



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### A. Technology Acceptable Use

#### 1. Policy

The City provides team members with technology resources, consisting of electronic communication systems, a network connection, and Internet/Intranet access in an effort to help team members do their jobs more efficiently. This policy governs all use of the City's network, Internet/Intranet, electronic communications-related systems, and all associated technology. This policy applies to, but is not limited to computer equipment, telecommunications equipment, printers, software, operating systems, storage media and network accounts providing electronic-mail, Internet, FTP, the City's Intranet, and all other City electronic messaging and communicating systems, as well as personal devices used to connect to City systems.

#### 2. Purpose

The purpose of this policy is to outline the acceptable use of technology at the City. These guidelines are in place to protect team members and the City. Inappropriate use exposes the City and its users to risks including virus attacks, compromise of network systems and services, fines, criminal and/or civil charges, breech of privacy/confidentiality, potential interruption of services (including emergency and protective services) and liability. On December 7, 2022, Governor Greg Abbott required all state agencies to ban the video-sharing application TikTok from all state-owned and state-issued devices and networks over the Chinese Communist Party's ability to use the application for surveilling Texans. Governor Abbott also directed the Texas Department of Public Safety (DPS) and the Texas Department of Information Resources (DIR) to develop a plan providing state agencies guidance on managing personal devices used to conduct state business. Following the issuance of the Governor's directive, the 88<sup>th</sup> Texas Legislature passed [Senate Bill 1893](#), codified in Ch. 620, Texas Government Code, which prohibits the use of covered applications on governmental entity devices, with certain exceptions.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### 3. **Applicability**

This policy applies to City team members, elected officials, Committee/Board members, customers, visitors, guests, external contractors/vendors, consultants, personnel affiliated with third parties or anyone else when they are using equipment or systems that are owned or leased by the City, whether during or outside of work hours.

### 4. **General Guidelines**

- a. Use of the network, associated systems, and Internet/Intranet access may extend throughout a team member's term of employment. Any person not actively under the City's employ or assign does not have permission to access or use any City system or device unless said device is specifically designed for "public" or "guest" use by the Information Technology Department.
- b. The City's communication systems, network, and Internet/Intranet access are intended for business use only. The City does allow incidental, non-disruptive, casual personal use at the sole discretion of supervisors or managers. Such use is allowed providing it does not interfere with the performance of duties and/or the business use of these systems and is in compliance with all other terms of this and all other City policies.
- c. **If there is any uncertainty regarding permissible personal use, it is the responsibility of the team member to consult his or her supervisor for clarification before proceeding.**
- d. All information created, transmitted, or received via the City's communication systems, including but not limited to, e-mail, network, or Internet/Intranet is the property of the City. Team members should have no expectation of privacy regarding this information. The City reserves the right to (and on occasion does) access, read, review, monitor, and copy all messages and files on its computer systems at any time and without notice to



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

the relevant team member(s). The Information Technology Department may review files and intercept communications for any reason, including but not limited to maintaining system integrity and ensuring team members are using the systems consistent with this policy.

- e. Any content created or transmitted via these systems constitutes a public record and therefore may be subject to public disclosure in accordance with state law. The City reserves the right to disclose any electronic records or data to law enforcement agencies, the media, or other third parties without the team member's consent.
- f. Any team member aware of a policy violation should immediately report the violation to his/her supervisor, the Director of Information Technology, or the Director of Human Resources.
- g. All team members are required to follow the City's Records Retention and Management policies when considering removing any files that no longer have a practical use.

### 5. Covered Applications

Pursuant to state law, governmental entities, as defined below, must establish a covered applications policy. A covered application is:

- The social media service TikTok or any successor application or service developed or provided by ByteDance Limited, or an entity owned by ByteDance Limited.
- A social media application or service specified by proclamation of the governor under Government Code Section 620.005.

a. **Covered Applications on City-Owned or Leased Devices**

Except where approved exceptions apply, the use or installation of covered applications is prohibited on all City-owned or -leased devices, including cell phones, tablets, desktop



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

and laptop computers, and other internet-capable devices.

