TOWN OF OCEAN CITY
301 N. BALTIMORE AVENUE
OCEAN CITY, MARYLAND 21842

OCTOBER 15, 2013 ✖ WORK SESSION

In attendance: Mayor Rick Meehan, Council President Lloyd Martin, Council Secretary Mary Knight, Doug Cymek, Brent Ashley, Dennis Dare and Joe Mitrecic, City Solicitor Guy Ayres, City Engineer Terry McGean, Fire Chief Chris Larmore, City Clerk Kelly Allmond, Members of the press and interested parties. Council Member Margaret Pillas was absent.

CALL TO ORDER

Council President Lloyd Martin called the meeting to order at 1:15 p.m., in the Council Chambers of City Hall located at 301 North Baltimore Avenue in Ocean City, Maryland; then, **Council Member Joe Mitrecic moved to convene to closed session to: (1) to consider the acquisition of real property for the public purpose and matters; (2) discuss the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation or performance evaluation or any matter affecting one or more appointees, employees or officials over whom it has jurisdiction; (3) discuss a matter directly related to a negotiation strategy or the contents of a bid or proposal before the contract is awarded or bids are opened if public disclosure would be detrimental to the competitive bidding process; (4) consult with counsel to obtain legal advice; seconded by Council Member Cymek. The vote was 5-0 with Council Members Knight and Pillas absent.**

REPORT ON CLOSED SESSION – OCTOBER 15, 2013 – 11:00 A.M. – 1:00 P.M.

Council President Martin reopened the meeting at 1:15 p.m. and reported that real estate, personnel contract and legal matters were discussed in closed session. Persons present were: Mayor Rick Meehan, Council President Lloyd Martin, Council Secretary Mary Knight, Council Members Doug Cymek, Brent Ashley, Dennis Dare and Joe Mitrecic, City Solicitor Guy Ayres, Human Resources Director Wayne Evans, Rosanne Calzetta of Bolton Partners, OCDC Executive Director Glenn Irwin, OCDC President Bob Givarz, Jay Knerr and Kevin Rowe and Executive Office Associate Diana Chavis. **Council Member Joe Mitrecic moved to appoint Kevin Rowe to the Board of Zoning and Appeals; seconded by Council Member Ashley. The vote was 6-0 with Council Member Pillas absent.** The vote to close the meeting was 6-0 with Council Member Margaret Pillas absent.

COMMENTS FROM THE PUBLIC

John Medlin suggested that during weeks, when there is no Council Meeting, public forums should be held.

NEW BUSINESS

A. Bid Openings - Energy Performance Contracting Services
Council Member Joe Mitrecic moved to acknowledge proposals submitted by Energy Systems Group, ETN Group and Honeywell with remand to staff for review; seconded by Council Member Ashley. The vote was 6-0 with Council Member Pillas absent.

B. Bid Award Recommendation for Beach Patrol Headquarters Design Services presented by City Engineer
Council Member Joe Mitrecic moved to hire Becker Morgan for the Beach Patrol Headquarters Design Project, for the amount of $125,000.00; seconded by Council Secretary Knight. The vote was 5-0 with Council Member Brent Ashley out of the room and Council Member Pillas absent.

C. Discussion of Employee Benefits Insurance Renewal presented by Rosanne Calzetta, Bolton Partners
Council Member Joe Mitrecic moved to (1) renew with CareFirst for the Medical/Prescription Drug and Vision Plans, (2) adopt Self-Insured Modified Retrospective Funding arrangement, (3) renew with Assurant for the Dental and Long-term Disability, (4) renew with CIGNA for Life Insurance, Dependent Life, AD&D and Supplemental Life and, (5) Offer all new-hires (except for personnel under the Collective Bargaining Agreement) the High Deductible Insurance Plan only; seconded by Council Secretary Knight. The vote was 6-0 with Council Member Pillas absent.

D. Fire/EMS Update presented by Chief Larmore (see Attachment A)

E. Request to Approve Revisions to Computer Policy Manual presented by City Engineer (see Attachment B)
Council Secretary Mary Knight moved to amend the Computer Policy Manual as presented; seconded by Council Member Mitrecic. The vote was 6-0 with Council Member Pillas absent.

F. Request to Approve 2014 Mayor and Council Meeting Schedule presented by City Manager (see Attachment C)
Council Member Joe Mitrecic moved to approve the schedule as amended to change the November 11, 2014 Work Session to Wednesday, November 12, 2013; seconded by Council Secretary Knight. The vote was 6-0 with Council Member Pillas absent.

G. Request Approval for Taxi Medallion Transfers presented by City Clerk
Council Member Joe Mitrecic moved to approve the transfer of Medallions 005 and 006 from Ruth Carpenter to Vahe Hovannisayan as presented; seconded by Council Member Ashley. The vote was 6-0 with Council Member Pillas absent.

