

City of Lowell, MIS Department

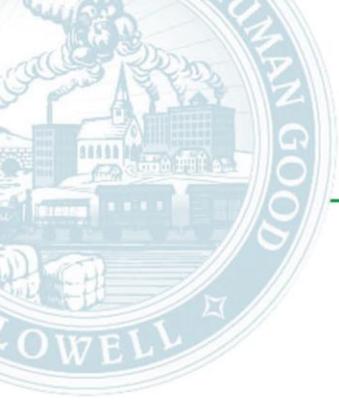
Computer User Forms

This Computer User Form packet includes the following documents which must be complete for new users, ID badge, and door access requests accordingly. *When printing these out, please use duplex (2-sided) mode.*

- Pages 1-2: Instructions, which do not need to be printed or submitted to MIS.
- Pages 3-4: the **City of Lowell New Computer User Request** used to request the creation of a NEW USER network account. This two page form must be completed by the Department Head, Manager, or Supervisor of the new employee as completely as possible in order to ensure your new employee has the appropriate resources available on the anticipated start date. *MIS requires two (2) week notice prior to the employee's start date to schedule, configure, and setup a new computer user.*
- Pages 5-6: the **City of Lowell Computer Use Policy** which *must be signed and submitted to MIS within two (2) business days of a new employee's start date*, or their account will be disabled until it signed and submitted.
- Page 7: the **City of Lowell Identification and Door Access Control Badge Request** used to request a City ID and/or Door Access Control Badge. This single page form must be completed by the Department Head, Manager, or Supervisor of the employee for whom an ID and/or Door Access Control Badge is being requested, and signed by the employee prior to contacting MIS to schedule the ID photo. *Once the photo is taken and processed, the badge will be printed within 30 days, or as soon as we have a batch of 5 or more to print (whichever comes first).*

Please note the following:

- **MIS requires two (2) week notice prior to the employee's start date to schedule, configure, and setup a new computer user**; more time may be necessary if there are specialized computing needs or the submission is incomplete. *Requests submitted without the required two (2) week lead time, may result in delayed account activation.*
- A separate set of forms must be completed for **each** new user, ID badge, and door access request. If sent as a PDF, they should NOT be sent as one document – send them SEPARATELY to mishelp@lowellma.gov as each may be handled/prioritized separately.
- Please make sure to PRINT CLEARLY; illegible forms will be returned and may result in a delay; all forms are scanned for archiving.
- If an employee **moves** to another department, **changes their name**, or **leaves** the City, the employee's supervisor is responsible for notifying MIS via the MIS Help Desk accordingly.
- Questions? Please contact the MIS Help Desk at 978-674-HELP (4357)



City of Lowell, MIS Department

Computer User Forms

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City of Lowell, MIS Department

New Computer User Request

TO: MIS Department

From:

Department Name

Department Head / Manager / Supervisor

Date

MIS requires two (2) week notice prior to the employee's start date so that we may complete this request; more time may be necessary if there are specialized computing needs or the submission is incomplete. If you need assistance filling out this form, please contact the MIS Help Desk at 978-674-HELP (4357).

New Employee Information

_____ Start Date	_____ Position Title	_____ Employee First Name	_____ Middle Initial	_____ Last Name
(1) Employee Status	(2) Anticipated End Date	(3) Assigned Work Area	(4) Phone Information	
(5) Current Equipment	(6) Previous Employee	(7) Copy Previous Employee Access		

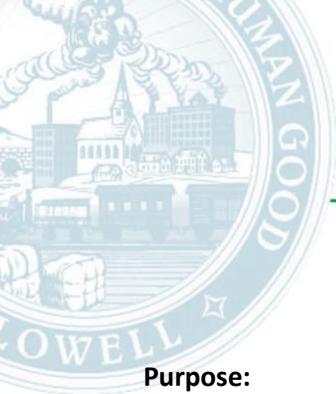
Notes:

- (1) Employee Status = **P** - Permanent, **T** - Temporary, **V** - Volunteer, **I** - Intern, **O** - Other
- (2) Anticipated End Date = **None** for Permanent/Temporary Employees. All non-permanent staff must be clearly indicated in (1) above as such, must have an anticipated end date entered, and will only receive access for up to 90 days at a time.
- (3) Has the new employee been assigned a work area, and if so, where will it be?
- (4) Is there a telephone at the new employee's assigned work area, and if so, what is the extension?
- (5) Is there a PC/monitor at the new employee's assigned work area, and if so, what are the Asset Tag Numbers currently on the equipment? (e.g., PC = C06041, Monitor = C06057, etc.).
- (6) Is this employee replacing a specific employee, and if so, who?
- (7) Should the new employee's network access/security rights be set up similar to the prior employee?

Standard Hardware and Software

MIS provides City employees with a desktop PC which includes the basic business software (or equivalent) listed below by default; additional resources may be requested in the section that follows. By default, NO Internet Access (web), NO Email access (outside of the City), and NO games are installed. By default only desktop PCs are installed.

- MS Windows-based PC
- Networked/Local Printer
- Telephone (as applicable)
- MS Outlook
- MS Word
- MS Excel
- Anti-Virus
- PDF Reader
- Screen Capture Utility



Mirán Fernandez

Chief Information Officer

Computer Use Policy

Purpose:

The City of Lowell's Computer Use Policy is intended to ensure that the City's technology resources for users are available and utilized in an appropriate and responsible manner, in accordance with federal and state law, and the City's policies and procedures.

