



Title: Electronic Equipment Usage & Care Policy

Resolution Number: 14-289

Policy Number: 072

Date Approved: August 12, 2014

PURPOSE:

To outline the proper usage and care of Town owned computers, cellular phones, tablets, and related equipment that may be in the care of a member of Council or an employee of the Town of Conception Bay South.

AUTHORITY:

- Council Discretion
- Town of Conception Bay South Acceptable Use Policy
- Section 176.1, *Highway Traffic Act*

PROCEDURE:

Computer related activities must be consistent with the Town of Conception Bay South statements of purpose as well as relevant federal and provincial statutes such as the Freedom of Information Act, Privacy Act, and Criminal Code of Canada. Since it is impossible to anticipate every possible violation, it is incumbent upon the user to weigh his / her actions against the purpose and examples provided in this policy statement.

All users are responsible for reading and abiding by these policies and guidelines pertaining to the use of any computer resources including laptops, desktops, server and printer resources, tablets, cellular devices and the Conception Bay South computer network.

Usage

1. As laptops, tablets and cellular devices are portable, they are liable to physical damage and theft. Any person with access to a Town of Conception Bay South owned electronic equipment must assume a reasonable amount of responsibility for its safety against theft or damage. In the event that electronic equipment is presumed stolen, the Network Manager must be notified immediately and a police report must be filed. The Town of Conception Bay South must receive a copy of this report.
2. Cellular usage:
 - a. Usage of Town owned cellular devices should be restricted to work related communications. Incidental and occasional personal use of this



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equipment is allowed, providing such limited use will not result in any measurable expense to the Town in time or materials.

Personal long distance calls must be limited and not result in any measurable expense to the Town.

- b. Any charges incurred as a result of usage outside of the subscribed airtime package will be reviewed. If it is deemed that personal usage contributed to the overage, the user shall be responsible for the personal portion of the overage charges.
 - c. In accordance with Section 176.1 of the *Highway Traffic Act*, use of a cellular phone without a hands free device is prohibited while operating a motor vehicle.
 - d. For safety purposes, operating a cellular phone is prohibited while fueling a vehicle.
3. No unauthorized software shall be installed on any Town of Conception Bay South owned computer, including laptops. Prohibited software includes, but is not limited to, such programs that allow downloading and/or distribution of copyright material such as games, music, movies, etc. These types of programs introduce a security risk to the Town of Conception Bay South computing environment.
 4. Automatic updates of the operating system and virus scanner will be set up for those users who do not have administrative rights.
 5. Based on the Town of Conception Bay South Internet policies, certain websites may be blocked from viewing. These may include (but are not limited to) sites considered pornographic, file sharing sites and other sites deemed inappropriate by the Town of Conception Bay South.
 6. The Town of Conception Bay South reserves the right to conduct a scheduled maintenance change on any electronic device at any time that does not disrupt normal business and/or Town functions. Scheduling for such activities will be coordinated through the user by the Town of Conception Bay South.
 7. All statements and procedures listed in the Acceptable Use Policy as contained in the Town of Conception Bay South's Occupational Health & Safety Manual remain in effect.



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Reasonable Care

Although, some repairs may be covered by the warranty on your electronic equipment, users are reminded that they are primarily responsible for taking reasonable care of their devices and failure to do so may result in financial responsibility for necessary repairs or replacement. As well, any damage that occurs could possibly result in user downtime while the equipment is repaired or replaced. Following are some general guidelines to assist in protecting your electronic equipment from theft and/or damage:

1. When plugging equipment into an outlet, it should always be grounded and plugged into a power bar with surge protection.
2. Electronic equipment should never be stored in a vehicle for any length of time. Storing such devices in a car renders it vulnerable to theft and possibly extreme temperature changes, especially in the winter months.
3. If electronic equipment is left in a vehicle for any length of time during winter months it should be allowed time to reach room temperature before it is powered on.
4. Do not use electronic equipment on unstable furniture and ensure that power cords do not present a trip hazard (causing bodily harm and equipment damage).
5. When using electronic equipment in a public place, never leave it unattended. These devices are a popular target for thieves.
6. Avoid extremely dusty or smoky environments with electronic equipment.
7. Always transport the electronic equipment in appropriate carrying case.
8. You should always unplug electronic equipment from modem jacks and power outlets during a lightning storm.
9. Do not deliberately deface electronic equipment.

Software Maintenance

In the event that electronic equipment must be re-imaged the user is responsible for ensuring that all personal data is removed from the device. Personal data should always be copied to a safe location (network drive, CD-R(W), memory stick, etc.) when



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any maintenance is performed. Personal data should also be backed up periodically to avoid data loss due to equipment failure.

NOTE: The Town of Conception Bay South assumes no responsibility for personal data residing on electronic equipment.

Theft

As mentioned above, electronic equipment should never be left unattended for any period of time. It takes only seconds for a device to be stolen. Leaving a device unattended in any other public area constitutes an act of negligence and may lead to financial consequences.

You should never leave electronic equipment unattended in a vehicle. If you choose to do so, ensure that the device is locked in the trunk and that the vehicles windows are rolled up and all doors are locked. Users will be fully responsible for electronic equipment stolen from vehicles.

In the event that any electronic equipment is stolen, the Network Manager must be notified immediately and you must call the police to report the theft. Filing a false police report is against the law and the police may charge the offender accordingly.

Financial Charges due to Damages

Acts of negligence may lead to necessary repairs or replacement for which financial charges will be the responsibility of the user, not the Town of Conception Bay South. This will largely depend upon how the damage occurred and the type of damage (see below). All potential charges will be assessed by the Network Manager.

1. Normal "Wear and Tear"

Normal "wear and tear" will not be charged to you and occurs on your electronic equipment over time as a result of recommended and responsible usage. Instances of normal "wear and tear" are determined by the Town of Conception Bay South and usually do not include cuts, cracks or breakage. Examples of normal "wear and tear" include faint scuffs or scratches.



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2. Warranty Repairs

Repairs covered under vendor warranty will not be charged to the user. These repairs are determined solely by the vendor. Some components are repaired or replaced under warranty due to defects in manufacturing. An example of a warranty repair would be the replacement of a defective hard drive due to the presence of bad sectors. All warranty calls to the vendor will be placed through the Town of Conception Bay South. Charges may apply if the vendor deems the repair is necessary due to negligence.

3. Accidental Damages

Accidental damages generally are not covered under vendor warranties. The user may be responsible for repair of damages to or replacement of electronic equipment not covered under vendor warranty. These decisions will be made by the Town of Conception Bay South.

4. Negligence

Guidelines and practices relevant to the use and reasonable care of electronic equipment are summarized within this document. For billing purposes, negligence is defined as the failure to follow the previously mentioned guidelines and practices. If your electronic equipment and/or accessories are damaged or stolen due to negligence you will be charged the full repair or replacement value of the required components.

REVISION HISTORY:

Revision:	Author:	Change Made:	Date: