

Date: March 4, 2009

Item No. 2
File No. _____

SUNSHINE ORDINANCE TASK FORCE

Compliance and Amendments Committee

AGENDA PACKET CONTENTS LIST*

- Developing recommendations for the proposed electronic document retention policy of the Board of Supervisors
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Completed by: Chris Rustom

Date: March 4, 2009

***This list reflects the explanatory documents provided**

~ Late Agenda Items (documents received too late for distribution to the Task Force Members)

** The document this form replaces exceeds 25 pages and will therefore not be copied for the packet. The original document is in the file kept by the Administrator, and may be viewed in its entirety by the Task Force, or any member of the public upon request at City Hall, Room 244.

POLICY FOR USE OF COMPUTERS
CITY AND COUNTY OF SAN FRANCISCO

BOARD OF SUPERVISORS

September, 2003



**POLICY FOR USE OF COMPUTERS
IN THE
LEGISLATIVE BRANCH OF THE CITY AND COUNTY OF SAN FRANCISCO**

The Legislative branch's computer systems are provided to employees in order to assist them in their work for the City and County of San Francisco. The department provides a variety of electronic tools such as telephones, computers, facsimile and copy machines, electronic mail (E-Mail) systems, and Internet access for employees whose job performance would be enhanced by the technology. The department's challenge is to maximize the use of and the benefits of such tools, meeting legal requirements for access to information, and providing adequate protection for proprietary information.

The policies set forth here govern access to and the appropriate use of the electronic tools and technology at all times, including both work and non-work time by all-employees of the Legislative branch. These policies apply to the Supervisors and their staff, and the staff in the Office of the Clerk of the Board, the Legislative Analyst, the Youth Commission, the Assessment Appeals Board, the Sunshine Ordinance Task Force, the San Francisco Local Agency Formation Commission, interns and/or volunteers.

This policy may be changed at any time, with such notice as is deemed appropriate.

ELECTRONIC MAIL POLICY

5.0 Policy Statement

Electronic mail (E-Mail) is a computer software tool made available to staff in order to enhance efficiency in job performance. City and Internet E-Mail are two resources provided to support the accomplishment of official Departmental business. This policy is to provide guidance on access to and usage of citywide and Internet E-Mail; it applies to all Departmental employees and interns/volunteers who use City-provided access to E-Mail.

This policy may be changed at any time, with such notice as is deemed appropriate.

5.1 Who May Use Electronic Mail

As is true of City telephones, word processors, copiers, etc, the E-Mail system is City property. E-Mail may be used in the performance of your duties as a City employee. All information contained in E-Mail messages is considered City property. Only persons who are Supervisors and their staff, the Clerk of the Board and staff, and staff of the Legislative Analysts Office, the Youth Commission, the Assessment Appeals Board, the Sunshine Ordinance Task Force, and the San Francisco Local Agency Formation Commission, and interns/volunteers who have been approved for E-Mail privileges by the Department, may use the E-Mail system.

5.2 Remote Access

Virtual Private Network (VPN) access and remote dial up access to the City's internal network is available to Supervisors, their staff, the Clerk of the Board and managers. This application requires that additional software, which is provided by DTIS, be installed on a users remote PC or laptop. RIM staff will not install the software, but will provide minimal technical support during regular business hours. If you have installation or support questions contact the DTIS Help Desk at (415) 554-5700. Upon termination of employment the user must permanently remove the VPN application from their remote PC or laptop.

Contact RIM at the Computer Help Desk if you desire remote access.

5.3 User Responsibilities

All Departmental staff under the Clerk of the Board shall check for incoming messages once a day at minimum. Staff assigned to the department's general mailbox (BOS) shall check for incoming messages at minimum once in the morning and once in the afternoon. Messages that require responses should be answered in a timely manner.

During periods of extended absences, E-Mail address holders should set up an appropriate message in automatic reply mode advising senders of their absence and providing the name of another staff member who can be contacted.

Guidelines for traditional written communication apply to E-Mail; that is, responses should be written in a courteous, professional manner, and authorized at an appropriate level.

