



Village of Hoffman Estates
Information Systems Department

Policies Manual

1900 Hassell Road Hoffman Estates IL 60169
Phone (847)781-4870 Fax (847)843-4889

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1. INFORMATION TECHNOLOGY ACCEPTABLE USE POLICY

Access to Information Technology including computer network, telephone and voice systems, owned and operated by the Village of Hoffman Estates (hereafter referred to as "Village") imposes certain responsibilities upon users, in accordance with Village policy and local, state and federal law. Users accept the responsibility for utilizing services in ways that are ethical, that demonstrate integrity and respect for others who share this resource. This policy is established in an effort to help users understand what is expected of them. It sets guidelines regarding the issues of privacy and respect for property, ownership of data, system security, and misuse of the system.

A. SHARED RESOURCE

The voice and data system of the Village of Hoffman Estates are shared resources. Because there are so many individuals who utilize this shared resource, respect for the rights and needs of others is central to this policy. To ensure access and service for all users, users must refrain from any action that interferes with or compromises the system, such as:

1. Using village shared resources for commercial purposes
2. Sending excessive e-mail, or messages, locally, or over the network such as chain letters, advertisements, or solicitations.
3. Knowingly installing, or running, a program that will damage, or place an undue burden on the system.
4. Knowingly acting in a manner that will disrupt normal operations of computers or the network.

B. PRIVACY

Technology should not be used in a manner that infringes upon an individual's right to privacy. Employees during the course of their work activity will have access to information about a citizen, an employee, or member of the general public. All such information is confidential and only discussed, exchanged or communicated on a "need to know" basis as part of an employee's assigned duty. The following restrictions are imposed to protect your privacy, as well as the privacy of others. Unless authorized to do so, users are prohibited from:

1. Using electronic communications systems in a way that violates copyrights, patent protections, or license agreements.
2. The storage, or usage, of copyrighted material on the Village's network without proof of licensing will not be permitted. Copyrighted materials

include, but are not limited to, music files (.mp3 and .wma files) and copyrighted photo images.

3. Gaining unauthorized access to information that is private, or protected, or attempting to do so.
4. Running programs that attempt to identify passwords, or codes.
5. Interrupting programs that protect data, secure systems, or attempting to do so.
6. Monitoring or tampering with another person's e-mail
7. Reading, copying, changing or deleting another person's work
8. Using another person's password, or allowing others to use yours
9. Attempting to gain network privileges to which you are not entitled

C. OWNERSHIP

The Village's Information Technology systems, equipment, and communications capabilities are the property of the Village, provided at its expense. All information and messages that are created, sent received, accessed or stored through these systems constitute official Village records and are subject to disclosure pursuant to the Freedom of Information Act (FOI) and by subpoena.

D. RESPECTFUL EXCHANGE OF IDEAS AND INFORMATION

Electronic communications systems allow for a free exchange of ideas and information. This exchange serves to enhance learning, teaching, critical thinking and research. While the constitutional right of free speech applies to communication in all forms, we encourage civil and respectful discourse. Village policy and local, state and federal law do prohibit some forms of communication that include:

1. Obscenity
2. Defamation
3. Advocacy directed to incite or produce lawless action
4. Threats of violence
5. Disruption of the business environment
6. Harassment based on sex, race, disability or other protected status
7. Anonymous or repeated messages designed to annoy, abuse or torment

E. PERSONAL RESPONSIBILITY

Each individual who obtains a computer/e-mail account, or uses the computers and network resources made available by the Village, must understand that he/she is accountable for the policies set forth in this document. In addition, users assume responsibility for:

1. Protection of his/her password
2. Reporting any breech of system security
3. Reporting unauthorized use of his/her account
4. Changing his/her password on a regular basis, as requested.

F. AUTHORITY

Information Systems Department staff may access other's files for the maintenance of networks, computers and storage systems. In all cases, individual's rights to privacy will be respected to the greatest degree possible. Information Systems Department staff may also routinely monitor and log usage data, such as network connection times, CPU and disk utilization for each user, security audit trails, and network loading. Data collected may be reviewed and further investigated should evidence of violation of policy or law occur. If necessary, staff may monitor the activities and files of specific users on their computers and networks. Any staff member who believes such monitoring is necessary should discuss the problem and strategy for investigation with the appropriate Information Systems Department staff member.

2. ORGANIZATIONAL STRATEGY

A. PURPOSE

To establish a set of policies and procedures for computer use within the Village, so that each department has guidelines to follow in their normal day to day computing activity. These guidelines establish the organizational roles played by Information Systems Department, and each other department.

B. GUIDELINES AND PROCEDURES

The Director of Information Systems Department is responsible directly to the Village Manager for the management and coordination of all Village voice and data systems activities and is authorized, with the Village Manager's concurrence, to establish organizational policies and procedures related to Village data processing.

The organizational strategy of how these policies and procedures are developed and how they are to be administered is as follows:

1. All policies and procedures are to be administered by the Information Systems Department and approved by the Village Manager.
2. Policies and procedures may be derived from many different sources, including suggestions by employees. Proposed policies and procedures will be discussed and approved or disapproved by the Director of Information Systems. The policies then will be submitted to the Village Manager for final approval. Formal policies approved by the Village Manager shall be distributed to all departments through the department heads.
3. The Information Systems Department staff members are available to answer or clarify any questions concerning these policies and procedures.

3. HARDWARE STANDARDIZATION

A. PURPOSE

To ensure long range, cost effective computer hardware configurations for the Village, general hardware standards will be established to ensure hardware compatibility across all Village departments. It is the goal of the Village to reduce training costs, equipment costs and maintenance costs through the use of similar and compatible equipment.

B. GUIDELINES AND PROCEDURES

All proposed computer equipment to be obtained with budgeted or grant funds will be reviewed prior to purchasing by the Information Systems Department to insure compatibility with other Village systems. A determination will be made based on the type of equipment, its use, its potential maintenance liability, any previous Village experience with the product, the vendor support available and its relationship to other equipment already owned by the Village. Obviously, cost will also be considered as a factor when assessing various types of equipment. All requisitions regarding computer hardware and peripherals will be reviewed for technical approval by the Information Systems Department.

The intent of this policy is to insure that all hardware is compatible with other Village systems. It is not intended to impede the initiative of departments wishing to use information technology to streamline operations or improve services to their customers. Departments are encouraged to consider technological advances to improve production, but must coordinate with the Information Systems Department to meet these goals.

4. SOFTWARE STANDARDIZATION

A. PURPOSE

To ensure long range, cost effective interdepartmental communications, software standards will be established to increase the benefits of sending and receiving interdepartmental data among Village computer users. Providing software standards will assist in maximizing the compatibility of data exchanges between all Village computers. Increased interdepartmental communications by means of software compatibility will assist employees in maintaining a high level of service to Village residents.

B. GUIDELINES AND PROCEDURES

1. The Director of Information Systems is responsible for approving all software purchases within the Village. Periodically a list of software standards will be distributed by the Information Systems Department to all departments. Software standards will be based upon the following criteria:
 - a. Program compatibility with existing hardware and software.
 - b. Recommendations from the Information Systems Department and computer representatives following evaluation of a software package.
 - c. Features and benefits that are applicable to the majority of departments.
 - d. Availability of vendor support for the product.
 - e. Cost/benefit analysis, if necessary.
 - f. Ease of data file exchange for simplified data retrieval and transfers.
 - g. Overall contribution to enhancement of the Village wide computing and information processing.
 - h. Purchases and use of software version upgrades will be based upon the software standards criteria and approved by the Information Systems Department.
2. Only those products on the software standards list will be authorized for purchase.
3. Software packages are generally sold under a license agreement and may not be copied beyond the limits of that license agreement. Doing so is in violation of federal copyright laws and punishable by fine. It is also a violation of Village policy and may result in employee disciplinary action.

4. Conversions of data files from non-supported software to standardized software will be scheduled through the Information Systems Department staff.

