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Technology Use Policies

Municipal Clerks and
Treasurers Institute
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Charlie Barrineau
Field Services Manager



■ Charlie Barrineau
Field Services Manager
cbarrineau@masc.sc | 803.354.4751


■ Ashley Kellahan
Field Services Manager
akellahan@masc.sc | 803.354.4795

■ Naomi Reed
Field Services Manager
nreed@masc.sc | 803.354.4750



Technology Use Policies

- Increased use and dependence on technology is a hallmark of an evolving society
- Modern life increasingly dependent on information technology both at work and home



Technology Use Policies

- Information technology vastly improves productivity and efficiency
- Technology can aid solving problems, but it can also create new problems
- Technology use inevitably involves trade-offs between benefits and costs





Technology Use Policies

- Consequence or cost of technology access
 - Unmanaged access to and use of information technology devices can be a distraction and even a threat to organizational success
- Need to manage access and limit organizational impacts of technology nothing new



Technology Use Policies

- Polices limiting personal use of new technology
- Previous employer policies covered use of:
 - Hard wired & cell phones
 - Personal use of fax and copy machines
 - Personal computer use
 - Personal email
 - Internet use



Technology Use Policies

- Increased use of employer owned technology devices and personal mobile devices have accelerated need for and extent of policy coverage
- Expanding Challenge:
"Never before in history has innovation offered promise of so much to so many in so short a time." Bill Gates



Technology Use Policies



Technology Use Policies

- Expectation of instantaneous communication borders on addictive behavior
- Addiction is strong word, but data supports use of this word (Los Angeles Times article)
- 50% of Americans would give up caffeine, chocolate and alcohol before their mobile devices



Technology Use Policies

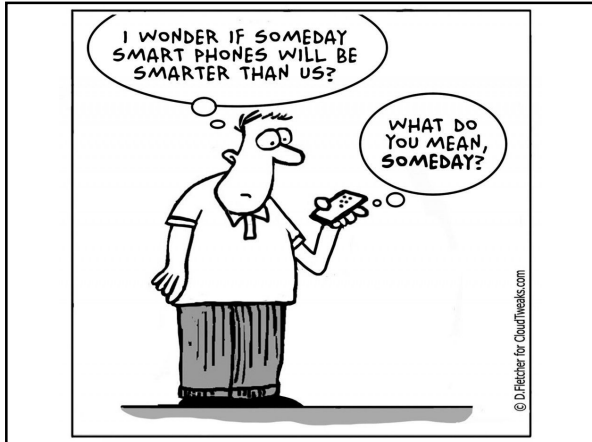
- 60% sleep with their mobile device by their sides
- 53% are upset if they go longer than 24-hours without internet access
- Instant and interactive personal communications conflicts with the traditional business practice of restricting non-essential personal communications at work



Technology Use Policies

- Why are technology policies necessary?
- Because unmanaged company and personal information technology in the work place can have a real impact on your municipality





Technology Use Policies

- Impacts on Productivity
 - In a 150 employee organization, 15 minutes of lost productivity per day, per employee is equivalent to the annual loss of one full time equivalent position
 - Very easy to become distracted when access to the internet is unrestricted - just one mouse click or touch of a device away



Technology Use Policies

- IT impacts
 - Use of personal information technology devices connected to the company network or systems can
 - Compromise security of IT system
 - Slow down IT system
 - Increase costs by requiring greater band width and or system capacity and resources



Technology Use Policies

- Liability impacts
 - Unregulated use of information technology devices can:
 - Facilitate the introduction of sexually oriented or offensive materials
 - Lead to claims and/or lawsuits alleging a hostile work environment
 - The absence of IT policies restricting access to and/or sharing of offensive materials could be considered organizational complacency



Technology Use Policies

- Public perception impacts
 - Social media presents additional challenges
 - Productivity and
 - Public image challenges
 - Taxpayers rightfully believe public employees should be working, not playing on social media during work hours



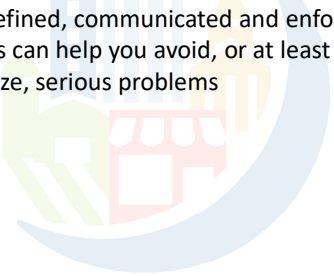
Technology Use Policies

- A word of caution
 - Case law on what employers can and cannot do regarding derogatory employee posts is still very new and evolving
 - Disciplinary issues related to an employee posting derogatory comments about the employer on social media site(s) should be discussed with legal counsel before taking action



