

Information Technology Policy and Procedures

Town of New Durham, New Hampshire

September 4, 2014

Version 2014 07 28 1.D

Please note: The Town of New Durham, New Hampshire Information Policy and Procedures will be reviewed on an annual basis and modified if necessary to maintain consistency with current business practices. In addition, they may change with or without prior notice to staff at any time.

Information Technology Policy and Procedures

Town of New Durham, New Hampshire

1. Information Technology Policy And Procedures

1.1. Policy Purpose

This Information Technology Policy and Procedures outline information systems policies for the Town of New Durham, New Hampshire. Hereinafter the following definitions are used:

- **“Board of Selectmen”** herein called the **“Board”** or the **“BOS”** shall mean the duly elected members of the Town of New Durham Board of Selectmen.
- **“Guest”** shall mean anyone who is not a New Durham Public Servant or a person that has not been granted access to any town **Information Technology** by the Board of Selectman.
- **“Public Servant”** shall mean all New Durham town officials, volunteers, boards, and employees of the Town of New Durham, whether elected, appointed, paid, or unpaid.
- **“Town”** shall mean the Town of New Durham, New Durham, New Hampshire
- **“Information Technology” (IT)** shall mean computers, telecommunications, or other electronic equipment used to store, retrieve, transmit and / or manipulate data, in the context of the Town’s business. Information Technology also includes all Town data files, computer hardware, software, electronics, internet, telecom equipment, e-commerce, websites and computer services.
- **“Town Technology”** shall mean all Information Technology (IT) owned, leased, or contracted for by the Town
- **“Web Administrator”** shall mean the person or entity that has responsibility for the maintenance of the website, receipt of potential website content, manages the access rights for content, timely modification, and publication for the information contained on the Town’s website.
- **“Web Coordinator”** shall mean the person or entity that has authorized access for information contained within their assigned webpages and is accountable and responsible for the content of that information.

In particular, this Policy aims to promote the following goals:

- Ensure the integrity, reliability, availability, and greater performance of the Town’s Technology;
- Ensure that use of the Town’s Technology is consistent with the principles and values that govern use of other Town services;
- Ensure that the Town Technology is used for its intended purposes;
- Establish processes for addressing policy violations and sanctions for violators.
- Outline improper use of the Town’s Technology;
- Outline physical and data security policies for the Town;
- Outline data ownership policies for the Town;
- Assure that Internet accessed by town equipment may only be used for purposes that are directly applicable to an employee’s job function and authority;
- Outline website development and update policies for the Town (<http://www.newdurhamnh.us/Pages/index.>);
- Outline improper use Social Media;

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- Provide remote access policy;
- Outline electronic mail ("e-mail") policies for the Town.
- Outline voice communications equipment and voice mail policies for the Town

1.2. Policy Statement

The Town Technology is the property of the Town and is considered a valuable Town asset. Individuals using and having access to these Town assets must take reasonable and prudent steps to preserve the integrity of the systems and their data and to protect the assets. These assets are to be used for appropriate business-related functions only.

Every Town Public Servant, all contractors, and / or sub-contractors are responsible for the Town resources entrusted to them. Due diligence and care shall be exercised to ensure the security and integrity of these Town assets, including but not limited to the Town Technology

All communications emanating from the Town's IT or made and transmitted within the Town shall be professional in nature as they represent the Town, its Public Servant(s), and those individuals it serves.

The Town's Information Technology Support Service (whether employed, from contractors, and / or sub-contractors) assumes responsibility for information maintained on the network and other central (IT) systems while the primary or assigned Town staff assumes responsibility for data maintained on the individual computing devices.

The Town of New Durham Website is an asset of the Town and may only be used to convey information pertaining to the Town. All Town data and information contained within the site are the property of the Town. All code, scripts, images and logos used in the design of the site are to be considered property of the Town as implied by the copyright obtained upon publication. The web coordinator(s) assumes responsibilities and accountability for information contained within their assigned page(s) while the web administrator assumes responsibility for the receipt, timely modification, and publication of the information contained within the site.

The improper use of Social Media can have a negative effect on the Town if used in an obscene or derogatory nature that can damage or impair the reputation of any Town public servant, contractors, sub-contractors, and or their agents and / or the efficiency of Town operations.