5. SECURITY SYSTEMS

A. PURPOSE

To insure that all computer systems within the Village that contain important or irreplaceable data are secure from damage due to tampering, vandalism or alterations. Village network users share common disk drives and therefore common data and programs that may be altered by all users of the network. Security is required on all systems that are networked.

B. GUIDELINES AND PROCEDURES

1. Networks are required to have an authorized security system installed and active. Most networks that are available have adequate security built into them to meet Village requirements. Departments have the responsibility to determine which employees are to be considered authorized personnel. Completed Network Access Form for the authorized individuals must be given to the Information Systems Department for proper network security set up. The result of a department allowing unqualified personnel to gain access to the Network areas or to change programming defaults causing destruction, unwanted alterations or other damage is solely the responsibility of the departments.
2. It is the responsibility of the Information Systems Department to insure that the network security system is operable and up to date. All menu options, passwords, operators and automatic setup routines are to be monitored by the Information Systems Department staff to insure that conflicts or errors do not occur.
3. The Information Systems Department staff must perform any additions or deletions of users from the network security systems. Occasional changes to all user passwords are required to prevent common knowledge of passwords.
4. Stand-alone microcomputer systems will require security systems if the department determines that the data and programs contained within are confidential or valuable. Security systems will also be required if the department determines that the data contents are to be accessed by only certain individuals. All Security software must be properly licensed prior to going into production on a given system.

All other computer systems within the Village must have an active security system.

6. COMPUTER VIRUS PREVENTION POLICY

A. PURPOSE

To establish a policy and a procedure that defines responsibilities to reduce the threat and cost of computer viruses to computer resources at the Village.

To ensure that anti-virus software or other mechanisms are properly installed and functioning on all PC workstations and LAN servers.

To promote employee awareness of the threat posed by computer viruses through this policy manual and through the establishment of a computer virus awareness program.

To establish responsibility for overseeing computer virus prevention activities at the Village and to establish a reporting mechanism to ensure that all appropriate personnel are notified in the event of a computer virus incident.

B. SCOPE

This virus prevention policy applies to all employees of the Village and contractors performing work for the Village.

Observation of this virus prevention policy is a condition of employment with the Village. Violations of this virus prevention policy may subject an employee to appropriate disciplinary action, dismissal, and possible legal action.

C. POLICY

The Information Systems Department is responsible for overseeing the management of all virus prevention activities at the Village.

D. PROCEDURES

Any suspected virus should be reported to the Information Systems Department. When the virus protection software detects a virus, a message will display on the screen whereby the user shall immediately notify the Information Systems Department staff at extension 2500.

Upon receipt of a report of a virus infection, the Information Systems Department shall notify all custodians of network file servers and will brief them on the likelihood of the virus spreading further and of the virus infecting any files on any server.

The Information Systems Department staff will oversee the effort to eradicate the virus from the Village's network.

7. ELECTRONIC MAIL POLICY

A. PURPOSE

To establish policies and procedures with regard to access to and the disclosure of E mail (electronic mail) messages sent or received by Village employees. It also sets forth policies on the proper use of the electronic mail system provided by the Village.

B. GUIDELINES AND PROCEDURES

1. It is the user's responsibility to read and abide by topics set forth in this document.
2. It is the Department Head's responsibility to ensure their department's users abide by the guidelines set forth in this and other related documents.
3. The Village expects this policy to be followed in all electronic mail use, including communication sent to or received from outside the Village organization.
4. The Village provides electronic mail to employees for business purposes. All electronic messages are the property of the Village and therefore are not considered private. The Village may provide access to its electronic mail system to external users such as: agencies, special task force members, and others as deemed necessary to conduct Village business. External users will only be given access to the Village's electronic mail system if they agree to abide by all applicable rules.
5. The following uses of the Village's Electronic Mail System are prohibited:
 - a. Use of the electronic mail system to send chain letters, participate in non-job related "chat" groups or list services, for playing games, participating in betting pools or other types of Internet gambling.
 - b. Use of the electronic mail system in an attempt to access another employee's Email.
 - c. Use of the electronic mail system for solicitation of funds or advertising of commercial ventures, private or personal business or political causes.
 - d. Use of the electronic mail system to send copies of files in violation of copyright laws.
 - e. Use of the electronic mail system to compromise the integrity of the Village and its business in any way or breach the confidentiality or security of those interests.
 - f. Use for access to, downloading of, or distribution of, indecent or obscene material, pornography, inappropriate illegal files.

