



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Information Technology Division

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	June 18, 2020
SUBJECT/REPORT NO:	Computer and Technology Acceptable Use Policy (FCS20053) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Fred Snelling (905) 546-2424 Ext. 6059
SUBMITTED BY:	Maria McChesney Director, Information Technology Corporate Services
SIGNATURE:	

RECOMMENDATION(S)

- a) That the Computer and Technology Acceptable Use Policy, attached as Appendix "A" to report FCS20053, as Human Resource Policy Number HR-15-09, be approved;
- b) That the Computer Acceptable Use Policy approved by Council on February 11th of 2009 as Human Resource Policy Number HR-15-09, through report FCS09016 be repealed; and
- c) That the Computer and Technology Acceptable Use Policy be reviewed by staff annually for administrative changes.

EXECUTIVE SUMMARY

The Computer Acceptable Use Policy is Human Resource Policy No: HR-15-09, was approved by Council on February 11, 2009. Since then, many changes have occurred in the City's technology landscape, in technology usage patterns, in the risk of security breach, and in the privacy of information.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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The policy has been updated and strengthened to clarify the City's expectations regarding the use of technology provided by the City to its' employees and elected officials. Also, the policy has been renamed as the "Computer and Technology Acceptable Use Policy" to reflect its' applicability to a wider range of technology.

The Computer and Technology Acceptable Use Policy is Human Resource Policy No: HR-15-09, which was approved by Council February 11, 2009 through report FCS09016. Since 2009, many changes have occurred in the City's technology landscape; in technology usage patterns; in the risk of a security breach; and in the privacy of information.

The policy, attached as Appendix A to report FCS20053, has been strengthened to clarify the City's expectations of staff regarding the use of technology provided by the City to staff. Several administrative changes were made to the policy, the key highlights include:

- Replacing "Computer and Network Services" with "IT Resource"
- Technology updates – e.g. Android phones & iPhones, Twitter
- Reference to new policies – e.g. data classification, social media policies
- More logical order and re-numbering
- Better wording to describe "limited, occasional or incidental use".

The key material changes to the policy include:

- 1.3 – Supervisor must notify IT of employee termination
- 2.1 – City data filed in a personal device is property of the City
- 2.2 – Data ownership can be waived by IT management
- 4.7.4 – Users not permitted to connect unauthorized devices to the network
- 4.7.8 – Sensitive data must be encrypted on mobile devices
- 4.7.10 – Political activities are banned
- Auditing - Staff working for elected officials treated same as other City staff
- Auditing – Staff audits can be approved by a director.

This policy applies to City staff, elected officials, contractors, students, volunteers and interns. This policy is provided to new employees as part of the on-boarding process. New employees are required to sign indicating they have read, understand and agree to adhere to the Computer and Technology Acceptable Use Policy.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: None

Staffing: None

Legal: None

HISTORICAL BACKGROUND

A review of the Computer Acceptable Use Policy (approved by Council on February 11, 2009), revealed the need for an update to address changes in technology, legislation and usage patterns.

Since the existing Policy was drafted, the technologies used by the City have changed significantly. City staff and elected officials now use Smart Phones, tablet computers, Twitter and many cloud services. Security threats such as ransomware and phishing have significantly increased the risks associated with the use of technology. New legislation being introduced in the fields of privacy and copyright has also changed the environment.

A clear and comprehensive policy addressing the use of technology within the City of Hamilton is important for the following reasons:

- To set clear expectations for authorized users to ensure that there are no misunderstandings around the use of this Corporate service; and so that authorized users are aware of the impact of Human Rights and ethics issues in the virtual workplace.
- To protect the City's IT resources from both inadvertent and malicious damage caused by the introduction of viruses, hacking or unauthorized uses.
- To avoid or address privacy issues.
- To avoid liability for issues such as inappropriate or illegal email content or Internet use.
- To monitor, audit and control Internet use and server storage to prohibit unacceptable uses and to control costs.

As part of the implementation of the revised Computer and Technology Acceptable Use Policy, a comprehensive communications plan will be developed to ensure that all authorized users are aware of and understand the policy.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

- The following related documents are referenced in this Policy: Municipal Freedom of Information and Protection of Privacy Act
- Personal Health Information Protection Act
- Human Rights Code
- Copyright Act
- Criminal Code of Canada
- *Criminal Code of Canada*, R.S., 1985, c. C-46
- IT-03 Password policy
- IT-04 Data Classification policy
- IT-05 User Accounts policy
- IT-08 Remote Access policy
- Council Code of Conduct – By-law No. 16-290

RELEVANT CONSULTATION

Legal Services Division – Corporate Services Department have reviewed and approved this revised version of the Computer and Technology Acceptable Use Policy attached as Appendix A to report FCS20053.

Human Resources Division – City Managers' Office have reviewed and approved this revised version of the Computer and Technology Acceptable Use Policy attached as Appendix A to report FCS20053.

Senior Leadership Team have reviewed and approved this revised version of the Computer and Technology Acceptable Use Policy attached as Appendix A to report FCS20053.

The City's Privacy Officer has reviewed and approved this revised version of the Computer and Technology Acceptable Use Policy attached as Appendix A to report FCS20053.

The following stakeholders were consulted in the revisions made to this Policy:

- Corporate Policy Review Group
- Information Technology Division – Corporate Services Department
- City staff from several divisions
- Service Excellence Sub-committee

ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)

The purpose of this policy is to establish specific requirements to support efficient, cost effective and secure use of major information technology infrastructure and resources. In general, acceptable use shall be taken to mean respecting the rights of other digital users, the integrity of physical and digital assets, pertinent license and contractual agreements, and where applicable, maintaining compliance with legal and regulatory requirements.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Built Environment and Infrastructure

Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

Appendix A – Computer and Technology Acceptable Use Policy (2020)

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