E-mail from and to anyone using the Town's email system is a Town asset and may be used solely for purposes that benefit the Town and used only by authorized individuals when using the Town's IT systems, software, or hardware.

Voice communications equipment and voice mail on Town equipment may be used solely for purposes that benefit the Town and that are directly applicable to an employee's job function and / or Town related business.

This policy also applies to any remote access to the Town's systems.

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1.3. Policy Acknowledgment

Prior to the use of the Town's IT all Public Servants, contractors, and / or sub-contractors for the Town, or guests who use the Town's IT are required to read the "Town of New Durham Information Technology Policy and Procedures" and to sign an acknowledgment statement. All communication and information transmitted by, received from, or stored in these systems are the property of the Town and, as such, are intended to be used for job-related purposes only.

1.4. Policy Guidelines

All Town IT acquisitions, alterations, authorizations for remote access, changes and or modifications must go through an approval process that is managed by the Board of Selectmen.

Failure to comply with all components of the Information Technology Policy and Procedures may result in disciplinary action up to and including termination of employment, and / or legal actions. If you do not understand any part of the policy, it is your responsibility to obtain clarification from your Manager, Department Head, Town Administrator, or the Board of Selectmen.

These policies are intended to augment existing State, Federal, and copyright laws. Failure to comply with applicable State, Federal, or copyright laws is considered a violation in policy and subject to disciplinary action up to and including termination and may be subject to criminal prosecution.

1.5. Rights Reserved By Town

All of the Town's IT provided by the Town is considered to be Town assets and may not be considered private.

The Town reserves the right to monitor the use of its IT, audit policy implementation and compliance, screen, preserve data, review all computer usage and content of any and all messages and or files (Town owned or otherwise) maintained and or accessed through or via the Town's network and used by or in the possession of any of the Town's public servant, contract or sub contract personnel, to access, monitor and or review any conversations conducted using Town voice communications equipment and the content of voice mail messages and file as the Town deems necessary in order to maintain compliance with the Town of New Durham and / or the State of New Hampshire statutes, rules, policies, and guidelines. Any dissemination, unauthorized use, or benefit as a result of using or misusing the Town's IT shall result in disciplinary action up to and including termination of employment and / or legal actions being taken.

In addition to the Town's access and use, all of the Town IT is subject to review by law enforcement or government agencies during various investigations. This information may be used and accessed during said investigative review.

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2. Policy Guidelines For Improper Use Of The Town's IT

Improper use of the Town's IT includes but is not limited to:

- Use in violation of any other Town policy;
- Downloading software, songs, movies;
- Utilizing bandwidth-intensive Internet-based services such as music/MP3 sites and video;
- Any unlawful purpose or to store or transmit unlawful material. Examples of unlawful materials include but not limited to:
 - Child pornography, libelous and / or defamatory material including any material that disparage members of the public, Town Board members, officials, employees or Town vendors, and / or
 - Copyrighted, trademarked, and other proprietary or confidential material used without proper authorization from the owner of the rights there to;
- Transmitting, retrieving, downloading, printing, or storing messages or images that are derogatory,, sexual in content, or otherwise inappropriate in a business environment. Derogatory information in this case refers to inappropriate and / or illegal content and / or discriminatory content relative to age, marital status, race, creed, sex, genetic information, color, national origin, physical or mental disability, status, or sexual orientation;
- Harassing other employees or members of the public, including making remarks regarding age, marital status, race, creed, sex, genetic information, color, national origin, physical or mental disability status or sexual orientation, or other protected classification in violation of the Town's Policy, including making remarks which are derogatory or defamatory toward any person; making remarks that could be construed as harassment, including sexual harassment;
- Threatening or transmitting obscene or abusive language in connection with the use of the Town Technology;
- Disclosing an individual's personal information without appropriate authorization;
- Transmitting confidential or sensitive employee health-related or genetic information, to anyone unauthorized to access that information;
- Forwarding email from legal counsel or the contents of that email, to individuals outside of the Town or outside of those authorized to receive such content without the express authorization of the Town's legal counsel or a majority vote of the Board of Selectmen;
- Using the Town Technology to pursue a business not part of the general business of the Town;
- Gambling or wagering;
- Storing or transmitting programs containing viruses, worms, Trojan horses, or tools to compromise the security of the Town or other sites;
- Discussing the Town's confidential or proprietary information on any part of the computer system that is publicly accessible.
- Transmitting to any third person the Town's confidential or proprietary information without written permission which requires a majority vote by the Board of Selectmen.
- Utilizing another public servant's account, or user name, or password, or accessing another's without their prior written consent (by anyone other than authorized representatives of the Town) is strictly prohibited. Obtaining, or trying to obtain, other user's passwords, or using programs that compromise security in any way is prohibited.
- Unauthorized access into the Town's IT is prohibited. No public servant or the general public may access the Town's files or any other files on the network or the system, that the Public servant or agents did not create unless the employee has prior written authorization from the