- g. Use of the electronic mail system to send messages containing any illegal, illicit, improper, unprofessional, unethical, offensive, abusive, threatening, harassing, or other language inappropriate to the organization.
6. All electronic mail messages are the property of the Village. The Village may monitor electronic mail messages and the Village reserves the right to access messages under the following circumstances or whenever there is a legitimate purpose to do so:
 - a. Upon ending employment with the Village for any reason, a user's mail may be accessed for the purpose of saving those messages that pertain to Village business. These files may be subject for transfer to another user if necessary to conduct Village business.
 - b. If required by law to do so.
 - c. In the course of an investigation triggered by indications of impropriety or as necessary to locate substantive information.
 - d. When necessary to investigate a possible violation of a Village policy or a breach of the security of the electronic mail system.
 - e. In the event there is reasonable suspicion a user has committed or is committing a crime against the Village or for which the Village could be held liable.

The contents of electronic mail properly obtained for legitimate business purposes may be disclosed within the organization without the permission of the user. However, any disclosure without the consent of the employee who sent the message will be limited internally to those employees who have need for access to the information. The Village will disclose any electronic mail message as required by law. The Village will give notice of such disclosure to users who have sent or received such messages unless the Village believes that it may have been a victim of a crime or has a legal obligation not to do so. When under legal obligation, the Director of Information Systems, in conjunction with the appropriate Department Head, will review any requests for access to the contents of electronic mail without the consent of a sender or recipient. For the purposes of assuring system security, email access must be approved in advance by the Information Systems Department. Anyone found in violation of this policy will be subjected to disciplinary action, which could result in termination of system access, termination of employment and/or criminal prosecution, as appropriate.

7. Messages that have been deleted from a user's account will be permanently deleted upon logging out.
 - a. Messages moved to trash are held there for seven days where upon they are permanently deleted.
 - b. The Information Systems Department performs routine backup of e-mail post offices for emergency post office restoration in the event of a system failure, not for additional purposes.

8. If questionable or inappropriate material is received, do not open. Contact the Information Systems Department hotline at extension 2500 immediately. If opened, close it and contact Information Systems Department.

C. EMAIL RETENTION POLICY

1. All Village of Hoffman Estates employees are required to manage the retention of their email daily and to retain and dispose of messages based on their content, as related to the requirements of the jurisdiction's records retention schedules (a.k.a. Applications for Authority to Dispose of Local Records.). Please refer to APPENDIX A to view the email retention document for detailed information.

8. REQUESTS FOR CUSTOMIZED SOFTWARE APPLICATIONS

A. PURPOSE

To provide guidelines for requesting computer programming services that utilize internal and external programming resources. All contracts for custom software will include certain requirements aimed at insuring quality design and documentation as well as illustrating a clear distinction of the responsibilities being shared between the Village and the service provider.

B. GUIDELINES AND PROCEDURES

1. The Information Systems Department is responsible for approving all departmental computer programming requests, unless the programming is done through an existing agreement with a vendor.
2. Simple in-house programming assistance is available for departments wishing to create Microsoft Office-based applications specific to their recommendations. Because this service is limited by time constraints and available manpower, departments will be served on a priority basis as determined by the Information Systems Department staff.
 - a. All requests for in-house projects should be submitted to the Information Systems Department.
 - b. A description of the program's goals and objectives should be submitted along with samples of desired menu screens and report formats. The request must give the Information Systems Department enough information to make a decision as to how long the project will take, the required resources and the complexity of the project. All training requirements must be spelled out as well.
 - c. Upon review by and approval of the Director of Information Systems, a mutually agreeable timetable will be established with the department requesting the creation of the custom application.
 - d. Upon completion of the project, documentation and training for the software application will be provided. The department, as well as the Information Systems Department staff, is responsible for the successful implementation of the project and must work with the vendor's programmers to accomplish all goals.
 - e. Any Village employee, who develops any computer software application using Village resources, understands that said software constitutes a work for hire and that ownership of all rights in said software belongs to the Village.
3. Outside custom programming is encouraged for departments developing complicated or time-consuming applications. Due to limited in-house

resources, many departments will find it beneficial to contract with an outside vendor to achieve special purpose programming applications within the individual departments. In such instances, the following requirements shall apply:

- a. All custom applications to be created by outside vendors and items b through h must be reviewed and approved by the Information Systems Department and the Village Manager prior to creating a purchase order, signing any contract or allowing work to begin.
- b. These custom applications must be written using approved software standards, and must be compatible with current Village systems and future development plans as defined by the Information Systems Department and the TAG.
- c. All recommendations must include a statement of programming objectives, including as much detail as is available about the activity that is to be computerized. Specific screens, reports and other requirements along with the examples of data to be captured must be included.
- d. All recommendations must include specifications for documentation to be provided by the vendor.
- e. All recommendations must include a schedule indicating the initial delivery date, alpha and beta testing periods and expected date of completion. Timetables and arrangements for ongoing support and training must also be established and explained.
- f. All recommendations should include a narrative explaining the amount and types of training expected for the program.
- g. All recommendations must include a not-to-exceed cost figure for the project. The vendor must agree to this figure and a signed proposal must be included.
- h. Any customized programs written exclusively for the Village shall remain the property of the Village or licensed to the Village from the vendor.
- i. The finished product must work (i.e. meet the objectives set in item c. above). In order to ensure that the product works, final payment will not occur until all corrections to the product are made and when the test period, as stated in paragraph e., is completed.

C. RIGHTS TO DISCOVERY

All discoveries, inventions, improvements, formulas, ideas, devices, writings, or other intellectual property shall be the sole and exclusive property of the Village. This shall be without further compensation, unless provided otherwise by law when the invention relates to the business of the Village, or to the Village's actual or demonstrably anticipated research or development, or the invention results from any work performed by the employee for the Village solely or jointly with others.

9. SOFTWARE LICENSES

A. PURPOSE

To insure that all departments and Village personnel abide by the licensing agreements entered into with software manufacturers.

B. GUIDELINES AND PROCEDURES

The Village and its employees will not infringe upon the copyrights of companies or individuals. Software must be properly licensed and registered and all agreed upon fees shall be paid for each license delivered. Employees are not to make copies other than those specified by the manufacturer. Software will not be brought from outside and installed on a Village computer without written permission from the Director of Information Systems Department and the Department Head. Disciplinary action may be taken if software is found on Village equipment without appropriate documentation.

10. INTERNET ACCESS POLICY

A. PURPOSE

The use of the Internet is becoming increasingly necessary so that municipal employees are able to provide superior customer service. The efficient utilization of the Internet for communications and research can improve the quality and productivity of the services the Village provides to the citizens of Hoffman Estates.

The Village's Internet access is a privilege granted to employees to enhance their abilities and knowledge, increase their productivity and provide opportunities for personal and professional growth. Please remember, when you are conducting business on the Internet, you are representing the Village. All actions and communications should be conducted in a courteous and ethical manner.

B. POLICY

1. All access to the Internet by Village employees shall be done in a professional manner and in compliance with all applicable laws and Village policies. Internet access and use is a privilege. The Internet shall not be used for any illegal, improper, unprofessional or illicit purposes. Intentional misuse may subject the user to termination of access rights or disciplinary action. Each Village Department has the right to develop their own policies for Internet use to address particular department needs. Any supplemental departmental policies developed shall be in accordance and not in conflict with this policy and subject to review by the Director of Information Systems before implementation.
2. A wide variety of information is available on the Internet. Some individuals may find some information on the Internet offensive or otherwise objectionable. Individual users should be aware that the Village has no control over and can therefore not be responsible for the content of information available on the Internet.
3. Time shall not be spent in the pursuit of, or in performing activities for, any private personal business utilizing any of the Village's electronic communications systems. Employees shall never enhance their outside work activity via any such system by representing themselves as a Village employee.

