



ADMINISTRATIVE DIRECTIVE

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I. **PURPOSE**

This directive documents the acceptable use and management of City provided electronic and telephonic communications, including, but not limited to e-mail, facsimile, Internet/Intranet access and electronic communication systems. This policy applies to any and all electronic communications composed, sent or received by any employee or authorized user to conduct City business.

II. **POLICY**

The City provides electronic communication systems to its employees and other authorized users for their use in performing City duties or business.

City electronic communication systems are to be used only for City business, except as specifically allowed by this policy.

Use of electronic communication systems under the management of City Court is also governed by Supreme Court Administrative Order 2002-30 and 2003-89, Part 1: Judicial Branch Administration, Chapter 5: Automation, Section 1-503: Electronic Communications. In an event of conflict between this order and City policy, the more restrictive policy will apply.

III. **APPLICABILITY AND EXCEPTIONS**

- A. This policy applies to all City electronic communication systems.
- B. Because the missions of City Departments vary, if necessary to perform official duties, exceptions to these policies may be authorized by the department director and Chief Information Officer or City Manager.

IV. **DEFINITIONS**

- A. **Authorized Users** - City employees, contracted staff, consultants, and elected and appointed officials who have been granted access to the city network and/or systems.
- B. **City Electronic Communication Systems** - any City-owned or leased medium that transmits voice, video or data. Includes, but not limited to, City network, City wireless networks, City telecommunications system (voice), City public service and public safety radio systems.
- C. **Metadata** - Information about electronic mail messages, including, but not limited to, sender, recipients, date, routing and subject lines.



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- D. **Record or Public Record** - All books, papers, maps, photographs or other documentary materials, regardless of physical form or characteristics, including prints or copies of such items produced or reproduced on film or electronic media, made or received by the City in pursuance of law or in connection with the transaction of City business and preserved or appropriate for preservation by the City.

V. **GENERAL RULES**

- A. All authorized users who use City electronic communication systems shall certify that they have read and fully understand the contents of this policy. Additional certification is required when significant changes are made to this policy. Department directors are responsible for certification of all employees in their departments.
- B. Electronic communication resources including e-mail shall not be used to maintain or store official records or other information.
- C. The City Manager's Office shall approve citywide e-mails.
- D. Authorized users may use City electronic communication systems for performing City business. Authorized users shall use professional courtesy in all electronic communications.
- E. If an electronic communication is received that is thought to contain prohibited content, the receiver shall report the matter to a supervisor for appropriate action.
- F. Incidental use of City electronic communication systems (sending or receiving) for personal, non-business purposes is permitted under the following conditions:
1. personal use may not interfere with the productivity of the authorized user or his or her co-workers;
 2. personal use may not be performed in areas where there is direct interaction or service to the public;
 3. personal use may not involve any prohibited activity described in this policy;
 4. personal use may not disrupt or delay the performance of City business; and
 5. personal use may not adversely deplete system resources available for business purposes.
- G. If the personal use of City electronic communication systems results in a cost to the City, the authorized user must reimburse the City.
- H. Authorized users should avoid using City electronic communication systems to send confidential, privileged, and/or sensitive information. Confidential information must never be transferred to anyone who is not authorized to receive such information.



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VI. PROHIBITED USES

- A. Any use of City electronic communication systems that violates any law, regulation, ordinance, policy or procedure of the City is forbidden.
- B. Authorized users may not load any software on City computers, including freeware and shareware available from Internet sites. See Administrative Directive 1.08-3, Information Security Policy, for additional guidance.
- C. Authorized users shall not register their City e-mail address at Internet sites unless necessary to conduct city business.
- D. City electronic communication systems shall not be used in any way that is offensive, harmful, or insulting to any person. Examples of forbidden electronic communications include, but are not limited to:
 - 1. threatening, harassing, obscene or profane nature, or that would reasonably be considered to be offensive or disruptive or to infringe on the personal privacy of others;
 - 2. gambling;
 - 3. ethnic or racial slurs;
 - 4. unsolicited "junk mail," "for profit" messages, or chain letters;
 - 5. sexually explicit photography, messages or jokes/cartoons;
 - 6. unwelcome propositions, or any other use that violates the city's nondiscrimination and harassment policies;
 - 7. signed or identified as coming from an individual other than the actual sender, unless the sender is authorized to send that type of electronic communication on behalf of the other individual (e.g. a secretary's e-mail meeting notice in a supervisor's name, when authorized by the supervisor);
 - 8. in support of or connection with the authorized user's own outside employment or business activity (e.g. commercial consulting for pay; solicitation or sales of goods or services; administration of the business or employment).
- E. Conducting City business from external e-mail systems is prohibited. This includes, but is not limited to: Gmail, Yahoo! Mail, Hotmail, MSN Mail, AOL, Earthlink, Cox Communications, Comcast and other e-mail services offered by internet service providers. The City e-mail system may be accessed from any computer with internet access.
- F. Use of unapproved instant messaging programs is forbidden.
- G. City electronic communication systems shall not be used to copy, send or receive copyrighted materials, trade secrets, proprietary financial information, or similar materials without appropriate authorization.