The City will identify, track, and manage all city-owned or -leased devices including mobile phones, tablets, laptops, desktop computers, or any other internet-capable devices to:

1. Prohibit the installation of a covered application.
2. Prohibit the use of a covered application.
3. Remove a covered application from a city-owned or -leased device that was on the device prior to the passage of S.B. 1893 (88th Leg, R.S.).
4. Remove an application from a city-owned or -leased device if the Governor issues a proclamation identifying it as a covered application.

The City will manage all city-owned or leased mobile devices by implementing the security measures listed below:

1. Restrict access to “app stores” or unauthorized software repositories to prevent the installation of unauthorized applications.
2. Maintain the ability to remotely wipe non-compliant or compromised mobile devices.
3. Maintain the ability to remotely uninstall unauthorized software from mobile devices.
4. Other city-implemented security measures.

### b. Ongoing and Emerging Technology Threats

To provide protection against ongoing and emerging technological threats to the government’s sensitive information and critical infrastructure, DPS and DIR will regularly monitor and evaluate additional social media applications or services that pose a risk to this state.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

DIR will annually submit to the Governor a list of social media applications and services identified as posing a risk to Texas. The Governor may proclaim items on this list as covered applications that are subject to this policy.

If the Governor identifies an item on the DIR-posted list described by this section, then the City will remove and prohibit the covered application.

The City may also prohibit social media applications or services in addition to those specified by proclamation of the Governor.

### **c. Covered Application Exceptions**

The City may permit exceptions authorizing the installation and use of a covered application on city-owned or -leased devices consistent with the authority provided by Government Code Chapter 620.

Government Code Section 620.004 only allows the City to install and use a covered application on an applicable device to the extent necessary for:

1. Providing law enforcement; or
2. Developing or implementing information security measures.

If the City authorizes an exception allowing for the installation and use of a covered application, the City must use measures to mitigate the risks posed to the state during the application's use including:

- Measures that the City deems appropriate for its own policy.

The city must document whichever measures it took to mitigate the risks posed to the state during the use of the covered application.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### **B. Network Access**

#### **1. Responsibilities**

It is the responsibility of the Information Technology Department to create, manage, and support all user accounts. Each team member is assigned a unique Network ID (user account) and password. This information is used when accessing any electronic and communication systems.

#### **2. Policy**

By accepting an account and accessing the City's network, Internet/Intranet, or other communication systems, all City team members agree to adhere to the City policies regarding their use.

- a. Each team member is responsible for all actions performed by his or her user account. Therefore, team members shall not disclose their account information.
  1. An exception can be made at the team member's discretion to provide account information to Information Technology Department staff for support purposes.
- b. A team member may at any time request that his or her password be changed.
- c. Any team member who has knowledge of someone else's password should notify that person immediately so he or she can request a password reset.
- d. Only under unique circumstances will more than one person utilize the same username and password.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

1. This request must be made by the Department Director and approved by the Director of Information Technology.

### **3. Confidential Information**

1. Team members may have access to confidential information about the City, other team members, customers, or citizens. Within the bounds of assigned job duties, team members may use electronic communications to transmit confidential information internally to other team members with a legitimate need to know. For the purpose of this policy, confidential information includes, but is not limited to:

- a. Procedures for computer access and User IDs to the City's network or vendors' systems; program/user manuals, systems flowcharts; all documentation normally related to the design or implementation of any system developed by the City relating to computer programs or systems installed for customers, citizens or internal use.
- b. Team member financial information, Social Security numbers, health records, personal health information (PHI) and other confidential material.
- c. Lists of present team members, clients and customers and the names of individuals with whom the City deals, the type of equipment or computer software they use, and information relating to those clients and customers, which has been given to the City by them or developed by the City relating to computer programs or software installed.
- d. Lists of, or information about, persons seeking employment with or who are employed by the City.
- e. Any other information relating to the City's network, infrastructure, and engineering.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### **4. New Team Members**

1. Upon hiring a new team member to fill a previously filled position, it is the responsibility of the hiring department to complete the IT New Hire Worksheet requesting network access. Upon receiving all necessary forms, IT will setup and configure all accounts and access within one week.
2. When hiring a new position, it is the responsibility of the hiring department to coordinate with the Information Technology Director on filling the position so there is sufficient time to purchase, configure, and install all necessary hardware and software prior to the team member start date.