4. The Village prohibits the use of its electronic communications systems for accessing, viewing, creating, possessing, copying, downloading, transmitting, or distributing sexually explicit materials. The systems shall not be used to communicate defamatory, derogatory, threatening, harassing, obscene, disruptive, profane, or otherwise objectionable materials or comments. Actions or communications construed as harassing or disparaging on the basis of race, gender, national origin, age, sexual orientation, religion, political beliefs, or disability are not allowed via the Village's communications systems. The Village has no control over material that exists on the Internet and, therefore, is not responsible for the content found.
5. The safety and security of the Village's network and resources must be considered paramount when using the Internet. User passwords are confidential. It is the user's responsibility to maintain the confidentiality of their password(s).
6. The Internet is a valuable resource tool. Employees are expected to use the Internet solely in the performance of their duties. Users should not be 'Surfing the Net' during work hours.
7. No employee shall use the Internet until they have read and signed the attached 'Memorandum of Understanding'. A copy of the signed memorandum will be maintained in the employee's personnel file.

11. VOICE MAIL USAGE

A. PURPOSE

To provide guidelines for the secure, effective and efficient use of the Voice Mail System. It sets forth the Village's policy with regard to access to and proper use of voice mail messages sent or received by Village employees using the voice mail system.

B. GUIDELINES AND PROCEDURES

1. Voice mail is to be used as a last resort tool to facilitate the flow of customer calls. It is not to be used as a substitute for employees answering the phone. All calls from our residents are to be answered first by an employee, and then if they so desire, be placed into an individual's voice mailbox. Every attempt, whether departmentally or systematically, should be made to answer the call personally. Voice mail is an option for the customer as a courtesy and as a backup to the employee's call path. Failure on an employee's part to answer their or their department's calls and abuse the voice mail system could result in disciplinary action.
2. The Village reserves the right to monitor voice mail messages.
3. The Village reserves the right, with Village Manager approval, to access and disclose the contents of any employee's voice mailbox. Such access may occur, but is not limited to, the Village's need to investigate a possible violation of policy or a breach of the computer or voice mail system security. Any contents properly obtained under these guidelines, may be disclosed within the Village without the consent of the employee, but only to those employees who have some reasonable need for access to the information.
4. Incidental and occasional personal messages will be permitted within the Village, but these messages will be treated the same as all other messages sent via the voice mail system.
5. Authorized users will be provided a voice mailbox that allows for storage of that individual's telephone voice mail. The user will access his/her voice mailbox through the use of a voice mailbox password/code. The confidentiality of this password will be the sole responsibility of each user. Any communications via the voice mail system will be attributed to the assigned name of the originating user.

6. No user shall divulge his mailbox password. Any person with knowledge of any password not his/her own shall report this to his/her supervisor immediately. The supervisor will then take the appropriate actions for securing the mailbox.
7. No employee shall attempt any unauthorized access to the voice mail system. Any employee found to have engaged in unauthorized access of the system may be disciplined.
8. No employee shall use the voice mail system for mass distribution of personal or non-business information. These messages include, but are not limited to, those messages containing personal advertisements, personal opinions or personal requests.
9. Initial access for new users, will be authorized and recommended by the employee's Department Head.
10. Initial training shall be provided by Information Systems Department or trained departmental staff, where possible.

12. DATA STORAGE AND FILE MANAGEMENT

A. PURPOSE

To provide, storage space directory structure consistency within the Village.

B. GUIDELINES AND PROCEDURES

1. Each village employee will be responsible for understanding his/her departments directory structure located on the local drives and the file server. The Information Systems Department will be responsible for the auditing of network storage.
2. The Information Systems Department will be responsible for uniform storage structures for all the users and departments of the Village, in compliance with the state document retention guidelines. Employee is responsible for understanding and following these guidelines.
3. It is important that all users understand that any data that may need to be shared should be stored in an area under their own department section of the file server. Shared data should not be stored in the users own personal home directory, which is denoted by their login name on the network. All data on Village storage systems is solely the property of the village. Transfer of data or files to other media for any purposes other than village approved is prohibited.
4. When a user leaves the employment of the Village, their personal home directory will be deleted. It is the responsibility of the department to notify the Information Systems Department prior to the employee's termination of any data that must be copied from the home directory.

