



KWANLIN DÜN FIRST NATION

**COMPUTER and ELECTRONIC DEVICE
USE POLICIES**

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Computer and Electronic Device Use Policies

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Computer and Electronic Device Use Policies

1. Policy Overview

Scope: All employees

Purpose: To outline the acceptable use of computer and electronic devices equipment owned by Kwanlin Dün First Nation

Policy: Employees have a responsibility to ensure their use of computers or electronic devices does not compromise the safety and security of Kwanlin Dün's network, servers and systems.

Measures are in place to secure and protect Kwanlin Dün's network, systems and assets from viral attacks, hackers and scammers to ensure information and records are safe.

Responsibilities

Authorized users

- a) ensure their use of computers and electronic networks is consistent with activities identified in this policy,
- b) ensure that sensitive, confidential or personal information stored on computers, laptops and servers is secure and protected,
- c) precautions are taken to avoid transferring computer viruses onto the network, and
- d) when in doubt, ask their supervisor or ICT employees to clarify whether a contemplated use of the computer or the network is unlawful or unacceptable.

Supervisors

- a) determine which employees need access to computers and electronic networks,
- b) ensure that all authorized users have read and follow appropriate computer use guidelines,

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Responsibilities (cont'd)

- c) advise ICT of requests for KDFN account modifications or to permanently revoke or temporarily suspend a user's access to electronic networks, upon termination or for investigative or disciplinary purposes,
- d) ensure that suspected security breaches, inappropriate or illegal use of KDFN computer resources are reported to ICT for investigation.

ICT Employees

- a) ensure that the most recent release of antivirus software products are installed,
- b) manage electronic network user accounts, including identification and authorization access for KDFN users,
- c) advise department directors and the appropriate authorities of suspected unacceptable or illegal activities on a KDFN computer or electronic network,
- e) review this policy and standards annually and suggest amendments to Council for improvements.

2. Security of Information

In order to protect Kwanlin Dün's network security and the information stored on Kwanlin Dün servers, all users must adhere to the following provisions:

- Only Kwanlin Dün issued computers and electronic devices will be connected to the network. Personal laptops, tablets, cell phones or iPods will not be allow to connect to the network.
- It is strictly forbidden to download and install iCloud on any Kwanlin Dün owned device. Using a personal iCloud account alters the settings on the device as it is the user's personal account. These alteration can and have compromised Kwanlin Dün's electronic

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devices. When the device is returned to ICT, it cannot be reissued because the settings have been changed.

3. Software and Hardware

- A department wanting to purchase new software or hardware for business purposes, must consult with ICT staff to ensure it is compatible with the Kwanlin Dün system.
- All new hardware and software will be installed by the Systems Administrator.
- Employees must not download or install unauthorized commercial software, shareware or freeware, social media programs, or computer games on network or hard drives of computers, laptops, tablets or cell phones.
- It is understood that some employees need Facebook or other forms of social media to fulfill their job requirements. Employees needing access to social media for business purposes will seek permission from the department director.

4. Storing Information

- ICT will create a folder for each employee on the R drive. The R drive should be used to store draft documents and work in progress.
- Completed and approved documents must be filed on the Q drive in the department's designated folder.
- Information to be shared with all Kwanlin Dün employees can be stored (in the PDF format) on the Q drive/Public folder/department folder.

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- Documents saved on the appropriate Kwanlin Dün Network drives can be backed up by ICT.
- Information stored on the hard drive of individual computers (also known as the C drive) is not backed up and will be lost if the computer crashes.

5. Computer Back-ups

- The servers are backed up on a daily differential that captures all changes from the previous day, and a full back up is done weekly.
- Backed up copies are store on site with a duplicate copy stored off site in a secure location.

6. Internet Use

Internet access is provided to employees for the sole purpose of supporting business activities.

Acceptable use of the Internet includes, but is not limited to:

- review of vendor websites for product information,
- reference regulatory and technical information,
- research for business purposes.

ICT staff are the only ones permitted download software applications, upgrades and patches.

Employees who use Kwanlin Dün computer resources to access the Internet for personal purposes for extended periods of time, may subject to disciplinary action. (HR Policy 7.2 Discipline).

Employees who choose to store personal information such as banking statements or credit card numbers on their work computers, do so at their

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own risk. Kwanlin Dün is not responsible for the loss of personal information or property.

Prohibited Internet Use includes, but is not limited to:

- acquiring, storing and or disseminating data that is illegal, pornographic, or negatively depicts race, sex or religious beliefs,
- using band-width to stream radio stations,
- downloading unauthorized software from the internet,
- downloading music, videos, movies on Kwanlin Dün computers, tablets, laptops or cellphones,
- creating iCloud accounts on Kwanlin Dün computers, tablets, laptops or cellphones,
- transmitting sensitive, confidential or proprietary information without the proper written consent,
- any form of on line gambling, or
- conducting personal business for extended periods of time.