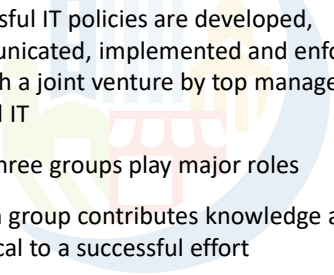
Technology Use Policies

- Well defined, communicated and enforced IT policies can help you avoid, or at least minimize, serious problems



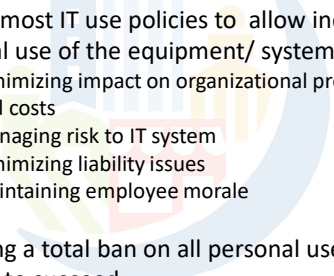
Technology Use Policies

- Successful IT policies are developed, communicated, implemented and enforced through a joint venture by top management, HR and IT
 - All three groups play major roles
 - Each group contributes knowledge and skills critical to a successful effort



Technology Use Policies

- Goal of most IT use policies to allow incidental personal use of the equipment/ system while
 - ♦ Minimizing impact on organizational productivity and costs
 - ♦ Managing risk to IT system
 - ♦ Minimizing liability issues
 - ♦ Maintaining employee morale
- Enforcing a total ban on all personal use of IT is unlikely to succeed



Technology Use Policies

- Information Technology's contributions in multi-department approach
 - Knowledge of how IT system operates
 - Knowledge of impact of personal mobile devices on system
 - Importance of system security and risk management
 - Monitoring compliance
 - Developing supporting evidence of violation of policies for HR and top management



Technology Use Policies

- Human Resource's contributions
 - Developing policies that apply to entire organization, not just IT system
 - Policing organizational productivity and risk management
 - Communicating policies to employees
 - Insuring fair and consistent implementation /enforcement



Technology Use Policies

- Steps in IT Policy Process
 - Develop
 - Communicate
 - Implement
 - Monitor
 - Enforce (team effort of HR ,IT and Mgmt)



Technology Use Policies

- The most effective strategy incorporates IT use policies as part of the employee handbook:
 - Creates a formal policy statement for your city
 - Establishes an expectation for all employees to know, understand and sign off on policies
 - Standardizes range of penalties for violations
 - Demonstrates organization is not complacent



Technology Use Policies

- Comprehensive IT policies should address:
 - Use of employer furnished technology
 - Use of personal technology devices during work hours
 - Connection of personal technology devices, if allowed, to the employer information technology network or systems
 - Connection and posting to non work related social media sites during work hours



Technology Use Policies

- The policies should establish:
 - Employer ownership of technology, technology devices and related software furnished by the employer
 - Employer ownership of data, including:
 - personal communications created or stored on employer owned technology devices or personal devices connected to the employer information system and or network



Technology Use Policies

- No expectation of privacy, confidentiality or restricted access for data, including personal communications, created or stored on employer owned technology devices or personal devices connected to the employer information system and or network
- Bottom line - regardless of content information stored or created on a city device or network using private device is not private



Technology Use Policies

- Employer reserves the right to monitor all employee usage of computer and telecommunications systems to ensure proper working order, appropriate use by employees, the security of employer data, to retrieve the contents of any employee communication in these systems, or for any other purpose deemed necessary by the employer



Technology Use Policies

- Employer reserves the final right to determine the appropriateness of the use of and/or content created or stored on company owned technology or personal devices connected to the employer's information technology system



Technology Use Policies

- Where is your organization in establishing IT policies?
- Is it a multi-departmental approach? Do you have support of HR and management?
- Are your policies part of your employee hand book?



Technology Use Policies

- Do the employees know the IT use policies?
- Do you allow employee (personal) owned devices to be connected to your IT or alternate system?
- Is social media use addressed?



Technology Use Policies

- Do you monitor and manage the impact these connected devices?
- Do you provide technical support for connected personal devices?
- Do you limit the type (make) of devices you support?



Technology Use Policies

- Do you know the cost to support these devices and their broadband use?
- Do you have a program in place to audit use of employer owned and personal devices connected to employer network or system?





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