ADJOURN

Council Member Joe Mitrecic moved to adjourn at 1:42 p.m.; seconded by Council Secretary Knight. The vote was 6-0 with Council Member Pillas absent.

Approved on 10.21.13

ATTACHMENT A

Memo

To: Diana Chavis

From: Fire Chief Chris Larmore Date: Oct. 8th 2013

Re: OCFD Season Summary and Fall Project Overview – M&CC Update

Continue Application of Department "Vision"

1) Maintain and improve continued safe operations for all personnel.
2) Provide the highest service to our citizenry and visitors.
    a. Maintain minimum staffing for our daily needs.
    b. Insure competency levels of all personnel relative to the demands of our service.
    c. Maintain equipment readiness and replacement.
3) Continue to build a solid "combination fire service", with all personnel respecting each group, and working together in this regards.
4) Provide our services in the most economical means possible.
5) Research and constantly work toward a means to improve our performance, along with meeting reasonable expectations by the Public, City Manager, and M&CC.

Summer 2013 Statistics

1) Call volume
2) Crew status
3) Equipment status

Fall 2013 Project Overview – "Top 10"

1) Career Division new hires (7) training and scheduling.
2) Expand OCVFC "Live-In Program".
3) SCBA purchase ($650,000+- initiative).
4) Station 4 update/Fire boat update.
5) Storm readiness, NIMS continuation.
6) Officer development and succession planning; Expression of interest Lieutenants positions.
7) New and updated "Mission Statement".
8) Identify improved inventory control of gear, equipment, and supplies.
9) Continue P.I.O. program.
10) Joint commendation/recognition program.

Town of Ocean City
Computer Policy Manual

Prepared by Nancy Bloxom,
IT Manager

Ocean City, MD
All-America City
2001

REVISION HISTORY

Revision No.	Date	Reason for Revision	Revised By
1.0	4/11/08	Initial Document	N.Bloxom
2.0	8/10/10	New policy for Social Media	N.Bloxom
3.0	12/1/12	Policy Manual Revision	N.Bloxom
4.0	2/12/13	Email Revision	N.Bloxom
5.0	3/26/13	Proxy	N.Bloxom
6.0	4/30/13	Disk Quotas	N.Bloxom
7.0	8/21/13	Media Destruction	N.Bloxom

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Principles of Computer Conduct

For the mutual convenience and productivity of personnel and the City, employees are assigned computer equipment. All employees are advised the retention of any personal information in such equipment is at his/her own risk, and the City is not responsible for losses. Any City provided computer equipment is subject to entry, search, and inspection by Management personnel without notice. Data, voice and email boxes may be opened, read, or inspected in the same manner. Employees shall not place personally owned locks on City computer equipment. Employees DO NOT have an expectation of or right to privacy when using City provided computer equipment.

The City expects all computer users to conduct themselves and their work in a way that does not jeopardize the integrity or security of the City's computer systems. Each user is expected to comply with the following computer policies in conjunction with those listed in Section 7.7 of the Employee Handbook. Failure to comply with any of these principles could result in disciplinary action including employee dismissal in accordance with the City's personnel policy covered in Section 7.0 of the Employee Handbook. All Department Heads and Supervisors are responsible for ensuring that their employees adhere to all policies.

Definitions

Blog - A website where individual(s) provide entries of any type of content from video and podcasts to traditional text and photos in order to inform or create discussions; presented in reverse chronological order.

City Wide Distribution List - A group of all City email users

Copyright - Copyright is a form of protection provided by the laws of the United States (title 17, US Code) to the authors of "original works of authorship," including literary, dramatic, musical, artistic, computer software, and certain other intellectual works.

Email –Electronic mail. Messages, usually text, sent from one person to another via a computer. Email can also be sent automatically to a large number of addresses.

IT - The Department of Information Technology

Junkmail Filter – Email Messages are filtered based on key words you define. Spam is also known as junk mail.

Non-Public Data – This is data that is to be kept confidential and should not be used outside the organization. Examples include: personnel information, medical information.

Password - Is a protected word or string of characters that identifies or authenticates a user for access to a computer system, or a specific resource such as data set, file, or record.

Public Data – Data that can be viewed by the general public and can be freely disseminated without potential harm.

Social Networking - Communicating and sharing information between two or more individuals on an online community. Examples of these social networking sites are Facebook, MySpace, and LinkedIn.

SPAM - Unwanted, unsolicited email

Software Licensing - Software licensing comprises the permissions, rights and restrictions imposed on software (whether a component or a free-standing program). Use of software without a license is illegal.