### **5. Password Guidelines**

Passwords are the key to security. It is important that team members not disclose their password to others. Following are a list of guidelines to help create strong passwords and to help keep those passwords secure:

- a. Passwords should not be recorded where they might be easily obtained.
- b. Passwords should:
  1. contain no less than eight (8) characters
  2. contain both upper and lowercase characters (e.g. a-z, A-Z)
  3. have at least 2 digits or punctuation characters as well as letters (e.g. 0-9,!@#\$%^&\*()\_+=|'][{}~?<>)
  4. not be a word found in the dictionary



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### **6. Terminations**

Immediately upon separation of employment, the IT Department will disable all user account(s) and network access. Arrangements should be made with the Director of Information Technology prior to separation of employment to provide alternate access to the team member's email information and files. Once the vacant position has been filled, the IT Department will archive all user data according to the Records Retention and Management Policy.

### **7. Data Storage & Backups**

All important, confidential or proprietary information should be stored on the network. The network is equipped with electronic and physical security. Activity on the network is monitored for tampering and other security breaches. The Information Technology Department is responsible for backing up data and programs that are on the network.

## **C. Software**

### **1. Downloading & Installing**

In an effort to maintain a secure, standardized environment and to prevent violating software licenses, team members shall not download or install any software on their computers unless prior approval has been given by the IT Department. The IT Department is responsible for the installation, maintenance, and support of all software and updates on all information technology systems, except where other arrangements have been made.

### **2. Licensing & Piracy**

Team members are to use software strictly and exclusively in accordance with its license agreement. Unless otherwise provided in the license, the duplication of copyrighted



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

software is a violation of copyright law. In addition to being in violation of the law, unauthorized duplication of software is contrary to the City's standards of team member conduct. The City licenses the use of computer software from a variety of outside companies. The City does not own the copyright to software licensed from other companies. Team members acknowledge they do not own software or its related documentation. Team members may not make additional copies of software. The only exception will be a single copy, by Information Technology Department for backup or archival purposes.

- a. Under no circumstances are team members permitted to install personal software on the City's computer system.
- b. Team members are not permitted to copy software from the City's computer system.
- c. Team members are prohibited from giving software to persons not employed by the City.
- d. Under no circumstances will the City use software from an unauthorized source, including, but not limited to the Internet, home, friends, and/or colleagues.

### **D. Electronic Communications**

#### **1. Purpose**

The City's electronic communications systems are designed to improve service to our customers and citizens, enhance internal communications, reduce service provision costs, and reduce general paperwork.

#### **2. Appropriate Use**

Team members using the City's e-mail, voicemail, and all associated systems should adhere to



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

the following guidelines:

- a. Alternate Internet Service Provider or Virtual Private Network (VPN) connections to the City's internal network are not permitted unless expressly authorized by the Director of Information Technology.
- b. Only authorized personnel are permitted to access another person's e-mail or voicemail without the user's consent. Such access will only be granted by the Director of Information Technology with the permission of the Department Director.
- c. All electronic communications must conform to City anti-harassment, workplace violence and discrimination policies.
- d. Team members must abide by copyright laws, ethical rules, and other applicable City policies or laws.

### **3. Inappropriate Use**

- a. All communications originating from or transmitted via the City's communication system must contain professional and appropriate language at all times. Team members are prohibited from transmitting abusive, harassing, intimidating, threatening and discriminatory or otherwise offensive messages via e-mail, telecommunications, or paging.
- b. Use of the City's electronic communications systems to solicit for any purpose, personal or otherwise, without the consent of the City Manager is strictly prohibited.
- c. Sending, forwarding, or hosting unsolicited e-mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (e-mail SPAM) is prohibited.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### E. City-Owned Social Media Use

#### 1. Policy

- a. This policy provides guidelines for administration, management, and uses of any social media account owned by the City of New Braunfels, including departmental or facility-related accounts to ensure responsible, effective, and legally compliant communication. The City recognizes the role that these tools play in the overall communications efforts of the City and their vital use in disseminating information.
- b. This policy does not address personal use of social media and does not impact, nor is it impacted by the Social Media section of the Conduct Standards included in the City of New Braunfels Team member Policies and Procedures.
- c. The City Manager reserves the right to modify or rescind all or part of this policy at any time.
- d. Violations of this policy may result in disciplinary action, including suspension of social media privileges or other measures consistent with city employment policies.

