



ERIE WATER WORKS

IT ACCESS AND USAGE POLICY

Intent

This policy was created to promote appropriate and effective use of Erie Water Works (EWW) Information Technology (IT) resources and reduce potential liability. Anyone using EWW IT resources are required to use them responsibly, ethically, lawfully and in a business-like manner.

This document outlines EWW's policy with respect to access and usage of the company's IT resources. Violations of the policy may result in suspension of computer access privileges, email privileges, Internet access privileges, or (progressive) disciplinary action up to and including termination of employment. EWW reserves the right to hold the user personally liable for any violation of this Policy.

General

Use of EWW's IT resources is not a right, but a revocable privilege. EWW supplied IT resources (including email and access to the Internet), hardware (including network server computers, desktop computers, laptop computers, printers and handheld devices), and software are to be used only for EWW business-related matters. Employees of EWW, as well as any temporary users of EWW IT resources, are not permitted to use these resources for non-business related matters. Prohibited activities include:

- Use of the Internet or email in an unlawful, inappropriate, or irresponsible manner,
- Playing computer games,
- Engaging in on-line forums,
- Storing personal data,
- Violating copyright law,
- Failing to observe licensing agreements,
- Refusing to cooperate with a security investigation,
- Passing off personal views as representing those of the EWW.

Additionally, it is prohibited to use EWW IT resources for transmitting, retrieving or storing any images or communications of a defamatory, discriminatory, or harassing nature, or materials that are obscene, pornographic, or unlawful. No images or communications of a derogatory nature, or any which include inflammatory remarks

about race, color, gender, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted, retrieved or stored. Harassment of any kind is prohibited.

NO PRESUMPTION OF PRIVACY

EWW owns the hardware and software that make up the e-mail and Internet systems and permits temporary users and/or employees to use them in the performance of their duties for EWW. While EWW respects the privacy of its employees, individual privacy does not extend to the use of EWW-provided IT resources. EWW reserves the right to, at anytime and without prior notice, examine e-mail usage, access personal file directories, or monitor access to the Internet.

All e-mail and Internet records are considered to be property of EWW and users have no right or expectation of privacy regarding communications via e-mail or the Internet. Additionally, e-mail records are subject to disclosure to law enforcement or government officials, or to third parties through subpoena or other legal process, without notification to or permission from the user sending or receiving the messages or information. Consequently, users should always ensure that the information contained in e-mails and Internet messages is accurate, appropriate and lawful.

Even though users may use passwords to access EWW's computer systems, or to protect data or communications they have created, the privacy of such data or communications are not guaranteed. In browsing the Internet, users should remember that EWW has installed a Server which monitors all Internet activities including external e-mail and that all connections and sites visited on the Internet are monitored and recorded for security and accountability purposes.

Users should assume that any communications they create, send, receive, delete, or store on EWW's IT resources, may be read by someone other than the intended recipient.

An employee's continued use of EWW's IT resources represents their express acceptance of, and consent to, the terms of this policy, and specifically their understanding that they may have no expectation of privacy with the use of the equipment or with the transmission, receipt or storage of information.

Security

Each user is responsible for the security of their account password and is prohibited from sharing his or her passwords with anyone. Users will automatically be required to periodically change their password.

Users are required to log off the network or lock their system when the computer is not in use. All usage of the account is the responsibility of the assigned user.

Internet Access - It is required that all users accessing the Internet through a computer attached to the EWW network must go through an approved Internet firewall. It is strictly prohibited to access the Internet directly by modem.

Virus Protection – Any files obtained from sources outside of the EWW network, including files brought in from home, files downloaded from the Internet, and files attached to e-mails, may contain computer viruses that could damage the EWW computer network. If you suspect a virus has been introduced into the EWW network, contact your supervisor and the EWW Network Administrator immediately.

Users are responsible for reporting security problems on the network or on their computer immediately to their supervisor and the Network Administrator.

Software Installation – Employees are prohibited from installing any software (via hardcopy CD or download) on the network or personal computer without prior approval from the Network Administrator. Unapproved software installed on any local drive or network computer may be removed by EWW at its sole discretion without warning.