U.S. Copyright Law: Illegal reproduction of software can be subject to civil damages of $100,000 or more and criminal penalties including fines up to $250,000 and imprisonment up to 5 years. (www.copyright.gov)

Users - Anyone accessing the City networks or any computer systems including but not limited to City Employees, volunteers, temporary/seasonal workers.

User ID - A User ID is the code used by a user to identify themselves when they log into a system and start a Login Session. It is used by the computer system to uniquely identify this user.

VPN – A virtual private network (VPN) is a private data network that makes use of the public telecommunication infrastructure, maintaining privacy through the use of a tunneling protocol and security procedures.

Wi-Fi - Wireless Fidelity. Wireless communication between a device and a network.

Information Technology Responsibilities:

It is the responsibility of IT to provide services for training, support, installation and maintenance of all computer related hardware and software approved through the annual IT budget process or through other sources such as grants or bid packages.

Computer Hardware and Equipment

a. Provide assistance with the installation, relocation or setup & maintenance of all equipment.
b. Maintain current Anti-Virus patterns on servers and workstations
c. Provide all users with appropriate hardware documentation.
d. Establish and maintain standards that ensure compatibility and connectivity to equipment.
e. Maintain a Citywide inventory of equipment.
f. Procure all hardware through City purchasing procedures unless IT Manager has approved other method such as donations.
g. Provide proper disposal of computer equipment that no longer meets the needs of the user or City.

Computer Software

a. Provide assistance with the installation, setup and maintenance of software.
b. Provide all users with appropriate software documentation.
c. Establish and maintain standards that ensure compatibility and connectivity to software applications. I.T. staff may be unable to fully support the use of non-standard or specialty software. For a list of standardized software see Appendix E
d. Maintain a Citywide inventory of all software.
e. Procure all software through City purchasing procedures unless IT Manager has approved other methods such as donations.

Technical Support

a. Operate a computer support center to facilitate user training, user support, evaluation, troubleshooting, research and review.
b. Maintain in-house expertise on the current state of trends in the computer industry.
c. Provide user backup procedures and disaster recovery.
d. Provide user security procedures to ensure confidentiality.
e. Conduct periodic inspections of user computer operations to include hardware and software metering.

User Responsibilities:

Each computer user has responsibilities for the operation of the computer system, security of the system, and other responsibilities listed below. Failure to fulfill any of these responsibilities may result in disciplinary action as described in Sections 7.0 of the Employee Handbook.

All computer users shall ensure that only City-owned software, licensed software or data be used on City-owned computer systems in accordance with Section 7.7 of the Employee handbook. The Information Technology department has the sole authority to install all software and hardware including demos, clipart, fonts, and screensavers.

Security:

Users are responsible for maintaining security and access to computer systems, software and data. Individually assigned passwords are to be safeguarded. When a user is a away from his/her desk for an extended period of time or upon completing work for the day, the computer system shall be turned off. Users shall not allow unauthorized individual access to computer systems without prior approval from IT. Users shall not deliberately attempt to disrupt the performance of any of the City's computer systems, reconfigure computer systems or make them unusable to others. User shall not modify any application, event or history log or disable any logging features. Users shall not intentionally bypass proxy settings. Users shall not attempt unauthorized connections (ie: hacking) to any of the City computers system or network without proper authority. It is the responsibility of the Department Head or Supervisor to notify the IT Manager when Users are terminated. All profiles will be disabled and kept for a period of 30 days before removing, as well as any user data & email.

Password Policy:

Each user will be given a unique "User ID" and password to access any of the City's computer systems. The Department Head or Supervisor will need to authorize new users or any changes to account authority. It is the responsibility of the User to safeguard their password(s) to prevent unauthorized users from accessing their work and other City computer systems. This means the Users shall not post their passwords on their workstations or on their desks.

Password Rules:

- All passwords will expire every 90 days.
- All user level passwords must be at least 6 digits but no longer than 10
- Should be a combination of numbers, letters & at least 1 special character such as #,$,% or ! (Note for the AS400 only these special characters can be used: # $ @ _)
- Passwords must be unique each time
- Sharing of User IDs and passwords is not permitted (unless prior approval is

obtained from the Department Head and the IT Manager). IT may request a user's password(s) to investigate problems.

- User ID's will be disabled after 4 invalid password attempts. User must contact IT to unlock account.
- New accounts will be disabled if not logged in after 7 days and requestor will be notified for resolution. Accounts not active for 60 days will be made inactive. All accounts will be reviewed every 180 days (November 1st & May 1st).
- All system level passwords (ie: administrator accounts) must be 8 digits in length and contain at least 2 numbers and 1 special character.