Employees should be aware that the network creates an audit log reflecting use, and the websites visited. The audit log is periodically reviewed to monitor employee use and misuse. Not following the guidelines in this policy or spending extended periods of time conducting personal activities may result in disciplinary action. (Please refer to HR Policy 7.2 Discipline)

8. Email, Voicemail Messages and Text Messages

Kwanlin Dün First Nation's email, voicemail and text messaging systems are tools that enable employees to connect with other Kwanlin Dün employees or outside organizations to conduct Kwanlin Dün business. Electronic messaging must be carried out in a responsible, effective and lawful manner. The same laws that apply to hard copies of communications also apply to electronic messages. Employees must be aware of the legal and security risks.

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Employees **will not**:

- send or forward unsolicited email messages, junk mail, spam mail or other advertising materials to other individuals.
- send emails text messages or leave voicemail with slanderous, insulting, offensive, racist or obscene content. Be aware that in these cases, both the employee and Kwanlin Dün can be held liable.
- **reply to all staff** when responding to an email welcoming or congratulating an employee. This practice is not necessary and creates massive amounts of “junk” email that clogs up the server.
- open emails and attachments from unfamiliar sources, or
- open zip file attachments.

Writing emails

- Emails should be well thought out and polite with short descriptive titles.
- Use spellchecker, but carefully read the email before hitting the send button. Be aware that sometimes spellchecker may insert the wrong word that could change the meaning of your message.
- Ensure the email is being sent to the right person at the right address.
- **Never send** confidential or sensitive information by email.
- Do not send or reply to an email in all capital letters.
- Do not use abbreviations or slang that may not be understood by the recipient.

When drafting emails, a good rule to follow is the “newspaper test”. If your email should end up in the local newspaper, would it be appropriate? Would it create embarrassment for you or Kwanlin Dün? Could it be subject to a potential law suit?

Voice Mail Messages

All Kwanlin Dün phones are equipped with voice mail. Ideally staff members will follow the voice mail instructions to create a personal message that identifies the user and indicates that they are not available. Messages should be changed daily or weekly with the date (or dates) and specifically when going on leave. Follow the prompts on the Total North handouts or contact ICT staff for assistance.

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Leaving voice mail messages

If the person you are trying to reach is not available, listen for the voice message and follow the prompts.

Depending on the content and nature of the voice message, it may be subject to scrutiny under an information request, a court case or an investigation by the Judicial Council.

Recording calls

A situation may arise when a phone conversation needs to be recorded such as when threats have been uttered, or there are legal implications. Recordings can only take place when the call is in progress. Simply press the record button to capture the conversation and when the call has ended, press Stop Record and hang up.

To retrieve the message, please contact ICT who will forward a copy of the message to you. ICT will retain the original message for legal purposes.

Depending on the nature of the recorded conversation, ICT may, at their discretion, alert the appropriate authorities – department director, Executive Director, Chief or the RCMP.

Text Messages

Text messages on Kwanlin Dün cellphones should be business related as they may be deemed to be records (RIM policies) as noted in the email section above. A few tips for texting include:

- identify who you are. The person receiving your message may not have your number in their phone.
- do not text in all capital letters (it seems angry)
- double check the spelling (do not rely on auto correct)
- don't use abbreviations or slang that may not be understood

Depending on the content and nature of the text message, it may be subject to scrutiny under an information request, a court case or an investigation by the Judicial Council.

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9. Email Management

Employees are responsible for organizing and managing their email messages in an appropriate manner. This means cleaning out their inbox, sent and deleted items folders on a weekly basis and complying with the *Freedom of Information and Protection of Privacy Act*.

10. Password Management

Application and system standards

a) Strong Passwords

- passwords will be at least **8** characters long and use a random mix of upper and lower case letters, numbers, and special characters (! @ # \$ % ^ & * () < > : " { } , . / ' ; [] \ | - _ + = ~ `

b) Password Reuse Rules

- passwords will expire 180 days from the date of their first use
- the system will store the last 4 pass words used

c) System Users will:

- comply with the computer standards established by this policy,
- keep passwords secure and confidential,
- not use the same login password to access other accounts,
- not share the password with other employees, or
- not store passwords where others may gain access.

11. Wireless Communications Policy

Kwanlin Dün office uses a wireless network to access the internet and other outside communications functions. Only Kwanlin Dün issued wireless devices will be connected to the Kwanlin Dün network and must be installed, supported and maintained by the ICT unit.

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To maintain and ensure the safety of the wireless network and the information stored in the system, personal laptops, phones and tablets will not be connected to the Kwanlin Dün wireless network.

12. Kwanlin Dün issued Electronic Devices – cellphones, laptops, iPads

Kwanlin Dün cellphones are issued to Senior Managers so they are available in emergency situations or to conduct urgent business matters outside of normal business hours. A limited number of staff (such as community justice and health workers, and specific community services employees) who are required to work out of the office with citizen clients for their personal safety, as well as those who are required to be available for work related purposes outside of business hours, may also be issued Kwanlin Dün cell phones.