#### 2. Scope

This policy applies to all current and future social media accounts owned by the City of New Braunfels, all team members who are administrators of a City social media account, and all City departments.

#### 3. Accounts

Social media accounts owned by the City of New Braunfels as of November 2024 are:

- City of New Braunfels Facebook - <https://www.facebook.com/CityofNewBraunfels>
- City of New Braunfels Instagram - <https://www.instagram.com/cityofnbtx>



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- City of New Braunfels Nextdoor - <https://nextdoor.com/agency-detail/tx/new-braunfels/city-of-new-braunfels>
- City of New Braunfels, TX LinkedIn - <https://www.linkedin.com/company/city-of-new-braunfels-tx>
- City of New Braunfels X - <https://x.com/cityofnbt>
- New Braunfels Police Department Facebook - <https://www.facebook.com/NewBraunfelsPD>
- City of New Braunfels YouTube - <https://www.youtube.com/c/CityofNewBraunfelsTX>
- New Braunfels Police Department Instagram - [https://www.instagram.com/nbpd\\_tx](https://www.instagram.com/nbpd_tx)
- New Braunfels Public Safety X - <https://x.com/NBTXPoliceFire>
- New Braunfels Fire Department Facebook - <https://www.facebook.com/NBFire>
- New Braunfels Fire Department Instagram - <https://www.instagram.com/nbtxfiredept>
- NBFD Chief Ruy Lozano - <https://x.com/NBTXFireChief>
- New Braunfels Parks and Recreation Facebook - <https://www.facebook.com/NBParksandRec>
- New Braunfels Parks and Recreation Instagram - <https://www.instagram.com/nbparksandrec>
- Das Rec Facebook - <https://www.facebook.com/DasRecNB>
- Das Rec Instagram - <https://www.instagram.com/dasrecnb>
- New Braunfels Aquatics Instagram - <https://www.instagram.com/newbraunfelsaquatics>
- Landa Park Golf Course Facebook - <https://www.facebook.com/landagolf>
- Landa Park Golf Course Instagram - <https://www.instagram.com/landagolf>
- New Braunfels Public Library Facebook - <https://www.facebook.com/NBPLTX>
- New Braunfels Public Library Instagram - <https://www.instagram.com/nbpltx>
- Westside Community Center Facebook - <https://www.facebook.com/NBWestsideCommunityCenter>
- Westside Community Center Instagram - <https://www.instagram.com/nbtxwestsidecc>



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- Andrés Campos - New Braunfels City Council, District 1 Facebook -  
<https://www.facebook.com/profile.php?id=100084736133607>

#### 4. Objectives

Content posted to social media accounts should enhance communication and engagement with residents and stakeholders. Accounts should disseminate accurate and timely information about City services, events, initiatives, meetings, policies, and emergency updates. Activity on the accounts should foster transparency and accountability.

#### 5. Account Creation

It is the position of the City that a limited number of social media accounts is a best practice as it helps reduce the number of accounts a resident needs to follow to have access to City news and information. No new social media accounts will be created without the approval of the City Manager or Director of Communications and Community Engagement.

#### 6. Responsibility

- a. It is the responsibility of the Communications and Community Engagement Department to manage all City-owned social media accounts. At least three team members from the Communications and Community Engagement Department, including the Director, will be listed as administrators on all social media accounts. No team members outside of the Communications and Community Engagement Department will be administrators on any City-owned social media accounts.
- b. Exceptions include:
  - City of New Braunfels LinkedIn – team members of the Human Resources Department are also administrators on this account.
  - NBFD Chief Ruy Lozano – Fire Chief Ruy Lozano is also an administrator of this account.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- Landa Park Golf Course Facebook and Instagram – team members of the third-party contractor GolfNow are also administrators on this account.
- Andrés Campos - New Braunfels City Council, District 1 Facebook – Councilmember Andrés Campos is also an administrator on this account.