Equipment Maintenance:

Users shall prevent intentional misuse of equipment or software and shall not deface or personalize computer equipment with stickers, magnets, magic markers, or other embellishments. Users should use caution when they have food and/or drinks around computer equipment. Users shall ensure that the Information Technology department be notified before relocating any computer equipment. User shall ensure that only City-owned equipment is used to conduct City business unless an employee has been given permission to work remotely then that work is considered City owned work. It will be up to the employee's Supervisor to ensure that any data or files are given back to the City.

Software Maintenance:

Users must be aware that data used to conduct City business is the property of the Town. Users shall not download or install any software including demos, screen savers, music files from the internet or from other means to City owned computers. Users shall not copy or alter another User's software or data, which has been obtained by illegal means. Users shall ensure that all City data is stored on City network if the computer is attached to the City network. Users shall notify IT immediately when a software problem arises. User can report problems by emailing helpdesk@oceancitymd.gov or by calling the Help Desk at ext. 3999 (410-289-8882).

COMPUTER POLICIES

Email Policy

The City's electronic mail (email) system allows a user to send and receive messages from other City employees and from outside sources to conduct City business. All messages composed, sent, or received on the email system are and remain the property of the City. The City reserves the right to review, audit, monitor, access, and disclose all messages created, sent, or received through the email system. The User shall not create offensive or disruptive messages. The user shall not attempt to intercede, read, or delete another User's messages. The confidentiality of any message should not be assumed by the User. The User must be aware that even if email messages are deleted, they could be restored from the backup media. Email attachments (both incoming and outgoing) are restricted to a10MB size restriction. User's mailbox sizes are restricted to 2 gigabytes in size. Please contact the helpdesk@oceancitymd.gov if you need help archiving your email or need help sending a large file.

The number of email recipients has now been restricted to 25 for ***outgoing*** emails. Please keep in mind that ***internal*** mail will not follow this restriction. For example, emails sent to the "all employees" distribution group will still be deliverable as they always have been. If bulk email needs to be sent then contact the Web Designer.

Any employee who violates this policy or uses the email system for improper purposes shall be subject to discipline as outlined in Section 7.0 of the Employee Handbook.

Users should use the city-wide distribution (all users) list for City business only.

Personal solicitations, birthday notices, birth announcements, fundraiser announcements, co-worker's health awareness, chain letter, religious propaganda or political announcements are not permitted through the City's Email system.

Users shall not distribute city-wide or other system distribution lists of city employees email addresses to third parties under any circumstances.

If you have a personally owned smart phone (such as a Droid, iPhone or a HTC) you should be able to push your City email to your phone. Please contact the helpdesk for these instructions.

If you lose your mobile phone and have sync it to the City's email system then you must perform a remote device wipe to remove all your mailbox data from your mobile phone. You'll also lose any information on your phone's storage card. When you perform a remote device wipe from your mailbox, you can view a confirmation e-mail as soon as the remote device wipe is complete.

Please be aware that the Town of Ocean City will not be responsible for any damage that may

occur to the employees' cell phone because of these changes. Employees should be aware that accepting city email on their personal cell phone may make their personal cell phone records and other related documents subject to subpoena in the event of legal action associated with the Town.

Common and customary standards of courtesy and etiquette are expected when using the City's email system. See ***Appendix A*** for a sample list.

Email Retention

Email retention will follow the same document retention policy as what was setup by each department. It is the responsibility of each user to ensure that they comply with their department's retention policy.

Email Disclaimers:

Some City users may need to add an email disclaimer to their outgoing emails because of confidential or sensitive information contained in their message. The use of a disclaimer does not guarantee any confidentiality or other security such as encryption to the message. If more security is needed then contact IT department. See ***Appendix B*** for approved disclaimer.

Junk Mail & Virus Filtering

The City, as a means to protect its computer systems and data, will scan all incoming emails for viruses. In the event that a virus is found, that email will be blocked and deleted. Junk mail filtering occurs when either the subject line or text contains inappropriate words. See ***Appendix C*** for a sample list of inappropriate words and also how to report spam.

Virus Detection

Any files obtained from sources outside the City, including diskettes brought from home, jump drives, CDs, DVDs, files downloaded from the internet, files attached to email, files from vendors , etc. may contain computer viruses that could damage the City's network as well as your PC. All City-networked computers have virus protection software to help detect and keep your PC virus free. This software can scan the various data sources (cds, diskettes, dvds etc…) to ensure they are virus free before using them. Please contact the IT department for more direction and help.

Internet

Access to the Internet will be provided to those users who have access to a City computer. It will be the responsibility of the user to adhere to all policies contained within this document to ensure the safeguarding of the City's computer systems and software. The use of the Internet is reserved

solely for the conduct of City business. It may not be used for personal work or amusement. It will be up to the discretion of the Department Head or Supervisor to ensure compliance and that Internet usage is not abused. No user shall download or transfer pornographic material or any material not work related. The City reserves the right to block access to certain inappropriate sites on the Internet (see ***Appendix D*** for list of sites). This restriction will be done through the use of a proxy server. Internet Explorer is the only support web browser. No pc should bypass the proxy unless specific rules have been setup by Information Technology and that every effort has been made to use our proxy. IT may restrict a User's time on the Internet. It is the responsibility of the User to conduct only such City business on the Internet that would not be detrimental to the image of Ocean City. The user is responsible to adhere to all software licensing and copyright laws as stated under *Software Licensing and Copyright Laws* and to all policies under *Electronic Mail*. Any infraction of these policies could result in the termination of Internet and also disciplinary action as set forth in the City's Personnel Manual.

Software Licensing and Copyright Laws

All Users must adhere to all software licenses associated with software. In general, a User may not copy or reproduce any City-owned software. IT will perform periodic software metering on all City owned computer equipment without giving prior notice to the user. IT has the right to delete any software, clip art, or screen savers not owned by the City. Failure to adhere to this policy may result in employee discipline up to and including dismissal, and penalties in accordance with the City's Personnel Manual and the following legislation:

U.S. Copyright Law: Illegal reproduction of software can be subject to civil damages of $100,000 or more and criminal penalties including fines up to $250,000 and imprisonment up to 5 years.

Ownership of Work

Any work product (databases, graphs, maps, etc.) created by an employee on City-owned computer equipment is considered the property of the City and is subject to the same legal rights and considerations as anything else owned by the City. If an employee has been given permission to work remotely then that work is considered City owned work. It will be up to the employee's Supervisor to ensure that any data or files are given back to the City.

Professional Development

The City will allow Users to use City-owned software and hardware while pursuing professional development through the Town's tuition reimbursement program. It is the responsibility of the User not to abuse this policy in a way that would cause conflict between work and education. All professional development shall be conducted after normal business hours on the User's personal

time and must have prior approval from Department Head and City Manager. Abuse and misuse of this policy may result in the termination of computer resource privileges.

Disk Quota

Each user will be given a home directory to store their documents and files. To ensure that all users have the needed space to store their files, a disk storage quota or limit may be assigned. All Seasonal and temporary employees' home directory will be limited to 500mb. Whenever an employee is terminated their home directories will be archived to cd or usb drives and given to the Supervisor.

Computer Games

The City will allow such games that develop computer orientation and skills. These games can be deleted by IT if additional storage capacity is needed or if requested by the employee's Supervisor to be removed. Only City owned games will be installed on the User's computer. Games shall not be played during work hours unless specifically approved by the Supervisor. All Users are prohibited from using or downloading Internet games. It is the responsibility of the User to adhere to this policy as well as the policies under the topic *Software Licensing and Copyright Laws.*

Laptop Computing Policy

All users of City owned laptop or portable computers must adhere to all computer policies, including those listed under *Software Licensing and Copyright Laws* and IT will perform periodic software metering to prevent unauthorized software duplication and installation. It is the users responsibility to ensure that the laptop is physically secure and that password protection or encryption be in place if confidential information is kept locally on the laptop.

VPN and Other Remote City Network Access.

Approved employees may be eligible to access City Network resources remotely through the City's Virtual Private Network (VPN) or by other approved methods. Users of computers that are not city owned must configure the equipment to comply with the Town of Ocean City Computer Policies. Upon termination of employment with The Town of Ocean City, or at the request of the employee's supervisor, the employee must uninstall the VPN Client or other access software and hardware from their computer. By using VPN or similar technology with personal equipment, users must understand that their machines are a de facto extension of the Town's network, and as such are subject to the same rules and regulations that apply to City owned equipment, i.e. their machines must be configured to comply with IT Computer policies and all Town work done on said machines is subject to review and audit by the Town of Ocean City.

Authorizing an employee to use remote access is not an approval for overtime or compensatory time, nor does it imply any right to telecommute or authorize working from home in place of the normally assigned work place. All overtime, compensatory time, or telecommuting hours must be approved in accordance with City work policies.

CDs/DVDs

The ability to write to a CD or DVD will be strictly limited. Users who do have these devices shall not copy or burn any executable programs, city software, video, or music . The user is responsible to adhere to all software licensing and copyright laws as stated under *Software Licensing and Copyright Laws and any other State or Federal law for music copyrights.*

Mobile or Portable Storage Devices

Mobile computing and storage devices include, but are not limited to,: laptop computers, personal digital assistants (PDAs), plug-ins, Universal Serial Bus (USB) port devices, Compact Discs (CDs), Digital Versatile Discs (DVDs), flash drives, modems, handheld wireless devices (such as tablets), smart phones, wireless networking cards and any other existing or future mobile computing or storage device, either personally owned or City-owned, that may connect to the Town's computers. Any device not City owned or not used by the City needs to have the IT Manager's approval before using on any City-owned PC. Because of their portability, these devices can be easily lost or stolen presenting a high risk for unauthorized access and the potential for malicious software and viruses to the City's computer systems.

