

DEPARTMENT OF INFORMATION TECHNOLOGY
CITY AND COUNTY OF HONOLULU

650 SOUTH KING STREET, 5TH FLOOR • HONOLULU, HAWAII 96813
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KIRK CALDWELL
MAYOR



MARK D. WONG
DIRECTOR AND CIO
KEITH G. H. HO
DEPUTY DIRECTOR

October 16, 2015

MEMORANDUM

TO: All Department and Agency Heads

FROM: Mark D. Wong, Director and CIO
Department of Information Technology *Mark D. Wong*

SUBJECT: Acceptable Usage of Information Technology Resources Policy

Attached is a new Acceptable Usage of Information Technology (IT) Resources Policy that will be effective immediately. The purpose of this policy is to ensure that the City's IT resources are being used effectively and efficiently. This policy is applicable to all users of the City's IT resources which include City officers, employees, agents, contractors, consultants, temporary hires, and volunteers.

Please review and distribute this policy to all users of City IT resources in your department or agency and ensure that all users are familiar with its contents. The policy will also be available online at: <http://intranet>.

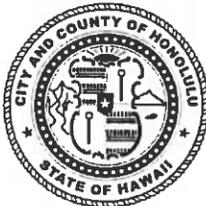
Should you have any questions, please contact Brian Miyata at 768-7676.

Attachment

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MARK D. WONG
DIRECTOR AND CIO
KEITH G. H. HO
DEPUTY DIRECTOR

July 10, 2015

MEMORANDUM

TO: Roy K. Amemiya, Jr., Managing Director
Office of the Mayor

FROM: Mark D. Wong, Director and CIO
Department of Information Technology

Handwritten signature of Mark D. Wong in black ink.

SUBJECT: Acceptable Usage of Information Technology Resources Policy

Attached is the Acceptable Usage of Information Technology Resources Policy (AUP) for your review and approval. The Department of Information Technology developed the AUP in cooperation with the Department of Human Resources and input and review from Corporation Counsel.

The AUP will replace the email acceptable usage language in the City's General Information Technology Security Policy (Security Policy) and the current Internet Policy & Guidelines (Internet Policy). The intent of the newly developed AUP is to ensure that all City Information Technology Resources - not just email and the Internet - are being used in an effective, efficient and secure manner. The basic premise of these policies still remains the same - that City resources are for business use only and that everyone shares the responsibility to protect City information technology resources. Distribution of the AUP will be similar to the Security Policy - via an email message directing the user to a web site containing the AUP for review and acknowledgement.

If you should have any questions, please contact me at x87601 or have your staff contact Brian Miyata at x87676.

APPROVED:

Handwritten signature of Roy K. Amemiya, Jr. in black ink.
Roy K. Amemiya, Jr.
Managing Director

Category Information Technology	Issue date
Issued by Department of Information Technology	Revised date
Title Acceptable Usage of Information Technology Resources	
Purpose To establish an acceptable use policy to ensure that information technology resources are being used in an effective and efficient manner	
Reference(s) Mayor's Directive 06-02; RCH §6-1202	

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I. Policy

The use of the City's Information Technology (IT) Resources is a privilege and shall be for furthering City business and services. Usage shall be for official City business only.

II. Rationale

The City's IT Resources are government property. As with other government property, employees are expected to limit usage of such resources to work-related activities and exercise care and caution when using IT Resources.

III. Scope

This policy applies to Users who utilize, use, develop, or maintain City IT Resources.

Departments that permit members of the general public to access the department's IT Resources shall be responsible for supervising and monitoring their usage and conduct.

IV. Definitions

- A. "City IT Resources" includes all IT equipment, hardware, software, documentation, programs, accessories and other devices that the City owns, leases or paid for as well as all data and information on or obtained from the City's network.
- B. "Confidential Information" is any information that is not a public government record under Chapter 92F of the Hawaii Revised Statutes or other applicable law.
- C. "User" means all City, officers, employees, agents, contractors, consultants, temporary hires, volunteers, and other users of City IT Resources, but does not include members of the general public.
- D. "User Data" includes the User's email, files stored on the server and home directory as well as local files stored on hard drives and removable storage.

V. General Provisions

A. Permission and Acceptance

By using any of the City's IT Resources, the User accepts and agrees to all terms and conditions stated in this policy.

B. City as Owner and Licensee

The City, and not the employee, is the sole owner of data and information processed and stored on City IT Resources, and in cases of software, the licensed user of all IT Resources.

C. No Expectation of Privacy

Users are on notice that they have no proprietary interest and no reasonable expectation of privacy while using City IT Resources. The City may obtain access to any of its resources pursuant to applicable policies.

D. Monitoring and Enforcement

The City has the right to monitor, review, audit, and/or disclose any and all of the aspects of the City IT Resources including but not limited to, monitoring access by Users to the Internet sites that are visited, viewing the contents of electronic mail, documents, files, blog entries, chat groups, or news groups, and inspecting materials that are downloaded or uploaded by Users.

The City may, pursuant to applicable policy, without the prior notice to the User, examine data and information for purposes such as, but not limited to, ensuring compliance with applicable rules, regulations, policies and procedures, monitoring the performance of the City IT Resources and conducting investigations.

E. Policy Violation

Violation of this policy by Users may result in immediate revocation or curtailment of computer usage. As appropriate, further action may be taken such as civil and criminal action, and/or discipline, up to and including discharge, in accordance with civil service rules or applicable collective bargaining agreement.

VI. Roles and Responsibilities

A. Department of Information Technology (DIT)

1. Preparing and maintaining the *Acceptable Usage of Information Technology Resources* policy.
2. Disseminating the *Acceptable Usage of Information Technology Resources* policy to Department and Agency heads.

3. Investigating, and/or assisting in the investigation of violations to this policy.
4. Preserving and providing User Data in response to a subpoena; court order; or requests with approval and authorization from the Managing Director, Department of Human Resources (DHR) Director, and Department of Information Technology Director pursuant to this policy.
5. DIT, with DHR, may conduct periodic reviews of this policy document with all employees to ensure that employees are kept up to date with new and additional policy requirements and to restate existing policy requirements.

B. City Department Management
(Directors, department and agency heads or delegated authority)

1. Development of Acceptable User Policies

Departments may establish policies and procedures related to City IT Resources in addition to, but consistent with, this policy, upon review and approval of the Director of Information Technology.

2. Authorization and Supervision

Department or agency head or their designees shall be responsible for:

- a) Authorizing the use of City IT Resources for specific employees;
- b) Disseminating this policy and any amendments hereto;
- c) Making Users of City IT Resources aware of and familiar with the provisions of this policy and any amendments hereto;
- d) Supervising the use of City IT Resources, including taking reasonable precautions to safeguard the resources under their jurisdiction against unauthorized access, use, disclosure, modification, duplication or destruction;
- e) Informing current and new Users of appropriate uses of the City's IT Resources;
- f) Enforcing this policy and any amendments hereto; and

- g) Taking appropriate corrective action for violations of this policy and any amendments hereto within their department or agency.

C. Users' Responsibilities

1. Familiarity with Policy

All Users shall be responsible for reviewing and understanding this policy. Questions related to the applicability of this policy may be directed to the User's supervisor.

2. Protect Information

It shall be the Users' responsibility to:

- a) Maintain and secure Confidential Information; and
- b) If transmitting Confidential Information electronically, to use only secure means of electronic communication and only to persons authorized to receive or view such information

3. Proper Use of City IT Resources

All City IT Resources shall be used for business use only. It shall be the Users' responsibility to:

- a) Act lawfully, ethically, respectfully, and responsibly in the use of the City's IT Resources;
- b) Exercise the same degree of care, judgment, and responsibility in composing and transmitting electronic communications as would be done when composing and sending written communication;
- c) Strictly refrain from the usage of profanity and/or vulgarity when using any City IT Resources;
- d) Routinely delete outdated or otherwise unnecessary electronic communication and computer files.

4. Improper Use of City IT Resources

The City explicitly prohibits all activities that are in violation of any federal, State or other applicable laws, rules, regulations, and

established policies and procedures. Such activities include, but are not limited to:

- a) Unauthorized for-profit purposes or solicitations;
- b) Political lobbying;
- c) Engaging in disruptive activities such as software/information destruction or unauthorized changes to files;
- d) Virus uploading, downloading, creation and/or propagation;
- e) Sending, viewing, downloading, printing, requesting, or storing, fraudulent, harassing, offensive, obscene or pornographic messages or images;
- f) Game-playing;
- g) Viewing/Listening to non-work related streaming media;
- h) Installing, copying, distributing or making available any copyrighted material in violation of copyright laws;
- i) Gambling or engaging in any other activity in violation of local, state or federal law;
- j) Uses that jeopardize the security of the City's Network or other networks, such as disclosing or sharing individually assigned passwords or impersonating another person or using a false identity;
- k) Installing unauthorized hardware or software (i.e. wireless access points, remote control software, etc.) without an approved DIT Request for Technical Approval.

5. Theft

Users are strictly prohibited from removing any hardware, software, attached peripherals, supplies, and documentation without the express approval of the department or agency head or designee.