### 7. Content Guidelines

- a. Accuracy: All information must be verified for accuracy before posting.
- b. Relevance: Content should be related to city services, programs, events, and other matters relevant to the community.
- c. Tone and Professionalism: Posts should use a neutral or positive, informative, and courteous tone. Content should avoid personal opinions or politically charged language.
- d. No Endorsements: The City's social media accounts should not be used to endorse political candidates, private businesses, or external organizations or events without explicit approval from the Director of Communications and Community Engagement.
- e. Copyright and Attribution: Posts should only use content (e.g., images, videos, text) that is owned by the City or properly licensed for use. Always give appropriate credit for third-party content.
- f. City social media accounts may not publish:
  - Confidential or proprietary information.
  - Content that violates a legal ownership interest in another party.
  - Profanity, racist, sexist, obscene, or derogatory content or comments.
  - False or defamatory comments.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- Comments in support of or opposition to political campaigns or ballot measures
- Content that solicits or promotes commercial services or products unless it is part of a sponsorship agreement and explicitly approved by the Director of Communications and Community Engagement.
- Legal information: anything to do with pending litigation or legal issues, including attorney-client privileged communication and/or attorney work product.
- Information not subject to disclosure under the Texas Public Information Act or information the publishing which would violate state or federal law.
- Threat of physical harm or intentional disruption of City operations.
- Advocacy for or causing the damage or destruction of City property, illegal discrimination, or harassment (including sexual harassment).

### 8. Interaction and Moderation

- a. The public is encouraged to interact with content posted on the City's social media accounts and the accounts themselves, and when appropriate, social media administrators should respond to public questions or comments and direct messages in a timely and professional manner with relevant and accurate information.
- b. Responses to public questions or comments should come from the official City social media account and not from a team member's personal account.
- c. All City social media accounts must post the following guidelines in the about section:

This page is a limited public forum, and all postings are subject to public disclosure.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

The City of New Braunfels encourages discussion as it relates to the City and thread.

While the City of New Braunfels does not discriminate against viewpoints or opinions posted on this page, the administrators of this page reserve the right to hide or remove the following types of postings:

- Comments that contain foul language or that are otherwise obscene, indecent, or threatening.
- Comments that contain hate speech or offensive terms directed at race, color, national origin, sex, age, religion, disability, veteran status, genetic information, or any other unlawful classification.
- Comments suggesting or encouraging illegal activity.
- Insults of a personal nature, unrelated to the business of the City of New Braunfels.
- Off thread commentary, advertisements and comments that contain spam.
- Comments about a political campaign or political initiative.
- Comments violating copyright or intellectual property rights, this platform's terms of service or any other laws or regulations.

The City strives to be consistent, but may not be able to catch all comments that violate these guidelines.

- d. Social media administrators may not delete or hide public comments unless they are in violation of the guidelines listed above. General profanity filters should be turned off but a filter may be set to hide comments containing certain words. That list of words should be approved by the Director of Communications and Community Engagement.

### 9. Legal Compliance



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- a. All City of New Braunfels social media sites must adhere to all applicable federal, state, and local laws, regulations, and policies, including all IT and City Records Management policies and other applicable City policies.
- b. Record retention and open records: Social media sites contain communications sent by and received by the City and its team members. These interactions are considered public records subject to disclosure, in accordance with the Texas Public Information Act. Regular retention requirements (Policy 116.000) apply regardless of the form of the record (for example, digital text, photos, audio, and video). The City preserves records pursuant to a relevant records retention schedule for the required retention period in a format that preserves the integrity of the original record and is easily accessible.

### 10. Crisis Communications

Social media can play a crucial role in disseminating vital information during a crisis. In the event of an emergency, appropriate City social media accounts can be used to provide real-time updates but must ensure the information is accurate. During a crisis, suspend all prescheduled posts until cleared to resume normal posting and refer to the City of New Braunfels Crisis Communications Plan.

### 11. Training

All City social media administrators must undergo training on proper use of social media, including best practices for engagement, content creation, and legal considerations.

### 12. Deactivation

Should a social media account be deemed no longer necessary by the Director of Communications and Community Engagement and the Director of the department that it is representing, an administrator of that account may deactivate it with approval from the Director of Communications and Community Engagement. No accounts should be permanently deleted, only deactivated.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### **F. Telephone Utilization**

#### **1. Purpose**

The use of both landline and cellular telephones is necessary to the orderly conduct of business by the City. The purpose of this policy is to enumerate the guidelines for use of telephones by City team members.

#### **2. Acceptable Use**

The City's telephones are to be used for conducting necessary business. The City will acquire, assign and pay the monthly charges on cellular telephones for those team members that require this tool to conduct business for the City. Designated team members may be approved for a cell phone allowance. Limited personal use of City telephones is permitted in accordance with this policy.

#### **3. Provisions**

- a. City telephones, both landlines and cellular telephones, are to be used primarily for conducting necessary City business. Personal telephone calls by a team member are permitted; however, use to the point of interference with performance of job duties may result in corrective action.
- b. Long distance calls for official City business should be made only by personnel authorized by their respective Supervisor to make such calls.
- c. Personal long-distance calls should be charged to a personal calling card or be made on a pre-paid phone card. Team members are required to report and reimburse the City for any personal long-distance calls made on City telephones and charged to the City.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

- d. The City shall pay the monthly charges for City cellular telephones assigned to City team members for use in conducting City business. Team members shall be required to reimburse the City for any additional charges, i.e. additional minute charges, incurred on the cellular phone unless the team member can substantiate that the additional charges were City-related and that the allocated monthly minutes under the provider plan was substantially incurred for City-related business. Excessive personal use of City cellular telephones may result in corrective action.
- e. In accordance with City Ordinance 2015-41, team members shall not use a cellular telephone or other hand-held communications device while operating a motor vehicle (emergency vehicles are an exception to this policy). Team members shall pull over and stop before operating a hand-held device. Team members shall not send or read text messages on a hand-held device while operating a motor vehicle.
- f. The City's voicemail system is for improved customer service. Team members shall use the system appropriately keeping in mind that effective communication via telephone is an integral part of establishing and maintaining quality customer service.

### **4. Wireless Communication**

The City of New Braunfels policy is to provide access to a wireless communication device to a City team member when and if the Department Director determines the use of the device is required and necessary for the performance of the team member's job duties. The Department Director will determine each year the appropriate device and allowance for the team member. A wireless communication device allowance may be withdrawn by the department at any time.

### **5. Eligibility**

In general, team members will be required to have a wireless communication device that is compatible with the City's network and E-Mail system if job duties or



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

operational requirements:

- a. Involve frequent travel or will routinely take the team member into the field to conduct business but have a need to remain in communication with others for City business purposes.
- b. Present a need for constant and immediate communications through the day if the position requires the team member to be away from the office or their desk frequently.
- c. Presents a need after hours for a team member that significantly supports or is responsible for programs, services, or systems.
- d. Require a team member to be available for emergency or business-related contact on a 24/7 basis.
- e. Deem there are no other practical alternatives for cost effective and timely communications using landlines or other communications methods.
- f. Simple convenience may not serve as a criterion for requiring a team member to possess a wireless communication device that is compatible with City software.
- g. Additionally, supervisors must ensure that requirements for hourly team members to check E-mail, or be available after normal working hours, are clearly understood and explained to team members, and that such requirements are in accordance with the Fair Labor Standards Act.

### **6. Security**



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

The City reserves the right to load City supplied software on the device. The software will assist in maintaining network and data security and integrity, including, but not limited to, antivirus and device management products. The software may restrict access to sensitive or confidential information from the device, manage City data on a device used for both City and personal use, or delete or remove City data from the device. The City is not responsible for any decrease in functionality or damage to the device that may result from the use of these software products.

### 7. Notification Requirements

The team member is responsible for immediately notifying the IT Department and their direct supervisor should their equipment become lost, stolen, or otherwise inoperable. Department Directors must immediately notify both the IT Department and the Human Resources department should a team member under this policy separate from City employment.