Because of the portability of these devices it is up to the user to ensure that the data on them is secure and that they not be left in public places.

Donations & Gifts

Any software or hardware donations or gifts to the City must have the IT Manager's approval and must meet standards established by IT. All software must have the original license agreement and be signed over to the Town of Ocean City. The City can only accept software donations if the purchaser/donator held the right of disposition to the original copy of the software. A written statement from the donator conveying ownership to the City is required. The donation must be permanent unless prior approval is obtained from the City Manager and IT Manager.

Grants

Any grant funding that includes computer hardware or software will be procured in the same manner as other computer purchases, through the IT department. All software and hardware must meet the City's established standards. Grant applications for hardware and software should be coordinated with the IT Manager prior to submittal.

Non-City Owned Software & Hardware

The use of any non-City owned computer hardware or software by City employees on City time is strictly forbidden unless prior approval has been granted by the City Manager and IT Manager.

Damage to City Computer Equipment

All Users should immediately report any damage to City owned computer equipment (including phones) immediately to their Supervisors and to the IT Manager. A detailed explanation of the damage and how it occurred shall be submitted to the IT Manager. IT will access the damage and determine replacement or repair based upon funding and warranty. If it is determined that damages are due to employee negligence or gross negligence, the employee may be held liable for the repairs or replacement.

Disposal of City Owned Hardware& Software

Information Technology will determine when equipment and software is no longer usable and will dispose of such equipment through the City's auctions unless other means are approved by the City Manager. All means will be taken to ensure that all data be wiped clean from the systems before they are disposed. Physical destruction of hard drives, usb drives or cds, will be accomplished using one of these methods: disintegration, incineration, pulverizing, shredding, or melting.

Social Networking & Blog Policy

The Town of Ocean City regards social networks such as message boards, conversation pages and other forms of social networking such as Facebook and Twitter as important new forms of content. These sites shall only be used for City related communications and not for personal use. As such, we expect all employees who participate in City related social networking to adhere to the same standards as any other form of communication. Employees should use their professional judgment and not post or comment any content that is deemed inappropriate. All Town related social media content must first be reviewed and approved by the Town's Communications Manager before it posted. Approval is needed by the employee's Supervisor and the IT Manager prior to engaging in any form of social networking.

Effective October 1, 2012, Maryland employers are prohibited from asking current and potential employees to disclose their user names, passwords or other means to access a "personal account or service" (such as Facebook and Twitter) through an electronic communications device (such

as a computer or telephone).

Employers are prohibited from discharging, disciplining, or otherwise penalizing or threatening employees or applicants for refusing to disclose any information covered by the law. Further, employers are prohibited from refusing to hire a job applicant because he or she refused to disclose any covered information.

This law does not prohibit employers from reviewing employees' or job applicants' social networking information that is publicly available. Employers also may request password or usernames to access "non-personal accounts or services that provide access to the employer's internal computer or information systems."

Password Management

A password management system has been setup to help users manage their network password. This system will allow the user to reset their password if they forget it with out contacting IT. The user will also be able to unlock their account themselves. The users must first register to use this system.

To register go to this site http://naviline:88/tiweb/passwordreset/register.htm or open Internet Explorer and open the Favorites folder (press Ctrl I). Select the TOC Account Registration link. When prompted enter your current network account information and answer the challenge questions. *Please note that the challenge answers are case sensitive so we advise using all lower case.*

After registering, if you forget or disable your Windows password, you can log into the TOC Password Reset Web page from a co-workers computer.

I.T. Support

The normal operation hours for Information Technology and the Helpdesk will be 8am to 5pm Monday through Friday. Users can send an email directly to helpdesk@oceancitymd.gov. This email will create a work order and an automated response will be sent back to the user with the work order number. If immediate help is needed then the users can call ext.3999 or 410-289-8882.

After hours support is available for Supervisors who have determined that the problem can not wait until the next business day. To contact IT after hours call Communications (410-723-6602) and have them contact IT. Please refer to Appendix G for the after hour's Service Level Agreement.

Self Service

Another way to enter a work order or check the status of an existing work order is to use the **TOC Self Service link**. This link is also listed under Favorites in Internet Explorer.

http://naviline:88/tiweb/scripts/TIWebPortal/TrackItUser.asp

Helpful Work order Hints:

In order to properly assign work orders to IT staff please send only **'1'** problem per email

Do not send comments or FYI's.

Include as much information as you can in the work order

You can add attachments to the work order

Make the subject line is very specific to the actual problem

If you already sent a request do not send another one about the same issue the next day

If you wish to add information or check the status, use the link below to sign into our self service portal. http://naviline:88/tiweb/scripts/TIWebPortal/TrackItUser.asp

If your work order is a **high** priority then you should contact the helpdesk directly via phone.

TOWN OF OCEAN CITY
IT Budget Request Form

Department:
Location:
Fiscal Year:

Problem or Needs:

Requested Equipment, and/or Software:

Justification:
(Be Specific & Provide backup detail)
If it is a replacement then state how old the current equipment is and the reason why it needs to be replaced. Is there a problem with it ?

Requested By:
Department Head Approval:
Date:

(Note: This request may be submitted via email)

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TOWN OF OCEAN CITY
COMPUTER POLICY AGREEMENT

By signing this agreement, the User understands and agrees to uphold all computer policies contained in this manual as well as the summary listed below. The User understands that any infraction of these computer policies may result in disciplinary action against the User in accordance with the City's Personnel Policies Governing Classified Employees. The User also understands that this policy may be revised at any time and that it is up to the User to ensure that he/she is familiar with the current policies.

Must ensure that access to computer system's equipment, software, and data is secure.

Must ensure all passwords are safeguarded.

Must ensure that only IT installs all software and hardware including demos, clipart, CDs, and fonts.

Must ensure that IT is notified before relocating any computer equipment.

Must ensure that computer system is turned off when user is away from desk for an extended period of time (30 minutes or more) or when he/she leaves to go home.

EMPLOYEE NAME (Please Print)	**DEPARTMENT**
EMPLOYEE SIGNATURE	**DATE**

This document will be placed in the Employee's Personnel File located in the Human Resource office.

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Appendix A:

Sample Email Etiquette:

- Be concise and to the point
- Answer all questions, and pre-empt further questions
- Use proper spelling, grammar & punctuation
- Do not overuse the high priority option
- Do not write in CAPITALS
- Read the email before you send it
- Take care with abbreviations and emotions
- Do not forward chain letters
- Do not copy a message or attachment without permission
- Do not use email to discuss confidential information
- Use a meaningful subject
- Avoid using URGENT and IMPORTANT
- Avoid long sentences
- Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks
- Don't forward virus hoaxes and chain letters
- Keep your language gender neutral
- Don't reply to spam

Appendix B:

Sample: *The information contained in this transmission may contain privileged and confidential information. It is intended only for the use of the person(s) listed above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.*

Appendix C:

Incoming emails will be blocked if they contain certain language as defined in the Filter dictionary and or are considered SPAM. The following topics could potentially cause an email to be blocked.

Sexual language
Profanity
Alcohol/Tobacco/Drugs
Arts/Entertainment
Compliance – Credit Cards
Compliance – Medical Records
Compliance – Social Security Numbers
Computing/Internet/Hacking
Confidential
Finance
Gambling
Hate Speech/Offensive
Job Search
Medical/Healthcare
Shopping
Spam
Sports

To report any mail as spam, forward email to asa@surfcontrol.com

Appendix D:

The following web sites will be unreachable if they contain the following:

Criminal Skills
Hate Speech
Violence
Weapons
Drugs, Alcohol & Tobacco
Adult/Sexually Explicit
Glamour & Intimate Apparel
Personal & Dating
Nudity
Gambling
Satanic/Cults
Militants/Extremist

Note that this list can be updated as needed and is not necessarily limited to just the above.

Appendix E:

Standardized Software

The City's current preferred enterprise solution is Sungard's HTE application software whenever practical. This software is maintained and housed on an IBM AS400 system. Applications include:

Payroll/Personnel	Purchasing/Inventory
Building Permits	Tax Billing
Cash Receipts	Asset Management II
Work Orders/Facility Mgmt	Fixed Assets
Code Enforcement	Fleet Management
Planning & Engineering	GMBA (Accounting)
Customer Information System	Business Licenses
Extended reporting	Accounts Receivable
Document Management Services	Land/Parcel Management
Global Financials	

Proper authorization is needed for access to these applications.

Implementation or enhancement of enterprise software is done by I.T.

Microsoft application software. Microsoft Office is acquired through I.T. using the volume purchase agreement. This ensures low pricing and the appropriate version of software to address the requirements. Other Microsoft application software, such as Visio, Project, Publisher and individual Office applications when needed (Word, Excel, Access, PowerPoint) will also be purchased through I.T.'s volume purchase agreement.

Microsoft Operating Systems (must be at least XP, Windows 7, etc). Generally, operating system software should be purchased as part of a new PC purchase. In some cases, it is appropriate to upgrade operating systems. In such cases, the upgraded software is purchased through I.T.'s volume license.

Software that is not the City's property or licensed to the City should not be installed on City computers.

