and computer software programs should not be stored on the Town's computer equipment.

All work generated on and information stored in the Town's computer equipment is deemed to be the Town's property, which the Town may examine at any time for such purposes as system maintenance. The Select Board or their designee reserves the right, consistent with Federal and State law, to monitor, review, audit, intercept, access and disclose all messages sent and received, except for confidential information under State/Federal law. The Select Board or their designee will only exercise this right after careful consideration of the facts and the current law and consultation with legal counsel. There is no right of privacy in material generated and stored in the Town's computer equipment.

No computer software (including software programs and drivers downloaded from the Internet), computer hardware, peripheral devices, or changes to individual desktop computer configurations shall be installed and/or performed on the Town's computers by Town employees without the prior written consent of the Select Board or their designee. Only the Select Board's designee shall perform work and/or maintenance of any type on the Town's computer equipment. This is to ensure compliance with overall system architecture, applicable copyright law, and to minimize support requests. Any violations of this policy will be dealt with in accordance with the discipline procedures for the Town of Alexandria.

III. **ACCEPTABLE USE:** The Town of Alexandria believes that the use of information technology resources makes jobs more fulfilling by allowing users to deliver better services to the community. Employees are encouraged to use this technology to the fullest in pursuit of completing their missions. Acceptable uses: Announcing or sharing new laws/rules or regulations; applying for or administering grants or contracts for Town research or programs; communicating, exchanging information directly related to the goals of the Town of Alexandria, and other items approved by the Select Board.

IV. NON-ACCEPTABLE USE: The electronic mail communication system may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations nor is it to be used to create or perpetuate any offensive or disruptive messages. Among those that are considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability. Non-acceptable uses include, but are not limited to: any illegal purpose, including, but not limited to fraudulent, harassing or obscene messages; unauthorized distribution of Town of Alexandria data and information; revealing or publicizing proprietary or confidential information; installing personal software on Town computers, or uploading or downloading copyrighted materials, proprietary information, or similar materials without prior authorization of the Select Board or their designee.

V. SECURITY: Employees will be issued a unique identification code to access Town of Alexandria technology. Passwords should be kept confidential. No staff member should give out his/her password to others. Passwords should not be so obvious that others could easily guess them, and shall be changed on a regular basis to be determined by the individual department's security requirements. Using the login and/or passwords of others is prohibited. Never leave your computer workstation unattended while logged in to the network/email. Any electronic files/information obtained from outside the Town must be checked for viruses prior to use. Attachment A provides a table of authorized access.

All critical data, including property taxes, assessing, financial information, and correspondence is to be securely stored. It is the responsibility of the Department Heads to ensure that data back-ups are conducted daily and the backed up data is kept in a secure location.

VI. FUTURE TECHNOLOGY: The Town is aware that technological advancements are fast paced. In an attempt to keep pace with these advancements, the Town realizes that changes in this use policy may need to be made on a frequent basis. Revisions to this policy can and will be made on an as needed basis.

VII. IT HARDWARE/SOFTWARE FAILURE: Where there is a failure of any of the Town's hardware or software, the Select Board Office must be notified immediately. It is the responsibility of the Department Heads to contact the appropriate vendor in the event of IT hardware or software failure. (Contact the Select Board Office for vendor contact information).

VIII. VIRUS OR OTHER SECURITY BREACH: In the event that the Town's information technology is compromised by software virus or other security breach, such breaches are to be reported to the Select Board 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.

- IX. WEBSITE/SOCIAL MEDIA POLICY: All content on the Town's website or any official Town Department/Committee social media page is to be accurate, appropriate, and current. Information for the website shall be provided to the Select Board Office for updating the Town's website. Departments/Committees shall appropriately manage any official Town Department/Committee social media pages. Town Department/Committee official social media accounts shall only be opened with the approval of the Select Board. All Town Departments/Committees social media pages shall be used for Town business only. Individuals authorized by Town Departments/Committees to post or create content in the name of the Town shall not use offensive, profane, sexually suggestive, or vulgar language, and shall, at all times, act in a respectful and professional manner.
- X. PROCEDURE UPON TERMINATION OF EMPLOYMENT: All information on the Town's IT Resources is the property of the Town. Deleting, altering, or sharing confidential, proprietary, or any other information during employment, while on administrative leave, or after separation from employment is prohibited, unless the employee has prior authorization from the Select Board or their designee. Upon separation from employment, any IT resources of Town employees including, but not limited to, computer or other business equipment, zip drives, USB portable drives, smart phones, and other removable devices, must be returned with the appropriate passwords, identification codes, and other information necessary for the Town to continue using its equipment.
- XI. CONSEQUENCES FOR VIOLATING THIS POLICY: Any violations of this policy should be report to a Town official. Violations of this policy may lead to disciplinary action, up to an including termination of employment, legal action, and/or civil or criminal liability.

Attachment A: Authorized Access

Technology – Hardware/ Software	Persons Authorized for access
Quickbooks	Administrative Assistant to BOS, Treasurer, Selectmen's Secretary
Avitar Assessing	Administrative Assistant to BOS, Town Clerk/Tax Collector, Deputy Town Clerk/Tax Collector, Selectmen's Secretary
Avitar Tax Collect	Town Clerk/Tax Collector, Deputy Town Clerk/Tax Collector
Avitar Clerk	Town Clerk/Tax Collector/Deputy Town Clerk/Tax Collector