


# **Town of Raymond Maine**

## **Comprehensive Information Technology**

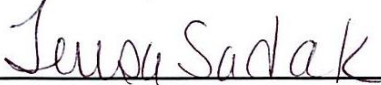
### **Policies, Procedures and Standards**

### **Handbook**

**Adopted this 10<sup>th</sup> day of October 2023, by the Raymond Select Board:**

  
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**Joseph Bruno, Chair**

  
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**Rolf Olsen, Vice Chair**

  
\_\_\_\_\_  
**Teresa Sadak**

\_\_\_\_\_  
**Samuel Gifford**

  
\_\_\_\_\_  
**Derek Ray**

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# Introduction

## 1.1 Purpose and Scope

The purpose of this comprehensive IT policies, procedures and standards manual is to establish standardized guidelines, protocols, and best practices for the management, administration, and security of information technology resources within our municipal government. This manual will serve as the primary reference for all acceptable and prohibited uses of IT assets by municipal employees, contractors, volunteers, and constituents.

This provides a framework that will be used to incrementally migrate, update, and audit existing IT assets, software, technologies, controls and processes to comply with these documented standards over the next 3-5 years. The transition plan will be designed to minimize disruption to operations while bringing infrastructure modernization and maturity improvements that align with organizational objectives. Compliance requirements will be adapted appropriately for legacy systems based on associated risks and lifespans.

This manual applies to all personnel who access or utilize the municipal's IT infrastructure, systems, software, hardware, data, devices, networks and facilities. This includes full-time and part-time staff, contractors, consultants, partners, elected officials, volunteers, and authorized third parties. All users must comply fully and without exception.

This manual aims to:

- Provide clear guidelines and requirements for appropriate use of municipal IT assets
- Standardize IT configurations, processes, controls and methodologies
- Define required security controls and protocols to safeguard information resources
- Outline technology acquisition protocols and life cycle management
- Ensure IT policies and governance align with municipal goals and initiatives
- Reduce risk of disruptions, legal liability, data loss and non-compliance

The scope covers:

- Servers, computers, mobile devices, network infrastructure
- Software platforms, databases, licensing and permit systems
- Websites, cloud services, geospatial systems and applications
- Records, documents and data stored or transmitted electronically
- Internet access, email, telecoms, radios, and peripheral devices
- Physical facilities and infrastructure housing IT equipment

The scope includes all municipal-owned and managed technology, as well as any personal devices authorized for government business. This manual governs resources located on-premises and remotely. All users must comply fully.

## 1.2 Definitions

To ensure clarity across policies, the following key terms are defined:

Information Technology (IT) - All municipal computer systems, hardware, software, services, infrastructure, and other information processing technologies.

Policy - High level municipal requirements mandating or prohibiting actions to meet municipal government objectives.

Standard - Technical configurations and specifications for systems, software, and devices based on municipal best practices.

Procedure - Instructions outlining steps to complete tasks or processes in line with municipal policies.

Personal Information - Any data related to an individual which could potentially identify them. Examples include name, address, Social Security number, etc.

Confidential Information - Sensitive municipal data accessible only to authorized personnel including citizen records, personnel files, strategic plans, etc.

Third Party - Any external entity such as a vendor, contractor, partner, or other agency that interacts with the municipal government.

Service Account - User account created for a specific software program or service instead of an individual.

Mobile Device - Portable computing equipment such as smartphones, tablets, laptops.

User - Any authorized person including employees, officials, contractors, volunteers who utilize municipal IT resources.

# 1.3 Revision History

This IT Policies, Standards and Procedures Manual will be updated periodically to account for changes to municipal IT infrastructure, systems, statutory requirements, government processes, and industry best practices. The Municipal IT Department will review and approve any revisions prior to release of an updated version. The revised manual will be submitted to the municipal governing entity. Upon final approval, the revised manual will be formally communicated and accessible to all municipal employees, contractors, officials, and relevant external entities.

The revision history will document the following for each update:

- Version number (date and time)
- Summary of changes
- Approving department and authority

Historical versions will be archived for reference. The current approved manual will supersede any prior revisions.

All users of municipal IT resources are responsible for adhering to the current version. The Municipal IT Department will maintain the revision history and provide access to archived versions if required.

Version	Changes	Approved By
2023-10-04 13:12:41	Initial draft containing only Introduction and IT Policies sections	

## 2 IT Policies

Purpose: Establishes required governance policies and guidelines spanning across areas of IT acceptable use, general practices, systems administration, data privacy, security, infrastructure, and communications to direct technology initiatives, inform decision-making, maintain regulatory compliance, and manage risk.

### 2.1 Acceptable Use Policies

Purpose: Establishes policies and guidelines spanning appropriate usage, access control, passwords, email, social media, compliance, accounts, and other areas to inform municipal workforce technology utilization, protect government systems and data, and meet statutory obligations.

#### 2.1.1 Appropriate Use of Technology Policy

Purpose: Establishes guidelines and requirements for the acceptable and responsible use of municipal government information technology resources including systems, hardware, software, applications, networks, and data. It aims to ensure use of technology aligns with government business needs, complies with laws and policies, protects confidential citizen data, maintains productivity, and prohibits unauthorized activities. This policy applies to all municipal employees, contractors, volunteers, and authorized users granted access to government IT resources.

General Use Requirements:

- General Requirements:
- IT resources are provided exclusively for authorized municipal government business purposes. Any personal use requires department head approval.
- Users must comply with all applicable federal, state and municipal laws, regulations, and policies when using IT resources.
- Users have no reasonable expectation of privacy when using municipal systems or networks, which may be monitored and logged at any time.
- Access to confidential citizen data and municipal records is limited to the minimum necessary to carry out assigned job duties.
- Downloading unauthorized software, applications, files or connecting unauthorized personal devices requires IT approval.
- When working remotely, personnel must maintain the same security controls and usage standards as when on municipal premises.
- Accounts, devices, software, data and outputs generated on municipal IT systems remain municipal government property.
- Resources may not be used to pursue discriminatory, harassing or unethical purposes.
- Violations may result in prosecution, termination of employment/contract, and/or legal prosecution.