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Town Administrator or via the Town's BOS's majority vote. Observations of unauthorized access will be reported to the Town Administrator.

- Sabotaging, destroying, theft, alteration, or any other form of sabotage of Town's IT and/or Town's resources will be investigated and prosecuted to the fullest extent of the law.
- Hacking, breaking into and / or corrupting of the Town's IT, is prohibited. Hacking into third party computer systems using the Town's IT is prohibited and may be reported to the local authorities. Vulnerability in any Town's IT should be reported to the Town Administrator.

3. Policy Guidelines for Physical and Data Security

Reasonable and prudent steps should be taken to protect Town's Data and Information Technology. At no time should these steps be breached, evaded, bypassed, or circumvented.

Any action which breaches, evades, or circumvents these reasonable and prudent steps should be immediately reported to the Board of Selectmen. Failure to report these actions is a violation of policy and subject to disciplinary action.

Town Information Technology should only be used as authorized by the BOS and in compliance with governing regulations. Access to Town Information Technology should conform to an individual's job function and/or description.

- IT security including data and client confidentiality procedures are an indispensable and integral part of the Information Technology Policy and Procedures followed at the Town. These procedures may include but are not limited to the granting and prudent administering of passwords.
- Town IT must be protected from negligent and intentional damage. Recovery from this damage is imperative if the Town is to operate without business interruption.
 - The Information Technology support service contractor and / or subcontractors and / or service providers as assigned shall recommend, and once approved, develop, implement, and be responsible for backup systems that ensure the safe and effective storage of all critical Town data.
 - The Information Technology support service contractor and / or subcontractors and / or service providers, as assigned, shall recommend, and once approved develop, implement, maintain on all:
 - Server Side Computing: Devices, Platform, Messaging, Identity Management
 - End User Computing: Devices, Platforms, and COTS (commercial-off-the-shelf)
 - Telecoms & Network (Voice & Data): Internal Networks, Internet Technologies, Telecoms & Video.
 - Applications: Town Core Systems, Specialized Departmental, Specialized Standalone Systems.

Town data must be protected by assigned unique passwords. Users with access to systems owned by the Town are held responsible for the security and secrecy of their own passwords. At no time shall a user write a password or in any way display it for public view or in any other easily

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discoverable area. Passwords must never be shared (except as noted above), loaned, or sold. Passwords must never be included in Email messages, phone conversations, or other forms of electronic communication. Users with access to systems owned by the Town will be required to change their passwords every 120 days. For all new applications and where permitted under existing application rules, passwords must be based on the following characteristics to be considered "strong", or secure:

- The password contains both upper and lower case characters (e.g. a-z, A-Z)
- The password has digits and punctuation characters as well as letters, if possible (e.g. 0-9, !@#\$%^&*()_+|~-=\`{}[]:;'<>?,./)
- The password is at least eight alpha-numeric characters long
- The password is not based on personal information, names of family, pets, etc.

4. Policy Guidelines For Data Ownership

Information Systems and all data associated with same are valuable Town assets and the property of the Town. Information Systems and Data which are accessed on the computing device becomes the direct responsibility of the user.

Critical information systems and their Data should be stored using network backup facilities. Town Data must be stored on the network drives. Therefore, individuals responsible for Town data must not store data on their client drives and/or other non-network drive or devices.

Information stored, maintained, or accessed on individual computers that is in violation of any federal or state laws or regulations, including but not limited to copyright laws, will be construed as a violation of these policies.

Town Data and IT should only be used as authorized by the Board of Selectmen. Access to Town Data and IT should conform to an individual's job function and / or description. Release of Data should be in compliance with the Town's or clients' confidentiality policies. Violations of this policy must immediately be reported to the Board of Selectmen.