### 8. Mobile Device Use

#### [Mobile Device Use Form](#)

##### 1. Policy

- a. This policy outlines the usage of mobile devices by team members when used for City business. This policy applies regardless of the location of the worksite. Mobile devices include, but are not limited to, technologies such as cellular telephones, phones, iPads, non-windows tablets, phone tablets (phablets) or other devices that can digitally access or download email, data files, text files, or Internet sites. City-owned devices including, but not limited to, Apple products, Windows-based tablets (Surface) and laptops do not apply to this policy.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- b. Work-related information and data generated on, processed by and/or retained on mobile devices that access City e-mail or other network services, are the property of the City of New Braunfels.
- c. Any information, whether on a City-owned device or your personal device, that is written, produced, collected, assembled, or maintained on the mobile device in connection with City work is subject to public disclosure under the Texas Public Information Act.
- d. A team member in a position designated as non-exempt under the FLSA will not use a mobile device for City work outside of the team member's normal work schedule unless the team member receives prior supervisory approval for the specific work performed. In accordance with the City's policy on Overtime Compensation and Compensatory Time, the team member is only allowed to work overtime or accrue compensatory time with the express permission of the supervisor. The team member must accurately record all time worked within the pay week in which it was worked.
- e. Claims for injuries sustained while utilizing mobile devices for work purposes must be reported to the team member's supervisor pursuant to the City's Workers Compensation Policy.
- f. Any mobile device that accesses City data systems must conform to security access requirements as defined by Information Technology to ensure that the City's data on the device is protected from unauthorized access and use. Requirements include, but are not limited to, utilization of a password to lock the device and adherence to centrally managed security policies. By utilizing the mobile device for City business, the team member acknowledges that these centrally managed security policies may impact the settings on the



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

device. Access to the City email system will be terminated for any personal mobile device failing to conform to these requirements.

### **2. City-Owned Mobile Device**

Team members may request to their supervisor or Department Director to review a city-owned mobile device for business use while employed with the city. In general, team members will be provided a mobile device if job duties or operational requirements:

- a. Involve frequent travel or will routinely take the team member into the field to conduct business, but have a need to remain in communication with others for City business purposes;
- b. Present a need for constant and immediate communications through the day if the position requires the team member to be away from the office or their desk frequently.
- c. Presents a need after hours for a team member that significantly supports or is responsible for programs, services, or systems;
- d. Require a team member to be available for emergency or business-related contact on a 24/7 basis;
- e. Provide operational efficiencies for remote access to owned or subscribed to software systems;
- f. Deem there are no other practical alternatives for cost effective and timely communications using landlines or other communications methods;

Simple convenience may not serve as a criteria for requiring a team member to possess a mobile device.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

### **3. Stipend-Based Mobile Device**

Team members may request to their supervisor and Department Director and receive approval from the City Manager or designee to receive a monthly mobile communication device allowance in lieu of a City owned device.

- a. Team members who receive approval for a mobile device allowance are responsible for selecting and contracting with a service provider in their own name for approved voice/data service or voice only service.
- b. The City will pay the cost of providing the same required level of service per month as if the team member was on a city-owned service plan. This amount will be assessed on an annual basis and is subject to change from year to year. The allowance is not intended to cover the total cost of the fees and service charges incurred under an individual plan. Any charges by the team member's service provider in excess of the allowance are the personal responsibility of the team member and not the City.
  - i. The City Manager or designee may authorize a higher stipend amount as appropriate at his/her discretion.
- c. The taxable allowance will be processed through the payroll system and paid to the team member. The allowance is supplemental income and considered taxable income to the team member. The taxable allowance will be subject to required deductions such as FICA and TMRS. The monthly allowance will not constitute an increase in base pay and will not be included in any percentage calculations for an increase to base pay.
- d. To be eligible to receive this allowance, team members must purchase a wireless communication device and plan that is appropriate for their determined use (voice only or voice and data) and is compatible with the City's network and E-mail system as appropriate.