Acceptable Use Examples:



- Accessing municipal-provided software, applications, and systems necessary to carry out job duties
- Communicating with colleagues, officials, partners, and citizens regarding municipal matters
- Reviewing work-related websites, online resources, and training materials
- Occasional brief personal browsing, email or chat during breaks in compliance with HR policy
- Downloading work documents to municipal-owned devices assigned to user
- IT support staff performing authorized system maintenance, upgrades and troubleshooting
- Municipal record backup, archiving and authorized data sharing for business needs
- Limited ad-hoc use of external drives for municipal files where scanned and encrypted

#### Prohibited Use Activities:

- Any illegal activities under local, state, or federal laws
- Accessing, distributing, or storing inappropriate, abusive, or obscene content
- Online gambling, unauthorized business activities, or other unauthorized personal use
- Attempts to circumvent security controls or access systems/data outside of authorization
- Unauthorized vulnerability scanning, hacking, or security testing of municipal systems
- Installing unapproved or pirated software, applications, or media files
- Launching malware, keyloggers, viruses or carrying out other disruptive attacks
- Sending spam, phishing emails, or other unauthorized communications
- Disclosing confidential citizen data or strategic municipal information without approval
- Saving or transmitting sensitive municipal data to personal accounts or unauthorized services
- Unauthorized recording of phone calls, video, or other surveillance within municipal facilities
- Using municipal resources for discrimination, harassment, stalking or other unethical acts
- Excessive personal use that interferes with municipal productivity and operations
- Any other activities deemed inappropriate per municipal policies and standards
- Failing to report known violations, breaches, or suspicious system activities

#### Compliance:

- Violations of this policy may result in disciplinary action up to and including termination of employment, contract, or access privileges.
- Severe or repeated violations that break local, state or federal laws will be referred for criminal prosecution.
- Department heads and supervisors are responsible for enforcing this policy within their divisions. They must promptly address any violations observed or reported.
- The Municipal IT Department will monitor systems on an ongoing basis to ensure compliance and investigate any suspected violations.
- Annual policy attestation and training is mandatory for all personnel. Access may be suspended until requirements are met.
- Temporary access may be granted to personal devices during a declared emergency to facilitate remote work by critical employees, provided they agree to and follow standard security protocols.

- Any exceptions to this policy must be approved in writing by the Municipal IT Director and Town Manager.

To maintain access privileges, all municipal government workforce members must understand and comply with this policy. Disciplinary procedures will be impartially carried out based on the severity and frequency of violations.

## 2.1.2 Access Control Policy

Purpose: Institutes requirements and protocols for managing access to municipal government IT infrastructure, systems, applications, databases, and confidential data based on the principles of least privilege and need-to-know. It seeks to grant access to technology resources strictly according to assigned job functions, implement layered access controls, actively monitor access, and promptly revoke access following personnel termination or status changes. This access control policy applies across the municipality's IT environment and to all government workforce members requiring technology access.

### Policy Directives:

- All IT systems and applications must implement role-based access control (RBAC) with user privileges restricted based on job functions.
- Access must be granted according to the principle of least privilege, allowing only required user rights.
- Shared or generic user accounts are prohibited. All accounts must be traceable to a single named user.
- Account creation must involve a formal access request process with management approval.
- Upon employee or contractor termination, all access must be revoked immediately.
- Privileged administrator and service accounts must be segregated, closely monitored, and limited to essential personnel.
- Multifactor authentication (MFA) is required for all remote system access and for accounts with elevated privileges.
- Strong passwords, password vaulting, and rapid rotation must be implemented in line with municipal standards.
- Password sharing, improper storage, and circumvention of controls is prohibited.
- Access to confidential citizen data requires additional authorization and audit logging.
- Role-based permissions must be reviewed by system owners at least quarterly and modified appropriately.
- Automatic account lockout after a defined number of incorrect login attempts is required.
- Active monitoring of unauthorized access attempts, privilege escalation, and suspicious insider activities must be performed.

### Compliance:

- Department heads and managers are responsible for enforcing access policies within their divisions and ensuring alignment with personnel changes.
- The Municipal IT Department will conduct periodic access reviews and audits to identify any policy violations or unnecessary access.
- Any unauthorized or inappropriate access by personnel will result in escalating disciplinary action up to and including termination based on severity.

- For severe violations that constitute a criminal offense such as data breach or computer misuse, the Municipal IT Department will refer the incident for criminal investigation and prosecution by law enforcement.
- Annual mandatory cybersecurity training will be required covering access control policies, protocols and responsibilities before network access is granted.
- Proof of policy compliance will be required during audits and technology acquisition approvals. Non-compliance may impact funding or result in decommissioning of systems.
- Exceptions to the policy must be submitted in writing and approved by the Municipal IT Director and City Manager with compensating controls documented.

## 2.1.3 Remote Access Policy

**Purpose:** Defines secure remote access requirements, protocols, cybersecurity controls and acceptable use standards for municipal government employees, contractors, vendors and third parties connecting remotely to internal networks, systems and other IT resources. It aims to enable remote work while maintaining rigorous protections against unauthorized remote system access.

### Policy Requirements:

- The Municipal IT Department must provision secure remote access technologies and capabilities to facilitate remote work by authorized personnel.
- All remote access sessions must utilize multi-factor authentication, including for third parties like contractors and partners.
- Remote access traffic must leverage encryption as specified in municipal security standards, such as VPNs, SSH, SFTP, TLS, etc.
- Access must only be granted on a least privilege basis according to specific job duties and deactivated promptly upon employee termination or status change.
- Personnel must comply with all organizational cybersecurity policies and take reasonable precautions when accessing municipal networks remotely.
- Connecting to municipal networks directly from public systems or unauthorized personal devices is strictly prohibited.
- Activity logs from remote access technologies will be monitored regularly to detect anomalies and potential breaches.
- Personal mobile devices used for remote access must utilize approved security applications and configurations.
- Ad hoc exceptions for emergency remote access from unmanaged systems must be pre-approved in writing by Municipal IT.

### Compliance:

- The Municipal IT Department is responsible for providing and maintaining secure remote access technologies, options and support to enable remote work for authorized personnel.
- Department heads and managers must ensure compliance with remote access policies within their divisions. This includes revoking access promptly for employees who are terminated or change roles.
- Employees and contractors are required to report any potential unauthorized or suspicious remote access to municipal networks to the IT Helpdesk immediately.
- Any users found to be in violation of the remote access policy may have their remote access privileges revoked and also face disciplinary action per municipal codes.
- Annual cybersecurity training provided by Municipal IT will include education on proper remote access protocols for personnel. Failure to complete training may result in remote access being denied.
- The Municipal IT Department will regularly audit logs from remote access technologies to identify any potential security risks or policy violations requiring investigation.

- External audits of compliance to remote access policies will be conducted during annual risk assessments. Lack of compliance may impact municipal insurance coverage.

## 2.1.4 BYOD Policy

Purpose: Establishes mobile device management requirements, security controls, and acceptable use standards for personal devices used to access municipal government emails, data, networks, and other restricted resources. It seeks to enable flexibility of bring your own device (BYOD) access models while safeguarding government systems, maintaining regulatory compliance, and protecting sensitive information.

### Policy Requirements:

- Only municipal-approved mobile platforms, operating systems, and applications may be used for BYOD access.
- Personal mobile devices must be encrypted using municipal-standard methods such as BitLocker, FileVault, etc.
- Passwords/passcodes used to unlock devices must meet complexity standards as defined in the Password Policy.
- Municipal data should only be accessed on BYOD devices through approved, official apps provided by the Municipal IT Department. Local storage or copying of municipal data is prohibited.
- Jailbreaking, rooting, disabling security features, or using compromised devices is strictly forbidden for BYOD usage.
- Current anti-malware and anti-virus software must be installed and maintained on devices.
- The Municipal IT Department reserves the right to remotely wipe BYOD devices that become lost, stolen or compromised.
- Users have no reasonable expectation of privacy over any municipal data stored on personal devices. The municipal may monitor and restrict access.
- Users must promptly report any lost or compromised devices with municipal data to the IT helpdesk.
- Non-compliant devices may have their network access revoked until they are in compliance.