Fully Supported Software

☐ Windows 7 and XP
☐ Microsoft Outlook 2007 and above
☐ Internet Explorer 7 or greater
☐ MS Office 2000 or greater
☐ HTE Software & Navaline
☐ IBM Client Access software
☐ Adobe Acrobat Reader

Partially Supported Software

☐ OSSI Public Safety Application
☐ Ungerboeck Event Management Software
☐ Rectrack Parks & Recreation Application
☐ ESRI ArcGIS software versions 9.2 or greater
☐ Adobe Photoshop
☐ Adobe Acrobat version 5.0 or greater
☐ Laserfiche document management and imaging system
☐ Other applications approved by the I.T. Department.

Appendix F:

Standardized Hardware

Desktop Computer - HP business class product lines. Minimal specifications:

Current Intel processor Windows 7 OS 120 gigabyte hard drive Integrated networking & internal sound capability 2 GB memory 19" flat-panel monitor Three-year warranty

Panasonic Toughbook CF53 Minimal specifications:

Current Intel processor Windows 7 OS 80 gigabyte hard drive Integrated GOBI or wireless card 2 GB memory 10.4" Touch Screen XGA Five-year warranty Docking Station for computers on City Network Backlit keyboard

Standard Laptop - HP Elitebook business class product lines. Minimal specifications:

Current Intel processor Windows 7 OS 500 gigabyte hard drive Integrated networking & internal sound capability 2 GB memory 15" flat-panel monitor Three-year warranty

Appendix G:

Information Technology Response Time Service Level Agreement (SLA)

The Purpose of the SLA is to establish initial call response times for after hour's support. This document does not list every event but guides the user to appropriate response based on category. Times shown are for initial response to begin diagnosis and repairs. Length of time to fully correct a problem will vary depending on the problem and complexity of the repair.

Category	Example	Initial Call Response Time	Work Around
CAD Server Issues	CAD connection error message or unable to log in to CAD	15 minutes	
MDT System Wide Issue	Report of all end users unable to login, vpn down, Sprint down	15 minutes	
Meters Not Usable	Users cannot login; error message upon login	15 minutes	
Internet	Effects more then 1 user -No Connection, unable to go to web address, error on web address, bandwidth issue-	30 minutes	
Computer Application Issue	Software error message, OS missing file, Internet slow	Next Regular working day(Monday through Friday)	User can work at another pc until IT available during regular work hours [1]
Computer Hardware Issue	Pc won't turn on, Monitor won't come on. Power supply fan not working,	Next Regular Working day (Monday through Friday)	User can work at another pc until IT available during regular work hours [1]
MDT Issue	Power lights not lit or power not working, error on MCT software login, vpn not starting	Next Regular Working day (Monday through Friday)	User can work in another vehicle until IT available during regular work hours [1]
Network Issue	Effects more then 1 user - loss of network drive mappings, loss of network applications	15 minutes	

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	(example: email), loss of internet connectivity and failure to login/authenticate to the domain.		
Whole Sites are Down	After Power outage of building, Storm related ex. Tsunami or Hurricane power outage	Immediate	
Multiple System Down	After power outage of server rack	Immediate	
User Log In Issues	OC1 or Switch-Locked out of account	30 Minutes	
User Stuck in Message Switch	User had mdt lock up, shut down prematurely	30 Minutes	
Missing Files or Files Locked	Unexpected deletion of files by end user, OC1 locked file	1 Hour	
Avaya Phones	1 phone effected	Next regular working day (Monday through Friday)	Can retrieve any messages from another working phone or can log working phone off and log in as their extension. Based on department and available phones.
Avaya Phones	Effects more than 1 phone at department site	15 minutes	
As400 Login	Profile disabled	1 Hour	

[1] - Regular Work Hours for IT – Monday through Friday – 8:30a.m. to 5:00p.m.

ATTACHMENT C

MAYOR AND CITY COUNCIL
REGULAR MEETINGS 2014

The Mayor and City Council meet for their Regular Session on the 1st and 3rd Monday of every month. If Monday is a holiday, the meeting is held the following day. All meetings begin at 6:00 p.m.

January 6	July 7
Tuesday, January 21	July 21
February 3	August 4
Tuesday, February 18	August 18
March 3	Tuesday, September 2
March 17	September 15
April 7	October 6
April 21	October 20
May 5	November 3
May 19	November 17
June 2	December 1
June 16	December 15

MAYOR AND CITY COUNCIL
WORK SESSIONS 2014

Work Sessions are held the Tuesday prior to a Regular Monday night meeting. All meetings are held at 12:00 p.m. on Tuesday afternoon unless otherwise noted.

January 14	July 1
January 28	July 15
February 11	July 29
February 25	August 12
March 11	August 26
April 1	September 9
April 15	September 30
April 29	October 14
May 13	October 28
May 27	November 25
June 10	December 9