5. Policy Guidelines For Internet And Internet Services

The Internet or Internet connections shall not be used to transfer information that is in violation of federal or state laws or regulations, copyright laws, or that which contradicts the intent or spirit of these policies or procedures.

The Internet must not be used for commercial purposes outside those directly related to or benefit the Town.

Access to a Town Internet account is limited to those expressly authorized by the Town of New Durham for Wired, Wi-Fi, and / or Guest Wi-Fi connections.

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Town's Business Network Policy (Wired & Wi-Fi)

- The Town Business Network provides access to town Applications and Resources.
- The Business Network is only available to Town Employees and only accessible from a Town computing device or mobile device.

Town's Guest Policy for Internet Connections Including Wi-Fi (Future)

- All Guests using the Town's internet connection(s) shall be required to review the Town's IT Policy and Procedures and to acknowledge this review by signing a statement that the Guest has reviewed and understands these policies and procedures.
- The Guest network provides access only to the Internet. Guest Internet access is filtered and not all sites may be accessible and will be restricted to the hours of operation for the Town. It is also restricted to those that are on business related activities only.
- The Town will not be held liable for any damage that may occur as a result of connecting to the Town Guest Wi-Fi Networks or any electrical power source. The Town will not be obligated to supply electrical power access where such access does not already exist.
- The Town will not be held responsible for any physical damage to or loss or theft of any personally owned device.
- The Town Guest Wi-Fi Networks will only provide filtered Internet access and related web based services. Users who attempt to bypass the web filter can expect to lose connectivity. Persons connecting computers to the Town Guest Wi-Fi Networks agree to maintain current anti-virus software enabled on their computers.
- Illegal, destructive, harmful or any other inappropriate activities, including, but not limited to computer hacking, cyber bullying, accessing or attempting to access offensive / obscene materials, downloading software or pirated media or engaging in illegal activity are strictly prohibited. Users found to have engaged in any such activity in violation of federal or state laws or regulations including copyright laws and failure to comply with applicable federal or state laws or regulations, or copyright laws are considered to have violated this policy, will immediately lose their privilege to connect to the Town's Guest Wi-Fi, and may be subject to criminal prosecution.
- By using these networks users acknowledge that such access may not be uninterrupted or error free, that your devices may be exposed to risks such as hackers, worms, Trojans or viruses, that The Town does not provide technical support for personal devices and that unauthorized third parties may access your devices or files or otherwise monitor your use of these wireless.
- Users can expect that the use is not to be considered private. The Town reserves the right to monitor its use but not the duty too.

Further Restrictions

- Only the Town Administrator can provide hardware (i.e. Access Points) to broadcast Wi-Fi at Town Facilities. Unapproved devices will be considered rogue and will not be permitted.
- All employees must adhere to the acceptable use policy outlined
- The Town reserves the right to ban devices if it believes the wireless wired network is being misused

While on Town property and doing Town related activities business, the internet may be accessed only through an Internet service provider engaged by the Town or another form of Internet access

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provided by the Town. Accessing the Internet through a means other than that provided by the Town is strictly prohibited.

Non-business use of the Internet, and in particular the content that can be printed and copied from it, can reflect negatively on the Town. Internet use will be offered for the sole purpose of benefiting the Town.

The Town's computer networks and the Internet may not be used to access other systems for which the user has no authorization.

Unauthorized Internet use must be immediately reported to the Town Administrator and / or the Board of Selectmen. Failure to report unauthorized Internet use is a violation of Town policy and may result in disciplinary action up to and including termination of employment, and / or legal actions being taken.

6. Policy Guidelines For Website Development And Updates

The website (<http://www.newdurhamnh.us/Pages/index>) provided by the Town is a Town asset and may not be considered private. The Town reserves the right to monitor, audit, screen, and review the website content used by or in the possession of any Town's Public Servants, contractors, sub-contractors, and or their agents. Any dissemination, unauthorized use or non-Town related benefit as a result of this access may result in disciplinary action up to and including termination of employment, and / or legal actions being taken

7. Social Media Guidelines.

- The Town's Public Servants, contractors, sub-contractors, and / or agents are prohibited from using any social media websites in a manner which gives the perception that the site is an official site of the town.
- It should be understood that there is an expected level of conduct when Town Public Servants engage in or utilize social media even when used for non-Town activities. This level of expected conduct specifically precludes the Town Public Servant from using inappropriate and / or illegal content and / or discriminatory content relative to age, marital status, race, creed, sex, genetic information, color, national origin, physical or mental disability, status, or sexual orientation in connection with identifying themselves by Town Job Title, Rank Classification, or Town Position. This expected level of conduct for Public Servants, contractors, subcontractors, and / or their agents must comply with all other respective Town or Department policies, standard operating guidelines, and / or other Town approved rules, regulations, procedures, or guidelines.