### Compliance:

- The Municipal IT Department will maintain a list of approved device types, operating systems, and applications for BYOD access. This list will be updated as technology and security needs evolve.
- Users must immediately report any lost or compromised personal devices used for municipal BYOD access to the IT helpdesk. Failure to report may result in disciplinary action.
- The Municipal IT Department reserves the right to remotely wipe lost or compromised BYOD devices to ensure municipal data is secure.
- BYOD devices found to be non-compliant with this policy may have their network access temporarily revoked until compliance is achieved.

- The Municipal IT Department will monitor and regulate access from BYOD devices to ensure adherence to data management laws and policies. Any unauthorized access attempts may be subject to investigation.
- Department heads are responsible for ensuring personnel are aware of and understand this BYOD policy as part of cybersecurity training.
- Violations of this policy may result in disciplinary procedures in accordance with municipal codes.



## 2.1.5 Password Policy

Purpose: Institutes requirements and standards for the creation, protection, storage, and lifecycle management of passwords, credentials, and multifactor authentication mechanisms used to control access to municipal government IT systems and data. It aims to maintain security by enforcing strong password complexity rules, maximum expiration times, history tracking, secure transmission and storage, and protocols to revoke compromised credentials.

### Policy Requirements:

- All IT systems and applications require secure password authentication for access. Anonymous or default logins are prohibited.
- Passwords must meet complexity standards defined by Municipal IT, including minimum length, use of upper/lowercase letters, numbers and special characters.
- Password maximum age must be set requiring users to change passwords regularly, with previous passwords tracked to prevent reuse per Municipal IT guidelines.
- Passwords must not be shared between users or systems for any reason. Vendor-supplied default passwords must be changed immediately.
- Multifactor authentication (MFA) must be implemented wherever available to provide an additional layer of security beyond passwords.
- Privileged administrator, service, and management account passwords require additional controls, rotation frequency, and secure storage/access per Municipal IT standard.
- Plaintext password storage is prohibited. Hashed storage with salting is required where technically feasible.
- Any exceptions for embedded devices/systems with limited password capabilities require Municipal IT approval with compensating controls.

### Compliance:

- The Municipal IT Department will provide training and guidance to personnel on strong password hygiene practices and controls.
- Department heads and managers are responsible for overseeing compliance with this password policy within their divisions and teams.
- Any sharing of passwords or use of weak passwords may result in access revocation and/or disciplinary action per municipal codes.
- At least annually, Municipal IT will require password resets across all systems to ensure compliance is maintained.
- Security audits will assess password controls across systems for alignment with this policy. Lack of compliance may impact technology funding or lead to decommissioning of systems.
- Proof of password policy adherence will be required as part of any new system procurement or deployment process.
- Exceptions must be submitted in writing to Municipal IT with compensating control measures for review and approval by the IT Director and Town Manager.

## 2.1.6 Email Policy

**Purpose:** Provides appropriate use guidelines, retention rules, and security protocols for the municipal government email system. It seeks to promote proper security, data protection, public records compliance, email hygiene, and productivity for government workforce communications and collaboration. This email policy applies to all municipal employees, contractors, officials and other email account holders.

### **Policy Requirements:**

- Municipal email accounts should only be used for official municipal business communications and not personal purposes.
- Any personal use of municipal email should be incidental, kept to a minimum, and not interfere with employee productivity or operations.
- Users should exercise caution in opening email attachments or clicking links to avoid malware infections. Attachments should be scanned using municipal IT-provided tools when possible.
- Large file attachments should be stored and shared from municipal network drives or cloud storage instead of email when feasible.
- Emails considered municipal records must be retained and archived as required by open records laws and municipal retention schedules.
- Confidential citizen or internal information being transmitted via email must be labeled and encrypted as per data protection standards.
- The Municipal IT Department reserves the right to monitor, filter and access municipal email accounts at any time for security purposes.
- Email accounts may not be used for unlawful discrimination, harassment, or other unethical activities prohibited by municipal policies.

### **Compliance:**

- The Municipal IT Department will provide ongoing training to personnel on proper security, retention and use of municipal email.
- Department heads are responsible for ensuring compliance with the email policy within their divisions through awareness and enforcement.
- Any use of email deemed excessive for personal reasons may result in warnings and access restrictions.
- Violations of records retention by failing to properly archive emails may lead to disciplinary action per municipal codes.
- Confirmed incidents of harassment, discrimination, or unlawful use may also trigger disciplinary procedures.
- The Municipal IT Department will perform monitoring for security purposes and provide tools for retention and discovery of emails as needed for open records requests, legal holds and eDiscovery purposes.

- Annual audits will assess municipal email use practices and technical controls for compliance to regulations and this policy.

## 2.1.7 Social Media Policy

Purpose: Establishes allowed usage, public communications standards, security protocols, and administration rules for official municipal government social media accounts on approved platforms. It also governs personal social media usage by government employees and officials. This policy aims to enable social media citizen engagement while maintaining information security, protecting the government's reputation, and following ethics/appropriateness standards.

### Policy Requirements:

- Official municipal social media accounts must be approved, created and managed by designated staff from the Municipal Communications Department.
- Content published on official municipal social media must maintain a professional tone, follow branding standards, and protect confidential citizen data or records.
- Personal social media accounts of municipal employees should not claim to officially represent the municipal government without authorization.
- Excessive use of personal social media during municipal work hours that interferes with duties is prohibited.
- Social media, whether official municipal accounts or employees' personal accounts, may not be used to harass, discriminate, or threaten others, or otherwise violate laws/policies.
- Personnel are prohibited from sharing copyrighted or proprietary municipal information on unauthorized social media channels.
- Job postings and recruitment must utilize approved official social media accounts and go through the HR Department.

### Compliance:

- The Municipal Communications Department is responsible for overseeing, monitoring and maintaining all official social media accounts representing the municipal government.
- Department heads and managers must ensure personnel are aware of and comply with social media policies, and avoid excessive personal use during work time.
- Violations of the policy, such as harassment online or sharing confidential information, may result in disciplinary procedures as per municipal codes up to termination.
- The HR Department will investigate any complaints related to employee social media misconduct and refer criminal matters to the appropriate authorities.
- Municipal IT can monitor social media traffic on municipal networks and systems and restrict unauthorized platforms if needed.
- Annual social media policy training will be required for all employees to support policy awareness and compliance.

## 2.1.8 Compliance Policy

Purpose: Mandates that municipal government information technology systems, infrastructure, controls, data collection and usage practices comply with all required federal and state of Maine laws, regulations, and statutes covering areas such as accessibility, public records, surveillance, cybersecurity, telecommunications, procurement, information handling, and data privacy. This policy seeks to ensure ongoing governance, management and operations of IT adhere to the complex and evolving regulatory compliance landscape.

Required Compliance Areas:

- Data Privacy and Security - Laws related to confidentiality, privacy, and security of sensitive data, including HIPAA, FERPA, GLBA, and breach notification laws.
- Surveillance and Wiretapping - Laws governing electronic monitoring, recording, and surveillance such as wiretap statutes.
- Public Records and Transparency - Laws providing public access to municipal records and information.
- Accessibility - Regulations requiring accessible design of electronic information and services, including Americans with Disabilities Act.
- Information Handling - Laws covering information reproduction, copyright, trademarks, and licensing.
- Telecommunications - Regulations around telecom services, communications, and infrastructure.
- Cybersecurity - Laws and regulations addressing cybersecurity practices for government agencies.
- Procurement - Regulations related to fair and open software/hardware procurement and licensing.
- Family Educational Rights and Privacy Act (FERPA) - student education record privacy
- Health Insurance Portability and Accountability Act (HIPAA) - healthcare information security and privacy
- Fair Credit Reporting Act (FCRA) - governs background check information
- Maine Notice of Risk to Personal Data Act - requires breach notification
- Maine Criminal History Record Information Act - regulates criminal records access
- Maine Insurance Information and Privacy Protection Act - governs confidentiality of insurance records
- Maine Public Records Law - provides public access to municipal records
- Maine Uniform Information Practices Act - privacy protections for public records
- Maine Archives and Records Management Law - records retention and disposition
- Federal Communications Commission (FCC) - telecoms regulation and accessibility
- U.S. Copyright Act - governs software licensing and information reproduction

Responsibilities:

- IT Leadership must keep abreast of current and emerging regulations impacting municipal IT.
- IT Security must ensure compliant safeguarding and handling of protected data.
- All personnel must comply with required laws and regulations when utilizing municipal IT resources and systems.

## 2.1.9 Fire and Rescue Vehicle Shared Accounts Policy

**Purpose:** Permits the controlled usage of shared generic accounts on fire, EMS and other emergency response vehicle mobile data terminals (MDTs) to provide required multi-user access to dispatch data, hazmat databases, building preplans, patient information and other systems necessary for crisis response. This policy aims to balance practical operational needs during incidents with appropriate access controls and auditing.

**Applicability:**

This applies to all shared accounts configured on MDTs installed in fire trucks, ambulances, battalion chief vehicles and other emergency response units with a legitimate need to access data from multiple users.

**Policy Statements:**

- Shared generic accounts may be configured on MDTs where use of individual user accounts is impractical.
- Shared accounts should only grant access to IT systems, applications, and datasets required for the specific vehicle type and emergency function.
- Shared vehicle MDT accounts are exempt from password expiration policies but must have complex passwords changed at least annually.
- MDT access privileges should be limited to authenticated emergency vehicles through firewall rules except for required public safety broadcasts.
- All MDT connection logs and shared account usage must be recorded and regularly audited to identify any unauthorized access.
- Any personnel misuse, abuse or unauthorized access of shared MDT accounts constitutes a policy violation subject to disciplinary action.

**Compliance:**

- The IT department is responsible for configuring secure shared accounts on MDTs according to the principle of least privilege.
- Fire and rescue leadership must ensure personnel understand appropriate MDT account usage and prohibitions on misuse.

## 2.1.10 Privileged Access Policy

**Purpose:** Institutes controls, restrictions, reviews, and monitoring mechanisms for privileged administrator, service, and management accounts across municipal government IT systems. It seeks to limit standing highly privileged access only to essential personnel, enforce multifactor authentication, closely track activity, regularly rotate shared passwords, and block standard users from privilege escalation.

**Scope:**

This policy applies to all IT staff, contractors, vendors or third parties who access the organization's systems using accounts with administrator privileges.

**Policy Statements:**

- Privileged accounts must only be granted to authorized IT staff members with a legitimate business need for elevated access to maintain and support systems.
- Multi-factor authentication (MFA) using a one-time-password (OTP) token or biometric method is required for all privileged account access.
- Privileged access sessions must utilize dedicated privileged access workstations isolated from the corporate network or laptops with hard disk encryption.
- Just-in-time dynamic privileged credentials should be used where technically feasible instead of standing static accounts.
- All privileged access usage must be logged and monitored to detect anomalies and abuse.
- Credentials for privileged accounts must be securely stored in an encrypted password vault or manager with access strictly limited based on roles.
- Privileged accounts should be periodically audited and validated at least quarterly to ensure proper management.
- Shared privileged accounts are prohibited whenever possible. If required, usage must be tightly restricted and tracked to individual users.

**Enforcement:**

- Any misuse, unauthorized access, or policy violations related to privileged accounts may lead to disciplinary measures up to termination.



## 2.1.11 Approved End User Application Software Policy

**Purpose:** This policy establishes the approved applications and software available for installation and use on municipal government end user workstations and devices. It aims to maintain standard configurations, efficient support, licensing compliance and security.

**Scope:** This policy applies to all municipal employees, contractors, officials and other end users issued computers, laptops, smartphones or tablets by the government entity. It allows installation of software applications from both the standard suite and an approved catalog.

### Policy Statements:

- All workstations will have a standard suite of productivity software installed by IT including operating system, web browser, email client, office suite, PDF reader and security tools.
- An approved software catalog maintained by IT lists additional applications available for on-demand installation by end users for purposes aligned with municipal business needs.
- End users may submit requests for additions to the approved catalog, which will be evaluated based on need, licensing, costs and security considerations.
- Applications not included in the standard suite or approved catalog are prohibited from use on municipal devices without explicit authorization by IT.
- Software metering and auditing tools will monitor for any unauthorized applications resulting in access restrictions until unapproved installations are removed.
- Application whitelisting restrictions will be implemented where feasible to only allow installation and execution of approved software titles.
- Shareware, adware, trial versions and outdated unsupported applications are expressly prohibited without approval.
- Licensed commercial business applications take priority over unlicensed free/open source alternatives with vendor support availability preferred when possible.

### Compliance:

- IT is responsible for managing the standard suite and approved application catalog available to end users based on requests.
- End users must not download or install unapproved applications without permission or attempt to circumvent restrictions.
- Violations may result in removal of software, access revocation and/or disciplinary action.

## 2.2 General Policies

Purpose: Defines cross-functional municipal government information technology policies covering standards/procedures compliance, documentation, planning, risk management, and geographic information systems to institute consistent governance.

### 2.2.1 IT Standards and Procedures Compliance Policy

Purpose: Establishes a requirement for municipal government IT teams and users to fully comply with documented IT standards and procedures in order to maintain consistency, enhance security, improve efficiency and promote stability across the technology environment. It requires submitting formal risk-based exceptions for any deviations from mandated configurations, processes or protocols.

Scope:

This policy covers all IT infrastructure, systems, software, services, platforms, and data usage throughout the organization as documented in Sections 3 through 6 of the IT Policy and Procedures Manual. It applies to any internal or external teams, vendors, contractors and third parties that manage, access or support the organization's technology.

Policy Statements:

- All hardware and software must be configured according to the organization's documented architecture and product standards outlined in Section 3.
- Any variance from approved configurations or architectures requires a formal waiver process including risk analysis and approval from IT leadership.
- All defined procedures for system availability, change management, incident response, audits and maintenance in Sections 4 through 6 must be followed.
- Non-compliance with procedures requires management approval along with risk acknowledgement and mitigation plans.
- IT vendors, contractors and partners must agree to comply with applicable standards and procedures.
- Routine internal audits will measure compliance levels across infrastructure against standards and procedures.
- Lack of compliance may result in project delays or cancellations, withholding of funding, or removal of unauthorized systems.
- Compliance reports will be reviewed by IT leadership on a quarterly basis.

## 2.2.2 IT Documentation Standards Policy

Purpose: Mandates comprehensive documentation and maintaining up-to-date records covering municipal government IT infrastructure, systems, software, policies, processes, procedures, configurations and architecture diagrams. It seeks to preserve institutional knowledge, enable troubleshooting, speed incident response, facilitate audits, and support disaster recovery scenarios and new/temporary employee onboarding through availability of accurate IT documentation.

### Policy Statements:

- All IT systems, hardware, software, configurations, processes and procedures must be thoroughly documented.
- Documentation must be kept updated as changes occur and reviewed annually.
- Documentation should be stored in a centralized repository with access controlled based on job roles.
- Operating procedures should be developed for critical IT processes.
- Information security policies and controls must be documented for regulatory compliance.
- Physical topology diagrams are required for network infrastructure.
- Logical network diagrams must be maintained for critical systems.
- Data flow and application architecture diagrams should illustrate system interactions.
- Vendor-supplied documentation should be maintained for all purchased hardware/software.
- Project documentation and technical specifications are required for development efforts.
- Disaster recovery plans must document processes to restore critical systems and data.

### 2.2.3 Change Management Policy

Purpose: Institutes a structured and controlled IT change management process for modifications to municipal government systems, networks, databases, hardware, software and data center facilities. It aims to reduce business disruptions, maintain IT stability, systematically implement needed technology upgrades and enhancements, provide oversight and meet user community needs through standardized submission, review, approval, scheduling, testing, implementation and post-change validation procedures.

#### Policy Statements:

- All changes to IT systems must follow defined change management procedures. This includes software, hardware, network, and data center infrastructure.
- A change management process with associated tools should be established to track requests, approvals, scheduling, testing, implementation and verification of changes.
- Change requests must describe the change, justification, implementation plan, rollback plan, and expected impact.
- A change advisory board of stakeholders should review and approve/deny high risk or impactful change requests.
- Changes should be scheduled during approved change windows and adhere to established freeze periods.
- Proper communication of approved changes and maintenance windows must be made to impacted users/groups.
- Testing and staging environments should be provisioned to adequately test changes prior to production implementation.
- All application, system, network and device configuration changes must be tracked and documented in a central change repository.
- Implemented changes must be reviewed post-deployment to confirm proper functioning and stability.

## 2.2.4 Business Continuity and Disaster Recovery Policy

Purpose: Requires regular development, reviewing, testing and updating of business continuity and disaster recovery plans to restore essential municipal government IT operations and systems following minor disruptions, major outages or catastrophic events. It seeks to mitigate business disruption and data loss risks while maintaining continuity of government operations and services during a crisis.

### Policy Statements:

- The organization must develop and maintain business continuity and disaster recovery plans to restore critical operations in the event of a outage or catastrophe.
- A business impact analysis must be conducted to identify critical systems, acceptable downtime, and recovery priorities.
- Recovery time objectives (RTOs) should be defined for essential systems and processes.
- Plans should delineate procedures for failover to alternate facilities or cloud infrastructure when warranted by the severity of an incident.
- Regular DR testing and exercises should be conducted to validate recovery capabilities, identifying gaps.
- Continuity and DR responsibilities should be defined for IT teams, departments and vendors.
- Critical equipment must have redundancies and fault-tolerant configurations.
- Offsite backups must be maintained with ability to restore essential data quickly.
- Succession planning should ensure qualified personnel are ready to manage continuity events.
- Emergency communications protocols are required to keep staff, customers, and stakeholders informed.

## 2.2.5 IT Policy Manual Responsibilities

Purpose: Defines clear accountability and requirements for routine maintenance, periodic reviews and updates, and version controls of the comprehensive municipal government IT policy manual between the government entity and any contracted IT services provider. It aims to keep this foundational IT governance and compliance document current based on evolving technologies, statutory obligations, risks, audits, and organization learning.

### Policy Statements:

- When IT services are contracted, the municipal department responsible for oversight must designate an employee to be accountable for the manual.
- The responsible municipal employee will coordinate policy review and updates with the contracted IT service provider.
- The contracted IT Director holds overall accountability for routine maintenance and updates of the manual.
- Proposed policy changes must be reviewed and approved by both municipal and provider IT leadership.
- Municipal legal/compliance review should occur for policy updates when deemed necessary.
- Policy reviews and updates should occur annually at minimum.
- A policy change log must be maintained tracking updates.
- Updated manual must be accessible to both municipal and provider staff.

## 2.2.6 GIS Policy

Purpose: Outlines allowable usage, accuracy, data sensitivities, access controls and security obligations related to municipal government geographic information systems (GIS), geospatial data, digital maps, and location intelligence platforms. It aims to balance open government data publication, citizen privacy rights, supporting day-to-day operations, enabling strategic decisions based on location data while meeting regulatory compliance mandates.

### Policy Statements:

- All GIS data utilized by municipal departments must be properly classified according to sensitivity and made accessible to personnel based on least privilege principles.
- GIS systems acquisition, usage, data accuracy, and data imports must comply with relevant state and federal regulations.
- A centralized enterprise GIS platform should be maintained as the authoritative repository with controlled access, monitoring, backups, disaster recovery, and cybersecurity controls.
- GIS datasets deemed confidential must have additional access restrictions and utilize encryption both at rest and in transit.
- A designated municipal GIS data steward will be responsible for administering the central platform, ensuring proper data classification, providing access, maintaining data quality and integrity, enforcing information security, and ensuring compliance.
- Any external sharing or distribution of GIS data must be approved by the data steward based on classification.
- GIS systems and data stores will be included in enterprise IT risk assessments, vulnerability scanning and penetration testing activities.
- GIS documentation will include up-to-date architectural diagrams, data models, schemas, flows, interfaces and inventories.

## 2.3 Systems Management Policies

Purpose: Outlines policies related to administering municipal government technology infrastructure including asset inventory, system documentation, monitoring, provisioning/deprovisioning, maintenance, and security update processes to optimize lifecycle management.

### 2.3.1 IT Asset Inventory

Purpose: This policy mandates maintaining a frequently updated, accurate and comprehensive centralized inventory of all municipal government information technology hardware and software assets. It seeks to support IT lifecycle management, security, acquisitions planning, budgeting, safeguarding of equipment, compliance, and technology decision-making through maintaining detailed inventory records and tracking of IT assets.