5.4 Communications On Pending Legislation

Communications received by Supervisors' offices regarding legislation pending or forthcoming before the Board or Committee and/or that are distributed to a majority of the Board or Committee should be shared with the Clerk of the Board. A copy of the message should be forwarded to the department general mailbox (BOS).

5.5 Distribution To Supervisors

Messages received for the Board at the Board of Supervisors' general mailbox will be listed in the Communications page, and may be E-Mailed to the Board Member. Anonymous messages will not be distributed. Messages that are offensive, insulting or of a threatening nature will be saved, and Clerk of the Board staff will notify the addressee(s) and security personnel.

5.6 Prohibited Uses

Distribution of inappropriate material through E-Mail could expose you to liability as well as disciplinary action. The E-Mail system may not be used in a way that may be disruptive, offensive to others, or harmful to morale. Prohibited E-Mail usage includes but is not limited to: (See Section 1.2 for additional inappropriate uses.)

- Use of electronic communications to send copies of files in violation of copyright laws.
- The capture and opening of undeliverable electronic communications except as required in order for authorized employees to diagnose and correct problems.
- Use of electronic communications to intimidate others or to interfere with the ability of others to conduct City business.
- Constructing electronic communication so it appears to be from someone else.
- Obtaining access to the files or communications of others for the purpose of satisfying idle curiosity, with no substantial departmental business purpose.
- Use of obscene or offensive language.
- Use of electronic mass distribution of unsolicited communication with constituents in violations of FPPC rules governing mass mailings.
- Sending jokes or other comments that are discriminatory, harassing or offensive to others.
- Sending material that defames an individual, company or business.
- Disclosing personal or confidential information without authorization.

- Using E-Mail for personal business, except incidental or minimal use, as defined by Government Code section 8314, which states that personal purposes, excludes incidental and minimal use of city resources, such as computer equipment, for non-work activities.

If you abuse the privilege of E-Mail you are subject to discipline ranging from loss of your E-Mail privileges to termination of your employment.

5.7 Privacy

All electronic mail messages that are created, received, transferred to or from, or maintained on City computer systems are the property of the City. As with all City records, employees have no personal or property right to E-Mail messages. There is no legitimate expectation of privacy with regard to E-Mail messages. The department, under the guidance of the City Attorney, reserves the right to access and disclose the contents of E-Mail messages, but will do so only when it has a legitimate business need.

Electronic mail messages are considered public documents and may be subject to public disclosure. Works-in-progress may also be subject to disclosure. Drafts should be clearly marked as such in the body of the text before they are distributed via electronic mail.

The department's RIM staff do not monitor electronic mail message content, but do monitor space usage, and may on occasion encourage individuals to purge personal archives to reclaim network disk space.

Access to mailboxes of employees leaving the Department are normally deleted by RIM staff on the following business day. Employees leaving the Department are expected to check their mailboxes on their last day of work.

If requested, a Supervisor's office or manager will be given access to review the contents of a departing staff member's mailbox on the day following their departure. RIM staff will then delete the mailbox after the review has been completed. In the instance of a Supervisor leaving office, RIM staff will delete all mailboxes the day following the Supervisor's last day. These mailboxes will not be opened before deletion.

5.8 Security

You are responsible for the security of your electronic mail account and password and any E-Mail that is sent via your account. To protect your account against unauthorized use please log off your E-Mail account before leaving the office, and if your computer will be left unattended for a long period of time. Do not give out your password. Since passwords can be stolen, guessed or inadvertently made available, the Department of

Telecommunication and Information Services has established a policy that requires that all users change their passwords annually.

5.9 Purge Policy

In conjunction with periodic maintenance tasks, the Department of Telecommunication & Information Services purges, Sent Mail and Trash Folder messages older than 90 days. No other folder contents are purged.

This policy may change to reflect network space limitations and database size performance issues. Any change will be announced.

5.10 Retention & Deletion Policy

Messages that constitute records pursuant to Chapter 8 of the Administrative Code (governing records retention) should be printed and filed in the corresponding legislation folder or saved in custom folders in your mail box and retained as a record in accordance with the departmental records retention policy. Routine E-Mail that does not constitute records pursuant to Chapter 8 of the Administrative Code can be deleted when no longer needed or left in one of the mentioned folders (Sent Mail and Trash) for purging after 90 days.