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City electronic communication systems shall not be used to transmit political messages, in behalf of or against a candidate for election or retention or in support of or opposition to an initiative, referendum or recall or any other measure or proposition, additional guidance may be found in the Political Activities Guidelines for Officers and Employees in the City of Tucson Classified Service.

- I. Authorized users are prohibited from undertaking any unauthorized access, reading, modifying, copying, transferring, or deleting any other authorized user's electronic communications or information, computer or network equipment, or security controls.
- J. Any attempt to bypass city computer/network security controls is forbidden.
- K. City electronic communication systems shall not be used to conduct labor organization business except as specifically authorized by an applicable labor agreement or Ordinance No. 9321. City electronic communications systems shall not be used to recruit or solicit employee membership in any labor organization under any circumstances.

VII. SANCTIONS

- A. In addition to any other civil or criminal sanctions available to the City under law, any authorized user who uses a City electronic communication system in a manner inconsistent with this policy or in violation of any other city policy is subject to the following:
 - 1. If an employee, disciplinary action up to and including termination.
 - 2. If a non-employee, immediate loss of the privilege to use any City electronic communication system, and contract revocation.
- B. Authorized users who are unsure whether an electronic communication or the use of the City electronics communication system is authorized should check with a supervisor.

VIII. ELECTRONIC COMMUNICATION RETENTION

- A. Electronic communications made or received by the city in connection with the transaction of City business, will be printed, with its metadata and attachments or transcribed and filed within the appropriate filing system. The printed electronic communication will assume the retention period of the records series with which it is filed.
- B. This policy authorizes the deletion of routine electronic communications by the authorized user after the required action is taken.



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- C. Electronic communications subject to existing public record request or subject to ongoing or anticipated litigation will be printed and preserved in the appropriate file, even if the retention period has been met.
- D. Electronic mail communications that are stored on the e-mail system will be automatically backed up by Information Technology to electronic media on a daily basis for Disaster Recovery purposes. The Information Technology department will delete all electronic messages and calendars from the local, online e-mail system after ninety (90) days.

IX. PROPERTY RIGHTS AND ACCESS

- A. City electronic communication systems, and the electronic communications or information transmitted or stored on these systems, are the sole property of the City, and authorized users have no personal or property rights to them.
- B. The City has the right to access electronic communications or information transmitted by or stored on City electronic communication systems at any time, with or without prior notice to authorized users. Authorized users have no expectation of privacy with respect to any use, professional or personal, of city electronic communication systems.
- C. The City reserves the rights to intercept, monitor, review and/or disclose any and all electronic communication messages composed, sent or received. The city reserves the right to block the delivery of spam messages or those messages deemed malicious in their intent.
- D. The City reserves the right to delete any electronic communication or information received through any city electronic communication system in order to maintain effective and efficient operation of the City's systems. Electronic communications may be deleted at any time, with or without prior notification.
- E. Additionally, electronic communications may be subject to a public record request under the Arizona Public Records Act, and therefore subject to public disclosure. Authorized users shall exercise the same level of care in using electronic communications that they would exercise for composing and sending communications set down on paper. This statement of policy is not a statement or admission by the City that any particular electronic communication is in fact subject to disclosure under the Arizona Public Records Act. That determination will be made on a case-by-case basis.



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X. ROLES AND RESPONSIBILITY

A. Employees/Authorized Users are responsible for:

1. Understanding and adhering to the electronic communication system policy.
2. Managing their electronic mail accounts by preserving and deleting from their mail folders as instructed by this policy.
3. Classifying messages sent or received according to content and the department's established retention schedule.
4. Advising management of breaches of this policy.
5. Safeguarding their electronic communication systems from unauthorized entry or use.

B. Department Directors are responsible for:

1. Understanding this policy and related policies and documents.
2. Enforcing this policy and appropriate use within their department.
3. Monitoring and maintaining employee compliance certification and training.
4. Assigning and supporting department Records Control Officials to each division within their department to support Records Management activities, including, the maintenance of electronic communication records.

C. The Information Technology Department is responsible for:

1. Establishing the appropriate standards and procedures to ensure the security and availability of the City electronic communication systems. This includes procedures for routinely purging stored electronic communications.
2. Backing up the online server.
3. Systematically deleting electronic e-mail communications at ninety (90) days.

D. The City Clerk's Office is responsible for:

1. Aiding in the establishment of retention schedules in accordance with applicable federal, state, and City code or statute.
2. Providing records retention training to all employees and authorized users that use City Electronic Communication Systems.



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Appendices None

References

Arizona Revised Statute §41-151.16
Arizona Revised Statute §41-151.18
Supreme Court Administrative Order 2002-30 and 2003-89, Part 1:
Judicial Branch Administration, Chapter 5: Automation, Section 1-503:
Electronic Communications
Political Activities Guidelines for Officers and Employees in the City of
Tucson Classified Service
1.08-3, Information Security Policy

Review Responsibility and Frequency The Chief Information Officer and City Clerk shall review this policy annually. Last review date: 6/12/08.

Authorized



City Manager

10/15/15

Date