#### Policy Statements:

- Centralized inventory of all IT hardware and software must be maintained with assignment details, criticality, end of life/support status, and configuration specifications.
- Asset inventory must be validated annually at minimum through discovery scanning, manual audits and department input.
- Inventory records must track purchase date, cost, licensing, warranty/support status, approved uses, and end of life estimates.
- Asset inventory should integrate with procurement, change management and provisioning systems where feasible.
- Unique municipal asset tags must be assigned and remain affixed to inventoried equipment.
- Changes in asset status must trigger inventory updates in near real-time or via daily scheduled synchronizations.



## 2.3.2 Hardware Documentation Policy

**Purpose:** Requires thoroughly documenting all municipal government IT infrastructure devices, components, configurations, topology schematics, infrastructure interconnections, cabling, network addresses, console/management interfaces, and other technical specifications. It aims to create a complete reference source to enable incident troubleshooting, disaster recovery, forensic investigations, internal audits and effective infrastructure management.

### Policy Statements:

- Detailed network topology diagrams must document all hardware interconnectivity, cabling, traffic routing and flows between network devices.
- Standards should outline required fields and conventions for inventory spreadsheets, asset management system data, and asset tag label formats.
- Photographic and/or video documentation should catalog physical hardware installations, cabling and device interfaces.
- Network addresses, configuration files, and equipment settings must be documented for disaster recovery purposes.
- Asset documentation should note space, power, and cooling requirements for equipment.
- Maintenance schedules and life cycle replacement timelines should guide proactive asset lifecycle management.
- Documentation process should detail required information to collect for new hardware deployment vs ongoing change maintenance.
- Process and automation should enable linking inventory systems with procurement records and shipment tracking.
- Rollback documentation is required when replacing or decommissioning hardware detailing return to previous state.

### 2.3.3 Software Documentation Policy

Purpose: Mandates comprehensive documentation of all municipal government-installed software titles, versions, licensing details, configurations, customizations, systems integrations, workflows, data flows, networking, accessible interfaces, privileges, vulnerabilities and operating procedures. It seeks to maintain software inventory, licensing, inform business continuity planning, comply with intellectual property restrictions, enable audits, and support new user training.

#### Policy Statements:

- Centralized records must be maintained of all software titles, versions, license details (terms, usage rights), renewal/maintenance dates, and proof of purchase.
- Documentation must cover the extent of software installations, customizations, configurations, integrations between systems, and operating procedures.
- All source code repositories, scripts, databases, configuration files, schemas, and API documentation must be kept current.
- Software change management logs must capture version history, updates, bug fixes, patches, and feature additions applied over time.
- Data flow and application architecture diagrams must outline relationships and interfaces between software systems, applications, databases, operating systems, and dependencies.
- Standard operating procedures must provide usage instructions for municipal personnel to follow for critical software programs.
- Software user manuals, technical specifications, training materials, administrator guides must be maintained.
- Compliance with software terms of service, licenses, copyrights and intellectual property must be ensured.
- Vulnerabilities, flaws, or unpatched versions identified in software applications must be documented, risk assessed, and updated.

## 2.3.4 Network Monitoring Policy

Purpose: Requires continuous proactive automated monitoring of municipal government networks for performance metrics, utilization patterns, availability, latency, errors and other key indicators. It aims to facilitate rapid problem identification, dynamic capacity planning, security analytics, and baseline trend analysis.

### Policy Statements:

- Continuous network monitoring must include bandwidth utilization, latency, uptime and key performance metrics based on technology.
- Threshold-based alerts must notify IT staff of issues such as outages, congestion and abnormal traffic patterns.
- Troubleshooting mechanisms must allow network traffic analysis and tools to identify root cause.
- Monitoring systems must retain historical network operations data and generate reports on availability, utilization and health metrics.

### 2.3.5 Hardware Monitoring Policy

Purpose: Mandates continuous automated monitoring of essential municipal government IT infrastructure components and devices for availability, utilization, performance, errors, and other key health/telemetry data points based on technology type. It seeks to detect problems proactively, identify inadequate capacity, improve preventive maintenance, provide outage alerting, and collect data to improve future infrastructure designs.

#### Policy Statements:

- Systems must be instrumented to monitor availability, utilization and health data points relevant to each hardware device/platform.
- Monitoring must alert on conditions indicative of failure or degraded performance for proactive maintenance.
- Threshold-based alerts should notify support staff of issues like storage capacity, RAM exhaustion, I/O bottlenecks.
- Data from hardware monitoring allows analysis of growth patterns and informs capacity planning.

## 2.3.6 Network Documentation Policy

Purpose: Maintains updated diagrams, topology mappings, data flows, configurations, addressing schemas, credentials rosters, cabling schematics, and inventory listings fully documenting municipal government network components, logical connectivity and physical relationships. It aims to support incident response, troubleshooting, disaster recovery, infrastructure changes, technology upgrades and day-to-day administration by keeping accurate network documentation accessible only to authorized IT staff.

### Policy Statements:

- Documentation must be maintained covering overall network architecture, data flows, topology and components.
- Network diagrams must outline LANs, WANs, subnets, VLANs, routing schemes, and traffic flows between networks.
- Detailed diagrams are required for critical infrastructure and key systems and services.
- An inventory of all networking equipment must be kept current including makes, models, configurations, IPs, and purpose.
- Schema documentation should define network addressing, DHCP scopes, NAT setups, WiFi networks, and VPN configurations.
- Network credentials, passwords, infrastructure cabling and telecom circuits must remain securely stored.
- Changes to networks must trigger documentation updates along with diagrams of before and after states.
- Network documentation must remain accessible to authorized IT staff in electronic repositories with role-based access controls.
- Physical copies of network documentation must have limited distribution and be marked confidential.

## 2.3.7 Access Provisioning and Deprovisioning Policy

Purpose: Standardizes and controls processes for timely requesting, reviewing, approving, fulfilling and revoking user access to municipal government information technology resources. It seeks to appropriately provision and deprovision access based on assigned job duties, need and principles of least privilege. This policy aims to integrate provisioning workflows with human resources systems and offboarding processes, effectively monitor access changes, and prevent unauthorized access especially following personnel departures.

### Policy Statements:

- Formal user access request and approval workflows must be followed for granting access to IT systems and data.
- Access should be granted based on job role utilizing the principle of least privilege.
- A centralized identity and access management system should be used to fulfill access requests where possible.
- Access to confidential data requires additional approval by data owners.
- Access for third parties like vendors must be limited to required systems through time-bound accounts.
- Upon employee, contractor or third party termination or transfer, all access must be deactivated within 24 hours.
- Manager attestation should be required confirming deprovisioning after offboarding.
- Periodic access reviews by system owners must validate proper entitlements are assigned.
- Provisioning and deprovisioning activity should be monitored to detect delays or violations.

### 2.3.8 Software Update Policy

Purpose: Requires keeping software on all municipal government systems maintained at current versions and promptly patched with relevant fixes to mitigate vulnerabilities, align to vendor support levels, resolve platform bugs/defects, and take advantage of improved capabilities, performance, compatibility, and security features. It aims to optimize system stability, interoperability, compliance and security through up-to-date software while minimizing business disruptions from testing/deploying updates.