Scope:

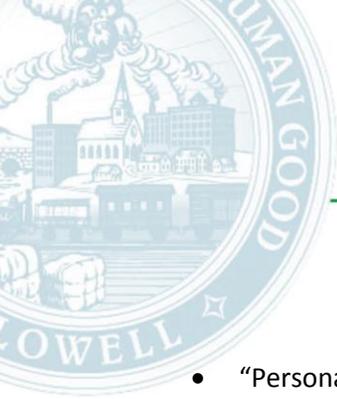
This policy applies to all users. "Users" includes but is not limited to: all City employees, contractors, visitors, or any other personnel using or otherwise accessing City technology resources. "City technology resources" includes but is not limited to: all hardware and data (regardless of origination, destination or funding source), all media and the facilities containing them, all host or remote computer systems (e.g., workstations/PCs, handheld devices, telecommunication/radio devices, system software, application software, and datasets), and communications networks or systems which may be directly, indirectly, or remotely controlled, administered, accessed or otherwise interact with other City technology resources.

Statement of Policy:

The City's technology resources are owned, operated, administered, and/or managed by the City of Lowell, provided as a business tool to users in order to facilitate timely and efficient business use, and are to be used for business-purposes only. The appropriate use and protection of all City technology resources is expected from all users. "Appropriate use" of these resources is defined as use which is City business-related; all other use is inappropriate.

All users are advised of the following:

- You must comply with all federal, state, and local laws policies and guidelines including, but not limited to:
 - Those which prohibit the transmission of personally identifiable or otherwise confidential information.
 - Those which prohibit slander, libel, harassment, intimidation, or obscenity.
 - Those which prohibit the use of the City's resources for personal or private use.
 - Those which control copyright and the use of software licenses.
 - The City's numerous current, evolving, and future technology related policies and procedures, including but not limited to those which: (1) prohibit downloading non business-related material (including games, music files, videos, etc.), and (2) prohibit "excessive" use in a manner which may interfere with normal job functions, responsiveness, the ability to perform daily job activities, or which otherwise causes congestion, disruption, disablement, alteration, or impairment of City technology to other technology users.
- "Passwords" do not imply privacy. THERE ARE NO PRIVACY RIGHTS RESERVED OR OTHERWISE ASSOCIATED WITH CITY TECHNOLOGY RESOURCES. Passwords must be kept confidential, and may be requested or reset by management.



Mirán Fernandez

Chief Information Officer

Computer Use Policy

- “Personal Computer” does not suggest that you have the choice of what applications are installed or how they may be configured on the City technology resources assigned for your use.
- You must only access/use City technology resources as expressly authorized by City administration and management; you must not attempt to bypass or defeat any City technology security restrictions.
- Users are responsible for what is transmitted or otherwise entered from systems/accounts you are logged into at all times; you are responsible for properly locking down access to your systems when you are away from them.
- All City technology is discoverable in via court litigation; sensitive information should NOT be sent via electronic mail. Even if you believe you have deleted a message or file, it may be retained on the hard drive or elsewhere.
- Any correspondence, data, or email sent to or from the City must comply with federal and state laws regarding the protection of personally identifiable information (e.g., HIPPA, FERPA, DOB or SSN information), and record retention laws. *You should NOT be generally deleting correspondence, data, or email messages other than those which may be clearly considered trivial or irrelevant (e.g., an email about coffee/pizza being served somewhere).*
- The City may at its own discretion randomly monitor, block, access, search, or disclose any City technology resources you have access to including (but not limited to) applications, data files, email, voicemail, or internet access without any notification and for any reason.
- You hereby release the City of Lowell and its personnel from any and all claims and damages of any nature arising from your use of (or inability to use) any City technology.

Your signature at the bottom of this page acknowledges your receipt and understanding of this policy and will be placed in your personnel file.

This document must be signed and submitted to MIS within two (2) business days of your start date, or your accounts will be disabled.

Questions should be submitted to MIS via either mishelp@lowellma.gov or 978-674-HELP (4357).

Printed Name

Title

Department

Signature

MUNIS ID

Date

cc: Human Relations



City of Lowell, MIS Department

ID and Door Access Control Badge Request

TO: MIS Department

From:

Department Name

Authorized By (Dept. Head)

Authorizing Signature (Dept. Head)

New badges require MIS to photograph the employee; to schedule a photograph, or if you need assistance filling out this form, please contact the MIS Help Desk at 978-674-HELP (4357). Please note that MIS processes badges in batches, which may result in a printing delay.

Employee Information

Employee First Name Middle Initial Last Name Employee Job Title

(1) Munis Employee ID

(2) Employee Badge Type

Notes:

- (1) If unknown, please check with Payroll for your unique Munis Employee ID.
- (2) There are two types of badges: a **Proxy** badge serves as an ID and provides card swipe access into various areas, whereas an **ID** badge only serves as an ID, without area access. Please indicate either **Proxy** or **ID**.

By signing below, you hereby release the City of Lowell and its personnel from any and all claims and damages of any nature arising from your use of your City of Lowell Identification and Door Access Control Badge, and understand and agree to the following:

- The City Proxy/ID badge is the property of the City of Lowell, and must be surrendered upon demand.
- The City Proxy/ID badge is used for City identification purposes, and for controlled access to City areas.
- Upon receipt of your City Proxy/ID badge, you become responsible for all activity conducted by with that card; City Proxy/ID badges are assigned to specific employees, and should not be shared.
- If your City Proxy/ID badge is lost, stolen, or otherwise misplaced, it needs to be reported to your Office Manager and/or Department Head immediately so that it may be deactivated, and another assigned as appropriate.
- City Proxy/ID badges should not be defaced in any way – do not write on it, place labels on it, or punch holes in it.

Employee Signature

Date

**** FOR MIS DEPT USE ONLY ****

Cardholder ID: _____

Activation Date: _____

NO – Controlled Antipassback

NO – Special Access Privileges

Access Locations: _____

Hours of Access: _____