

Tempe Fire Department Policies and Procedures

Internet and E-Mail Usage

503.01

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POLICY

The policy of this department is to set the highest standards regarding City internet and e-mail use, and to note that compliance with the City's policy on both these mediums is expected. Nothing in this policy is intended to minimize, restrict, or conflict with City policy. The Departmental system is used within the general framework of the City e-mail policy.

Internet and E-mail system guidance is important for the Department in order to clarify expectations and boundaries of usage. These guidelines apply regardless of the user's location when signing on, and at any time on duty.

- It is the responsibility of each system user to ensure they are in compliance with all City policies and regulations, including personnel confidentiality, computer security, virus detection, public image and accountability.
- The internet and e-mail system is a Departmental tool and individual self management is an expectation for its use.
- We manage the integrity of the Department, its members and the work we do as City employees.
- We protect our positive organizational perspective by those outside the organization through avoidance of counterproductive messages, inappropriate messages, or personal attacks.
- Downloading or installing programs on department computers without Department and ITD permission is prohibited.

The Department and City e-mail system is one provided by the City to assist in the communication of City business related matters through reliability of message receipt and speed of processing.

Since the implementation of the Departmental e-mail system we have seen a significant improvement in structured written communication both in terms of timeliness and in reliability of access for each member.

As stated in the City Internet and E-mail use policy:

- "Anything which could be construed as sexually explicit, scandalous, defamatory, libelous, immoral or discriminatory based on race, national origin, sex, sexual orientation, age, disability or religious or political beliefs is banned from the system."
- "Users understand that the use of the City provided system is a privilege. Unauthorized use will result in disciplinary action as deemed appropriate."

PROCEDURE

E-Mail

Please keep in mind the following points when using the Departmental system:

- This is an operational tool of the City and Department and the Fire Chief is responsible for its management and use. Inappropriate use is a poor reflection on the individual, Fire Chief and the Department.
- Only official business of the Department is to be transmitted via e-mail. PERSONAL ANNOUNCEMENTS AND ITEMS FOR SALE ARE ONLY TO BE TRANSMITTED OVER THE FOR SALE SECTION OF THE SYSTEM.

- Complaints about people in other city departments or other departments in general are to be directed through the chain of command only and in no case transmitted via e-mail. Personal attacks directed at any Department member or other city employees are unacceptable. Sarcasm is inappropriate and is not in keeping with the Department or City Mission and Values.

Distribution list or mass mailings in the fire department are restricted to:

- Sending mass mailings to individual mail boxes whether directly or indirectly through distribution lists without authorization is prohibited. A departmental e-mail representative may send such a mailing or may authorize one to be sent. The Fire Chief's Executive Assistant is our Department's e-mail manager and his/her approval is required before transmission of any such message.
- Member wellness/welfare information will be transmitted via e-mail through the Department's e-mail manager or a senior staff member. This includes information on births, illness, injury or death of any current or past member/family of the City and/or Department.
- Department wide information from the command staff regarding apparatus, program updates, and equipment and information relating to programs or city services from fire department divisions/sections originating from a staff officer or designee.
- Information concerning potential fire operations issues at a building site such as access, sprinkler system status, hydrant status, maps, safety issues, etc.
- Road closures/restrictions.
- Official business originating from a company officer or designee relating to fire department programs or services.
- Official union business from the Vice President of the Tempe Chapter of Local 493.

The e-mail system is not to be used in a way that skirts the chain of command of the Department and operational nature of the work that we do.

The Department e-mail system is not to be used when there is a complaint with Senior City Staff and policy makers (Mayor and City Council). This would constitute an inappropriate use of this administrative tool. The City of Tempe policy on Personnel Complaint Resolution Process prohibits this.

Internet

Internet use should not interfere with the employee's responsibilities or conflict with City Personnel Rules and Regulations and Ethics Manual.

The following guidelines are to be followed:

- Accessing a web site or location on the Internet where a fee is charged is prohibited.
- Conducting business other than City of Tempe business is prohibited. (i.e., trading stocks, planning vacations, research for personal gain, personal shopping, etc.).
- Accessing sites that are pornographic or questionable in nature is prohibited.
- Participating in chat rooms is prohibited.
- All members are responsible for logging out of the web once they have completed their session. Activity that occurs during a member's "logged on" session will be tied to that members internet use record.