#### Policy Statements:

- Software on all municipal systems must be kept up-to-date with the latest security patches, updates, and versions supported by vendors.
- Automated patch management solutions should be deployed where possible for operating systems and software applications.
- Risk-based prioritization should determine installation order and deadlines for critical versus lower-risk updates.
- Change management procedures will govern process for testing and installing updates.
- Impacted departments and personnel must receive timely notification of pending updates and maintenance windows.
- Workstations, laptops, and mobile devices connecting remotely must maintain current endpoint security.

### 2.3.9 User Provisioning and Deprovisioning Policy

Purpose: Mandates that all municipal government employee, contractor and third party user account provisioning and deprovisioning strictly follow established protocols for access requests, reviews, approvals, fulfillment and revocation. It seeks to automate fulfillment and removal of access where feasible, integrate with HR systems, prevent standing excessive access especially after terminations, and routinely verify correct entitlements to computing resources.

#### Policy Statements:

- Formal request and approval workflows must be followed for granting new user accounts or modifying access to IT resources.
- Access should be granted based on assigned job duties and the principle of least privilege.
- Access to confidential information requires additional justification and manager approval.
- Upon employee termination or transfer, all access must be revoked within 24 hours.
- Manager attestation should be required to confirm deprovisioning.
- Access must be reviewed quarterly to ensure entitlements remain appropriate for each user's current role.
- Provisioning and deprovisioning activity should be logged and monitored to detect delays.
- Shared accounts are prohibited whenever possible. If created, usage must be strictly audited.
- Role-based permissions should be utilized rather than assigning access individually.



## 2.4 Data Management Policies

Purpose: Specifies policies around classifying data, establishing retention rules, securing backups, archiving historical records, utilizing document management systems, assessing third-party services, and protecting customer information to comply with legal obligations and protect sensitive data.

### 2.4.1 Data Classification Policy

Purpose: Requires classification of all municipal government information into defined sensitivity tiers based on data contents, level of risk if compromised, and required protection levels. It aims to determine approved location storage locations, access permissions, encryption requirements, retention rules, handling procedures and protection controls based on how the data is classified. Proper classification is foundational for compliant data management according to content and risk.

Policy Statements:

- All municipal electronic data must be categorized into defined classification levels based on the sensitivity and criticality of the data.
- Specific handling rules, usage permissions, storage locations, transmission methods, retention periods, and protection controls will be defined for each classification level per municipal standards.
- Data owners are responsible for appropriately classifying data resources under their management based on the risk assessment of the data.
- Data must be clearly labeled according to its classification where possible, such as marking file share directories or database columns.
- Sharing municipal data with external third parties requires verifying the recipient's clearance level and authority to receive the classification of data being shared.
- Unclassified data should be labeled and protected at a minimum level according to Municipal IT guidance.

Compliance:

- The Municipal IT Department will provide training and guidance to personnel on proper data classification and handling according to the municipal's standards.
- Department heads are accountable for enforcing the data classification policy and ensuring data under their purview is properly categorized and protected.
- Any unauthorized access, sharing or mishandling of confidential municipal data by personnel may result in disciplinary action per municipal codes.
- The Municipal IT Department will conduct periodic audits to identify any improper classification or unsecured confidential data requiring remediation.
- Annual policy attestation will be required by all employees to promote awareness and compliance. Failure to complete attestation may result in system access revocation.

- Policy adherence will be monitored as part of any new system procurement, development or data sharing initiative. Lack of compliance may impact budgetary approvals.

## 2.4.2 Data Retention and Destruction Policy

**Purpose:** Defines consistent data retention schedules and secure destruction methods to comply with municipal government records requirements, minimize unnecessary storage costs, and prevent unauthorized access or retrieval from decommissioned equipment and media. It aims to maintain information availability for required retention duration while permanently purging data no longer needing preservation based on classification.

**Policy Statements:**

- Formal data retention schedules must be defined and followed consistently across systems and storage locations.
- Minimum and maximum retention periods should comply with all legal, regulatory, audit and business retention requirements.
- Data stewards should work with legal/compliance to update retention schedules as requirements change.
- Data destruction procedures must be environmentally responsible and render data unrecoverable.
- Retention tags or classification metadata should identify retention periods within systems.
- System and backup purging processes must adhere to defined retention periods.
- Registered documents set for destruction should follow secure digital shredding techniques.
- Physical documents must be crosscut shredded, pulped, burned or chemically destroyed when no longer retained.
- Certificates of destruction should be obtained from vendors disposing of retired physical media and paper records.

### 2.4.3 Backup and Retention Policy

Purpose: Outlines municipal government backup frequency, retention duration, restoration testing procedures, offsite physical storage security, and data recovery objectives based on resource criticality and acceptable downtime. It seeks to provide properly secured backups/retention enabling complete data restoration and system recovery within defined time frames to support business continuity at optimized storage costs.

Policy Statements:

- Backup schedules, retention, and media must adhere to State of Maine statutes including:
- Title 10, §945 - Requiring regular backup of business electronic records
- Title 5, §131 - Continuing duty to keep records through required retention periods
- Frequency of backups, rotation schedules, retention periods and offsite storage must align to recovery objectives defined in the disaster recovery plan.
- Strict chain of custody, access controls, and physical security must be maintained for offsite backup media as per Title 5, §131.
- Annual documented restoration testing from backups must validate ability to meet recovery time objectives, as per Title 5, §131.
- Encryption meeting Maine statute Title 10, §1350-E must be applied to any backups containing confidential or sensitive information.
- Maximum allowable backup cycles must account for medium life expectancy and data degradation over defined retention timeframes.
- Secure destruction procedures for expired backups must render data non-recoverable while maintaining confidentiality obligations.
- Robust inventory tracking, logging, and reporting must account for all backup media locations through destruction.
- Documented backup administration processes must delineate assigned roles, responsibilities and controls.

## 2.4.4 Archival Policy

**Purpose:** Establishes procedures, handling protocols, security controls, integrity verification processes and environmental requirements for the long-term storage, preservation, and accessibility of historical municipal government records deemed to have enduring legal, administrative, fiscal or historical value. It aims for proper identification, retention and protection of permanent records over decades.

**Scope:** This policy covers the archival of paper documents, physical media, electronic records, and digital data designated for permanent retention per municipal records retention schedules.

**Policy Statements:**

- The Municipal Clerk's office shall maintain and enforce a master records retention schedule defining archival designations and periods.
- Paper documents shall be inventoried, packaged and transferred to the secure municipal archives facility using proper handling procedures to avoid damage or loss.
- Physical media such as recordings and photographic materials shall be professionally archived to prevent deterioration.
- Digital records designated for archival shall have verified backups created and transferred to highly secure archival systems maintained by IT.
- Archived information must remain fully accessible to authorized requestors as per freedom of access laws.
- Environmental conditions shall be maintained within target thresholds to prevent deterioration.
- Digital archives shall be periodically verified for integrity and migrated to current formats and media before systems are retired or upgraded.
- Archived records may only be disposed of after defined retention periods with proper approval per policy.