### **4. Personal Mobile Device**



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

1. Personal devices may be used by team members to access City email, calendars, contact information and other approved City data as available per device technology and licensing provisions. However, access is subject to City restrictions, approvals and security controls defined by the Information Technology (IT) department. Failure to adhere to access rules may result in termination of access and/or disciplinary action.
  - a. Team member's Department Director or designee will review each request for personal device use for business purposes and may approve or deny the request at his or her sole discretion.
  - b. Utilization of personal mobile devices to access City data in the performance of City work is not mandatory and is a voluntary election by the team member. The City bears no responsibility for the reimbursement of costs associated with the activity.
2. The cost of making changes to, or the cancellation of, any personal mobile device contract for service, as well as device repairs of any type, is the sole responsibility of the device owner.
  - a. The costs associated with utilizing the personal mobile device for City business are the sole responsibility of the device owner. Content that is accessed, displayed, and/or transmitted while using the device for City business must follow City policies in terms of acceptable content in the workplace.
3. Non-exempt team members must also receive approval from their Department Director or designee for how they will utilize their personal mobile device during regular work hours and may not use their personal device to access the City system outside of their normal work hours without prior approval of their supervisor.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

### **PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

4. Basic information on how to configure and access available City services will be available from the Information Technology department. Information Technology is not responsible for ensuring connectivity to City email or other services with personal mobile devices.
5. As part of configuring the device to access City resources, team members must have personal mobile devices configured with an access password to prevent unauthorized use. The City's IT Department will configure and enforce a forced access password, if one is not already configured.
6. Information Technology will not allow connections from a personal mobile device to City data without a signed acknowledgement form from the team member with appropriate supervisory signatures.

### **5. Responsibilities**

1. Except in certain narrowly defined circumstances, the Texas Public Information Act provides the public the right to access much of the information that governmental bodies produce. Whether data is subject to the Public Information Act does not depend upon where the data is stored, the data's format, or the ownership of the device on which the data is stored.
  - a. The City shall comply with State and Federal confidentiality laws, as they apply to information on a personal device that is not subject to disclosure under the Public Information Act.
  - b. Downloading City documents to personal devices is discouraged.
  - c. Security requirements must be followed for all personal mobile devices that access City email.



## CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES

### PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE

EFFECTIVE DATE: MAY 20, 2019

REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024

- d. Any information on a team member's personal device that is written, produced, collected, assembled, or maintained on the mobile device in connection with City work is subject to public disclosure under the Texas Public Information Act.
2. Team members must cooperate to provide City data from their mobile device. Team members must take every reasonable step to preserve the City data on their mobile device or elsewhere in accordance with the City's retention schedule and must provide such data if required by the City.
3. All approved mobile devices will be connected to technology that will require a device access code and allow for the device to be remotely wiped.
4. City-owned mobile devices may not be used for viewing excessive streaming video including but not limited to Netflix and Hulu.
5. The owner of the personal device must report lost and/or stolen personal mobile devices connected to City data to IT immediately. Any device will be 'wiped' when Information Technology is notified of it being lost or stolen. This means that all data on the phone will be erased, including personal data. Upon termination of employment, all data connections will be disabled.
6. Each mobile device user is responsible for ensuring that their device is kept safe, backed up and secure to reduce the likelihood of being lost or stolen.
7. Non-business use of personal mobile devices must not disrupt or interfere with the team member's or the team member's co-worker's workplace duties.
8. The City may periodically change access methods and information systems which may result in incompatibility with personal mobile devices. The personal mobile device owner is solely responsible for ensuring that their device is properly configured and compatible with the services offered by the City.



## **CITY OF NEW BRAUNFELS POLICIES AND PROCEDURES**

**PROCEDURE(S): TECHNOLOGY ACCEPTABLE USE & MOBILE DEVICE**

**EFFECTIVE DATE: MAY 20, 2019**

**REVISION DATE(S): OCTOBER 1, 2022, OCTOBER 24, 2023, NOVEMBER 22, 2024**

9. A copy of signed team member authorization forms should be filed in HR.
10. Upon employee termination, all City-owned devices must be returned to the IT Department for proper processing and removal of user data, unless they are previously configured as a shared device for multiple users. No device should be passed off to a replacement team member until the device has been processed by the IT Department. In the event of team member involuntary termination, the device assigned to that user will be locked down and un-accessible with a notification that it must be returned to the IT Department in order to be correctly decommissioned from the previously assigned user.

---