13. ELECTRONIC INFORMATION SHARING POLICY

A. PURPOSE

The Village has gathered and electronically stored, significant amounts of information. Since duplication of this information by other governmental agencies serving the residents of the Village would be an inefficient use of taxpayers' money, the Village of Hoffman Estates believes that sharing information is desirable.

B. GUIDELINES AND PROCEDURES

The following guidelines have been developed to guide staff in determining when and how information will be shared with other agencies.

1. Electronically-stored information will be provided in accordance with the Freedom of Information Act and any policies the Village has adopted pursuant to the Act.
2. Information that is of a sensitive or confidential nature or otherwise restricted by law will not be available to other agencies or parties. For instance, GIS data obtained through intergovernmental agreement or private sector, is subject to the restrictions of the respective agreements.
3. This policy applies only to requests for information from governmental agencies that have constituents residing in the Village. This would include the Schaumburg Township Branch Library, the Hoffman Estates Park District, School Districts 15, U46, 54, and 211, Schaumburg Township, and Cook and DuPage Counties. It could also include State and Federal agencies or arms of those agencies.
4. When information is exchanged with another agency, a reciprocal agreement should be obtained so that the Village may receive information from the participating agency under the same terms and conditions with which the Village provided information.
5. The Village will not provide electronic information in any format or on any media other than that which is normally provided using current equipment. It is the responsibility of the requesting agency or party to convert, extract or otherwise modify the data for their purposes.
6. If additional work is required by the Village to produce data, the cost associated with the production of data will be paid by the requesting agency or party.
7. Information will not be provided for commercial purposes unless that purpose is in conjunction with a requirement of the Village for the purpose of conducting Village business

8. The Village Board, within the confines of applicable laws, reserves the right to reject any request for information based on the policies articulated herein or for any reason deemed appropriate by the Village Board.
9. When information is not readily available but an agreement to provide information to another agency or party is provided, the Village will prioritize the request with all other activities, but will not delay other Village work to produce the data desired.
10. If the burden of producing information becomes counterproductive, the Village reserves the right to restrict indefinitely the distribution of information within the confines of the Freedom of Information Act.
11. Nothing in this policy negates the right of the Village to charge a fee for providing information in accordance with the Freedom of Information Act. However, any agency that enters into a reciprocal agreement with the Village to share information will be provided the information at no cost associated with producing the information if it is not in a readily available format.

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APPENDIX A

Records Retention Policy for email

All Village of Hoffman Estates employees are required to manage the retention of their email daily and to retain and dispose of messages based on their content, as related to the requirements of the jurisdiction's records retention schedules (a.k.a. Applications for Authority to Dispose of Local Records.)

- Email messages are public records when they are created or received in the transaction of public business.
- They must be retained as evidence of official policies, actions, decisions or transactions.
- Email messages are considered public record material with legally mandated retention requirements, and are subject to the same rules and regulations as those which govern the management of paper records.
- Email is managed by its content, not its format.
- Messages which document departmental/office actions, decisions, operations and responsibilities, *relate to legal or audit issues*, or documents that initiate, authorize or complete a business transaction are considered records under the "Local Records Act".

Please refer to the attached records retention schedules approved by the Local Records Commission to determine the minimum length of time each record must be maintained before filing a Records Disposal Certificate, requesting permission to dispose of records. Please note under the Illinois Administrative Code, Records Disposal Certificates must be submitted to the Local Records Commission, sixty (60) days prior to the intended destruction date.

As a matter of policy, the Village regards its email system as a tool to facilitate communication among its employees and with citizens or other external parties relating to current business matters. The Village's email system is not a suitable platform for retention of official records and files. Therefore, this policy prohibits the extended-term retention of email messages within the messaging environment.