The Town recognizes the Town's Public Servants, contractors, sub-contractors, and / or agents have constitutionally protected rights pertaining to freedom of speech, freedom of expression, freedom of association, and protections afforded under the Whistle Blower's Protection Act. In addition, employees have a right to discuss their wages, hours, and working conditions with co-workers and others through any medium, electronic or otherwise. However, Unless otherwise

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permitted by law, the following social media activities by employees may result in the imposition of disciplinary action up to and including termination of employment, and / or legal actions being taken:

- Behavior that is directed towards a Town Public Servant, contractor, sub-contractor, and / or agent using language that is defamatory, slanderous or unlawful;
 - Conduct that interferes with the maintenance of essential workplace discipline;
 - Actions of an obscene and / or derogatory nature that can damage or impair the efficiency of Town operations,
 - Actions of an obscene and / or derogatory nature that can damage or impair the reputation of any Town's Public Servants, contractors, sub-contractors, and / or agent;
 - Cyber-bullying directed towards any Town Public Servant, contractor, sub-contractors, and / or agents
- The use of private or personal social media shall not be considered part of the scope of an employee's duties except when authorized in writing by a majority of the Board of Selectmen. Accordingly, in most cases the Town shall not indemnify employee's from personal financial loss and / or expense, including reasonable attorney fees, for any claims, demands, suits, or judgments resulting in damages arising from any matters that are published, posted, transmitted, broadcasted, displayed or disseminated on a private or personal social media website.
 - Discussing or transmitting to any third person the Town's confidential, trade secret, or proprietary information using any part of the Town's IT that is publicly accessible is not permitted without the written permission from by a majority of the Board of Selectmen.

8. Remote Access Policy Guidelines

Unauthorized remote access to go directly into any of the Town's IT is prohibited.

The exceptions to this policy are as follows and require a majority vote by the Board:

- If you are a service provider and require remote access for those services that the Town has contracted. In each case security will need to be addressed to limit access to only those requirements necessary to perform contracted services.
- If you are Town Public Servant you will only be able to access your information as allowed by your user profile using the Information Technology policy guidelines.

9. Policy Guidelines For Electronic Mail

The Town provides email services for its employees to facilitate business communication with clients and fellow employees. E-mail is considered a Town asset and may be used solely for purposes that directly benefit the Town. Employees should have no expectation of privacy while using the Town email services and should understand that all email sent or received through the Town's email services is Town property.

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The Town's E-mail system may not be used:

- In violation of federal or state laws or regulations;
- To distribute material that contradicts or is in violation of the Town of New Durham policies, procedures, or guidelines;
- To conduct personal business beyond what is reasonable and usual during the course of a business day and in no case should it conflict with an employee's ability to meet job requirements or be used for personal profit.

E-mail can be used to solicit support for officially authorized town-sponsored events and officially authorized town-supported activities.

Access to e-mail is limited to those expressly authorized by the Town.

The Town will be transitioning towards Standard e-mail addresses for all Town Public Servants, contractors, sub-contractors, and or their agents and should be assigned an email address in the format of ***FirstInitialLastName@metrocast.net***. E-mail addresses assigned to all elected or appointed officials should be retained for one year after the conclusion of their term and forwarded to the current appointed Chairman. After one year that e-mail address should be disabled.

Unauthorized e-mail use must be immediately reported to the Board of Selectmen. Failure to report unauthorized e-mail use is a violation of Town policy and subject to disciplinary action.

10. Policy Guidelines For Voice Communications Equipment And Voice Mail

The voice communications equipment and voice mail systems are Town resources and are not to be considered private. Use of this equipment is limited to those purposes that directly benefit the Town. Voice communications include, but are not to be limited to, cellular telephone, telephone, voice mail messages, or radio. Employees should have no expectation of privacy while using the Town voice communication services and should understand that all voicemail sent or received through the Town's voicemail services is Town property.