Some staff may also be issued Kwanlin Dün iPads and or laptops. All electronic devices shall be used for Kwanlin Dün business purposes only and the information stored on the devices is the property of Kwanlin Dün, including text messages, voicemail messages, photographs, videos and official Kwanlin Dün records. Records created and or stored on Kwanlin Dün electronic devices must be managed in accordance with the Kwanlin Dün *Records Management Policy* (contact the Records Management staff with any questions).

Kwanlin Dün has the right to filter materials stored on Kwanlin Dün issued electronic devices.

Kwanlin Dün electronic devices **will not** be used to:

- download or streaming music, games or videos,
- store excessive amounts of personal photographs or download personal photographs on the work computer,
- conduct illegal activities or activities that will harm Kwanlin Dün or its reputation,
- download iCloud (please refer to page 3 for an explanation)

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In accordance with the *Yukon Motor Vehicles Act*, employees will not use cell phones or other electronic devices while operating a motor vehicle.

Kwanlin Dün will not reimburse employees who use personal cell phones to conduct Kwanlin Dün business.

Employees who exceed the monthly cell phone allotment amount, will pay the extra costs through payroll deductions. If the employee continually exceeds the monthly limit, he/she will be required to return the cellphone immediately if requested to do so by the departmental director.

Cell phones, laptops and iPads that are lost, stolen or damaged while in the care of an employee, will be replaced with a similar make and model of the device paid for by the employee.

Before travelling outside of Canada, the employee will consult with ICT about purchasing the appropriate Travel Pass to accommodate charges relating to the destination and the amount of time away on travel. Otherwise, any roaming fees that occur will also be deducted through payroll.

Each Senior Manager will identify employees in their departments who have Kwanlin Dün issued cell phones and laptops to determine whether or not that employee meets the criteria to be issued electronic devices. The employee must return the electronic devices to the Senior Manager if it is determined the devices are no longer required for work purposes.

Employees who are issued Kwanlin Dün electronic devices will abide by the provision of this policy and are required to sign the attached form that will be kept on file by ICT.

Employees who do not comply with the provisions of this policy and the attached agreement, may be subject to disciplinary measures. (HR Policy Manual, 7.2 Discipline)

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Kwanlin Dün Electronic Device Use Acknowledgement Form

Kwanlin Dün is committed to providing Senior Managers and select employees with access to government issued cell phones (and other electronic devices, such as iPads and tablets) so they may:

- conduct Kwanlin Dün business through efficient internal and external communications with staff, other individuals, organizations and the public,
- be available for contact with Kwanlin Dün employees and Council outside of normal business hours, when away on business travel, when off-site during the working day or when providing on-call services, and,
- be in communication with other Kwanlin Dün employees or outside agencies during a time of crisis or emergency.

I have read, understood and will abide by the following terms and conditions set out in Policy 14, “*Electronic Devices*” of the Kwanlin Dün Information and Communications Technology Policies.

- I will only use the Kwanlin Dün issued electronic device for business purposes.
- I will not use the Kwanlin Dün electronic device to disseminate or knowingly receive offensive, harassing, sexually explicit, threatening or illegal information (including pornography, offensive jokes or cartoons).
- I understand that Kwanlin Dün retains the right to filter and otherwise restrict cell phone access to specific websites through its network connection.
- I will not use a cell phone or other electronic device while driving.
- I will not use the Kwanlin Dün issued electronic device to download music, videos or movies for my personal use or to store excessive amounts of personal photos.
- I will not download iCloud on Kwanlin Dün electronic devices issued to me.
- I understand that if I incur cell phone charges over the amount allotted by the contract, I will be responsible for those charges and pay the costs immediately through a payroll deduction.

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- I understand that all materials stored on the Kwanlin Dün issued electronic device including phone messages, records and digital images are the property of Kwanlin Dün and must be managed appropriately as official Kwanlin Dün records.
- I understand that I am responsible for replacing a Kwanlin Dün issued electronic device in my possession that becomes lost, stolen or damaged with a similar make and model. These expenses are not recovered from department funds.
- I understand that not complying with this policy may result in disciplinary action as set out in HR Policy 7.2. The nature of the disciplinary action will depend on the circumstances and seriousness of the breach of compliance.
- I understand that the Senior Manager may determine that there is no longer a need for me to have a Kwanlin Dün issued electronic device and I will return the device to Kwanlin Dün immediately.

Cell Phone make and model number: _____

Cell Number: _____

Laptop make and model number: _____

iPad/Tablet make and model number: _____

Issued to: _____ on the ____ day of _____, 20__

Employee's signature

ICT staff signature

Returned to ICT on the _____ day of 20____

Employee's signature

ICT staff signature