Further, email is considered to be official correspondence generated and/or received by an employee. Employees of the Village are responsible for retaining those emails, which fall under the definition of a record as defined in the "Local Records Act". Emails are to be retained either in paper or electronic form according to their department's records retention schedule approved by the Commission and to file a Records Disposal Certificate in accordance with the Rules of the Local Records Commission of Cook County and the procedures of the Village of Hoffman Estates, prior to deleting the electronic form or disposing of the paper form. Email from another Village employee is not required to be retained by the recipient.

As indicated below, in cases where the content of an email message possesses long-term retention value as required by the jurisdiction's records retention schedules, such retention must be accomplished in a storage repository outside the email system. Employees who wish to retain an email message or its attachments should print a copy of said documents for a file or make arrangements to store those documents through another electronic medium. The Village's requirements for email retention follow:

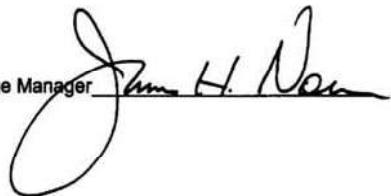
- **Email of routine, short-term value:** A significant portion of email messages are of transitory value and should be deleted daily, immediately after reading, reply, or other action concerning them. For example, unsolicited commercial messages, miscellaneous notices that do **not** relate to the functional responsibility of the department (i.e., announcements of meetings, reservations, confirmations, itineraries, acknowledgements, form-letter thank you notes, informational emails received through web servers, etc.). Within the messaging environment, the maximum retention period for email shall be 365 days after the message is opened and read by its recipient. This policy applies to

documents attached to email messages as well as to the messages themselves.

- **Email required for longer retention:** If the content of an email message, or document(s) attached to the message, possesses business value for longer than 365 days, as specified by the Village's records retention schedules, it should be made a part of that established file and retained appropriately according to the retention period in the schedules. In such cases, employees are required to:
 - Generate a hard copy or electronic copy and place it in the proper paper file or electronic file for further retention in accordance with the Village's records retention schedules approved by the Local Records Commission of Cook County.
 - **Purging of email in the messaging system:** The retention of email data on backup media is not intended to exceed 365 days. All email remaining in employees' mailboxes, including all folders and sent items dated beyond 400 days will be automatically purged by the email system utilities program on a daily basis. System backup media is intended for the recovery of the entire email system in the event of a major failure. Moving the retention period to a maximum 400 days from the mandatory 365 days provides an extra measure of time to allow for a margin of error.

Approved 5/4/2006

Village Manager



Joint Committee on Administrative Rules
ADMINISTRATIVE CODE

TITLE 44: GOVERNMENT CONTRACTS, PROCUREMENT AND PROPERTY MANAGEMENT
SUBTITLE C: GOVERNMENTAL RECORDS
CHAPTER V: LOCAL RECORDS COMMISSION OF COOK COUNTY
PART 4500 LOCAL RECORDS COMMISSION OF COOK COUNTY
SECTION 4500.20 DEFINITIONS

Section 4500.20 Definitions

- a) *"Agency" means any court, and all parts, boards, departments, bureaus and commissions, municipal corporation or political subdivisions within Cook County. (Ill. Rev. Stat., 1985, ch. 116, par. 43.103.)*
- b) *"Public Record" means any book, paper, map, photograph or other official documentary material, regardless of physical form or characteristics, made, produced, executed or received by any agency or officer pursuant to law or in connection with the transaction of public business and preserved or appropriate for preservation by such agency or officer, or any successor thereof, as evidence of the organization, function, policies, decisions, procedures, or other activities thereof, or because of the informational value contained therein. This includes, among other things, microfilm, magnetic tapes and punch cards. (Ill. Rev. Stat., 1985, ch. 116, par. 43.103.)*
- c) Types of "non-record" materials include but are not limited to the following:
 - 1) *Library and museum material made or acquired and preserved solely for reference or exhibition purposes.*
 - 2) *Extra copies of documents preserved solely for convenience of reference.*
 - 3) *Stocks of publications and of processed documents. (Ill. Rev. Stat., 1985, ch. 116, par. 43.103.)*