The voice communications equipment or voice mail system will not be used:

- In violation of federal or state laws or regulations;
- To distribute material or information that contradicts or violates either directly or the spirit of the Town's policies, procedures, or guidelines; or
- To conduct personal business beyond what is reasonable and usual during the course of a business day and in no case should it conflict with an employee's ability to meet job requirements or be used for personal profit.

The voice communications equipment and voice mail system must not be used for commercial purposes other than those authorized or which solely benefit the Town.

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Cellular phones may not be used for any purpose, including but not limited to voice communications or data transmission (texting, email, Internet access) while operating a motor vehicle on Town business. The Fire and Police Department are excluded from this prohibition under emergency situations provided the use is in accordance with generally accepted emergency guidelines.

The voice communications equipment and voice mail system may be used to solicit support for officially authorized town-sponsored events and officially authorized town-supported activities.

Access to the voice communications equipment and voice mail systems is limited to those expressly authorized by the Board after receiving a recommendation from the responsible Department Head. Voice mail access will not be provided to individuals not specifically authorized for its use.

Unauthorized voice communications equipment or voice mail use must be immediately reported to the Board of Selectmen. Erroneous communications charges must be immediately reported to the Board of Selectmen and investigated by the Town Administrator. Failure to report unauthorized use is a violation of Town policy and subject to disciplinary action.

Voice communications and voice mail content must be professional in nature. Unprofessional and inappropriate use of voice mail including but not limited to the use of disparaging, discourteous, insulting, ethnic, harassing, or abusive language, or slanderous, defamatory, coercive, extortive content is strictly prohibited. Violation of this policy may result in disciplinary action up to and including termination of employment, and / or legal actions being taken.

Conversations conducted using Town voice communications equipment and voice mail files are an accessible and audited Town asset and must not be considered private. The Town of New Durham reserves the right to monitor the use of voice communications systems and review the content of all messages and files on the voice mail system.

Prudent use of Town voice communications equipment is expected; excessive or reckless charges may result in a loss of privileges or more severe disciplinary action.

Town Public Servants, contractors, sub-contractors, and or their agents may agree to have their personal voice communications equipment phone number added to a "Emergency Personal Contact list" which may be published for internal use only. External requests for these listings should be immediately referred to the Board of Selectmen.

11. Confirmation and Acknowledgement of Policy Review

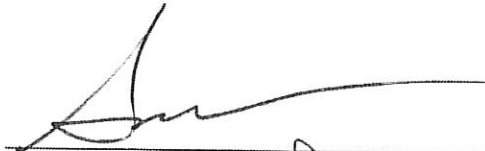
Prior to the use of the Town's IT all Public Servants, Guests, contractors, and / or sub-contractors for the Town are required to read the "Town of New Durham Information Technology Policy and Procedures" and to sign an acknowledgment statement that they have read and understands its contents.

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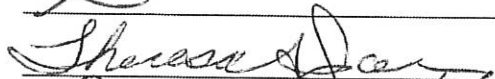
12. Severability

The invalidity or unenforceability of any provisions of this Information Technology Policy and Procedures shall not affect the validity or enforceability of any other provision of this Information Technology Policy and Procedures, which shall remain in full force and effect.

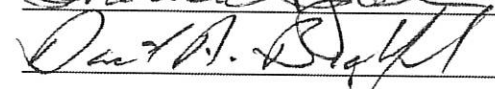
Authorized By:

A handwritten signature in black ink, appearing to be "Dan", written over a horizontal line.

Authorized By:

A handwritten signature in black ink, appearing to be "Theresa Jay", written over a horizontal line.

Authorized By:

A handwritten signature in black ink, appearing to be "Dan A. Blythe", written over a horizontal line.

Approved:

September 4, 2014

**Information Technology Policy and Procedures
Town of New Durham, New Hampshire**

The Town of New Durham New Hampshire Information Technology Policy and Procedures

Acknowledgement Statement

I have read and understand the Town Information Technology Policy and Procedures and I agree to adhere to the stated requirements. I also understand that the signing of this page does not constitute a contract, nor is it to be construed as such; rather, my signature only indicates I have read the enclosed policies and procedures and will comply with same.

Name: _____

Signature: _____

Date: _____