Third Party Usage – It is prohibited to enable unauthorized third parties to have access to or use EWW's IT resources. A member of EWW's senior management team may, at their discretion provide authorization.

Termination of Access/Usage – Supervisors are responsible for notifying the Network Administrator before or up to the employee's (or user's) last day of work. Usage of a terminated person's account for e-mail and file retrieval must follow these guidelines:

- The Network Administrator must be notified not later than three days before an employee's last day of employment,
- The terminated employee's password will be changed as necessary by the Network Administrator,
- The terminated employee's supervisor will be responsible for any usage of the terminated employee's account,
- The Network Administrator is responsible for activating the Outlook "Out of Office Assistant" in order to notify email users of the new e-mail address that they should use,
- The Network Administrator is responsible for copying the terminated employee's files to a disc rather than transferring to another user.

E-MAIL USAGE

The items below are not intended to discourage the use of e-mail. Rather, they are to encourage the effective, responsible, and professional use of e-mail.

Use e-mail regularly – E-mail is a tool provided by EWW to help us communicate more efficiently. As a general rule, your e-mail should be checked at least twice a day (near the

beginning and end of your shift, if possible) to ensure reasonable response time to urgent messages.

Be concise – Keep your message brief and to the point. This will minimize reading time for the recipient.

Proof read objectively – Always proofread your emails prior to sending them. They should be written with care and as if someone other than the intended recipient would read them. Copies of your e-mail may be forwarded to others either electronically or on paper. Ask yourself two questions prior to sending: *What if someone other than the intended recipient was to read this e-mail? Are there any legal ramifications involving this issue?*

Follow-up – If a response has not been received in a timely manner, follow-up with the recipient.

Emergencies or urgent matters – If possible, do not rely solely on e-mail to communicate emergencies or urgent matters requiring immediate response. If e-mail is the most effective means to communicate these issues, follow up with a telephone call if appropriate.

Sensitive issues – Avoid using e-mail as the means of communicating confidential or sensitive issues that would be better handled through face-to-face communication or by telephone.

Distribution – E-mails that require the distribution to more than 25 recipients should not be sent by anyone other than the IT department. Please check with the IT department prior to sending an e-mail message to more than 25 recipients.

E-mail size – E-mail messages and attachments should not exceed 5 Megabytes in size. Please check with the IT department prior to sending an e-mail message larger than 5 Megabytes.

Archiving – E-mail messages older than one year will be automatically deleted. Use discretion when saving e-mails. The server should not be used to permanently store messages. Long-term retention of e-mails should be consistent with the nature, substance and confidentiality of the e-mail.

Chain e-mails – Chain e-mail is a message sent (or received) by someone requesting that it be forwarded on to several others. It is prohibited to initiate or forward chain e-mails.

Unsolicited e-mail (spamming) – It is prohibited for employees to send unsolicited e-mail to multiple addresses or distribution lists.

INTERNET USAGE

EWW has provided access to the Internet to assist employees in performing their job more efficiently. The Internet is a valuable source of information; but must be used in a professional and ethical manner, and with good judgment.

EWW Disclaimer regarding Internet use – EWW is not responsible for material transmitted, viewed, or downloaded by users from the Internet. The Internet is a worldwide network that contains a vast amount of information. Employees are cautioned that many Internet sites contain objectionable material and even Internet searches that appear to be safe may lead to sites containing highly offensive material.

COPYRIGHT LAWS AND LICENSE AGREEMENTS

EWW employees are required to comply with all copyright laws and license agreements that regulate duplication of documents and software. As such, users are expected to understand these laws and agreements, and are prohibited from copying, modifying, or transmitting materials or software when restricted by these laws or agreements.



Erie Water Works

Internet Policy IT Access and Usage

Your signature on this form indicates that you have received a copy of, and understand, the Erie Water Works Internet Policy IT Access and Usage.

I hereby acknowledge that I have been informed of, understand, and received a copy of the Erie Water Works Internet Policy IT Access and Usage.

Signature

Date

Print Name