## 2.4.5 Document Management Policy

**Purpose:** Requires mandatory utilization of the centralized electronic document management system for properly classifying, indexing, storing, retaining, and enabling discovery of official municipal government documents based on defined metadata standards, taxonomies, access controls, and content lifecycles. It aims to preserve documents in appropriate repositories, automate retention, consistently apply access restrictions, and facilitate eDiscovery.

**Scope:** This policy covers all official final versions of municipal documents including policies, reports, meeting minutes, project files, departmental records, forms, and any other documents requiring retention. It applies to all municipal employees, contractors and system users.

**Policy Statements:**

- All final official versions of municipal documents must be stored in the document management system with appropriate metadata attached for classification and searchability.
- Naming conventions, folder structures and retention rules must be consistently followed organization-wide.
- Access controls will be implemented to restrict confidential documents only to authorized personnel based on role.
- The current official version of documents must be clearly identified if multiple revisions exist. Outdated versions should be moved to archive folders.
- Documents must be retained within the system to meet municipal records retention requirements, allowing for legal holds.
- Regular backups of the document repository must occur to safeguard from data loss.
- Prior to any system migration or decommissioning, all files and metadata must be successfully migrated to a new platform.
- The IT department is responsible for system administration, access controls, and managing backups and migrations.

## 2.4.6 Cloud Computing Services Policy

**Purpose:** Outlines assessment, risk evaluation, and security control responsibilities when adopting cloud computing models, platforms and services to process or store municipal government data based on sensitivity levels. It aims to enable prudent cloud adoption to achieve benefits like scalability, resilience and efficiency while maintaining oversight, managing risks, and protecting sensitive information stored externally.

### Policy Statements:

- Use of cloud computing services must go through an approval process based on data sensitivity and security requirements.
- Contract terms must give the organization sufficient control over data and termination rights.
- Vendor risk assessments are required to validate security posture, resiliency and compliance controls.
- Data classification must dictate allowable cloud deployment models: IaaS, PaaS, SaaS.
- Sensitive data usage in cloud environments requires encryption both at rest and in transit.
- Ongoing security monitoring of cloud resources must be performed for breach detection.
- Incident response plans must cover data breaches or outages involving cloud services.
- Business continuity and disaster recovery plans must incorporate cloud-based systems.
- Access controls for cloud services must align with internal identity management policies.
- Cloud administrators must adhere to privileged access management policies.

## 2.4.7 Customer/Client Data Protection Policy

Purpose: Establishes standards and controls for properly classifying, limiting access, encrypting and safeguarding any customer or client data stored and processed within municipal government systems to maintain information security. It seeks to ensure compliance with privacy regulations, prevent unauthorized exposure, demonstrate due care, uphold public trust and maintain strict data stewardship even when external parties entrust the government with information.

### Policy Statements:

- All customer or client data stored or processed by the organization must be properly classified and protected.
- Data classification should dictate approved storage locations, access controls, encryption requirements, retention and disposal methods.
- Access to customer data must be limited to personnel who require it for authorized business purposes only.
- Sharing data externally must be approved by legal and information security teams.
- Strong encryption (256-bit AES minimum) must be applied to customer data both at rest and in transit over networks.
- Breaches involving customer or client data must be reported to leadership within 1 hour of detection.
- Data protection requirements must be formally defined in vendor contracts.
- Consent procedures must govern use of data for secondary purposes like analytics or marketing.
- Customers should have accessible methods to update preferences and restrict data usage.
- Ongoing audits will validate proper policy compliance related to customer information safeguards.



## 2.4.8 Data Labeling and Handling Policy

**Purpose:** Requires properly labeling municipal government information to clearly indicate sensitivity level on reports, dashboards, databases, and displays containing restricted or confidential data. It further mandates adhering to defined handling procedures and protections based on the associated label such as encryption, storage, transmission, destruction and personnel access controls. This policy aims to prevent improper exposure or modification of sensitive information through compliant use of classification labels.

**Policy Statements:**

- All municipal data must be categorized and labeled according to the defined classification system.
- Labels should clearly identify sensitivity level on reports, files, database columns and screens displaying data.
- Handling procedures for access, storage, transmission and disposal must adhere to the controls required for each classification tier.
- Personnel must protect labeled data commensurate with classification scheme requirements.
- Confidential data at rest must require strong encryption. Confidential data in motion must require secure transmission protocols.
- Only authorized users should have access to restricted or confidential data based on job duties.
- External sharing of restricted information must follow published protocols.
- Confidential labeled data must maintain metadata identifying owners, custodians and approved usages.
- Regular assessments will audit data handling practices for compliance with labeling and controls.

## 2.4.9 Signed Legal Documents Storage Policy

Purpose: Dictates secure centralized storage locations, defined backup procedures, version controls, access protocols, decryption capabilities and retention rules for signed legal agreements, contracts and other official documents executed on behalf of and binding the municipal government. It aims to safeguard critical documents with long-term legal significance against loss, destruction or expiration.

Policy Statements:

- All finalized legal agreements, contracts, and documents bearing official municipal signatures must be stored in the official Document Management System (DMS) to enable proper backups, archival, and records retention.
- If a DMS has not yet been procured and implemented, signed hardcopy documents must be stored in a fireproof safe onsite with an additional physical copy stored offsite.
- Once a DMS is operational, all hardcopy signed documents will be digitized and uploaded with appropriate metadata applied based on records management procedures. The hardcopies will be destroyed after digitization.
- The Documents Management System must meet data security controls as per municipal IT policies, with access limited based on job function.
- Backup and retention periods will comply with statutory requirements for legal documents and records.

## 2.5 IT Policies Affecting HR

Purpose: Establishes municipal government information technology policies related to personnel management processes including hiring practices, staff training, procurement controls, equipment checkout, and offboarding procedures to integrate with human resources systems.

### 2.5.1 General Staff Hiring Policy

Purpose: Establishes required municipal government pre-employment screening, identity verification, background checks, onboarding controls, security training, and policy acknowledgement processes for information technology staff and any personnel requiring access to sensitive systems. It seeks to validate character and qualifications prior to enabling access to technology resources and trusted roles.

Policy Statements:

- Candidates must undergo mandatory background checks including criminal history, education, employment and reference verification.
- Applicable licenses and certifications related to IT claimed during hiring must be validated.
- New staff must acknowledge receiving this policy manual and sign agreement to comply with Section 2.1 Acceptable Use Policies.
- Orientation will review key organizational IT policies related to conduct, ethics, discrimination, and security.
- Signed policy compliance agreement must be on file prior to start date.
- Applicable access provisioning will only occur once policy commitment is documented.
- IT systems access, equipment, and communication channels must be provisioned on start date as per on-boarding procedures.

## 2.5.2 General Staff Termination Policy

**Purpose:** Defines access revocation, account deactivation, device return, policy re-acknowledgement, and data protection procedures comprising the employee and contractor separation and offboarding processes. It aims to rapidly eliminate access while underscoring limitations on appropriating municipal government information, intellectual property or technology.

**Policy Statements:**

- As part of off-boarding process, staff must re-acknowledge Section 2.1 Acceptable Use Policies related to ongoing data protection responsibilities.
- Access revocation includes termination of rights to utilize or retrieve any municipal data, resources, and systems as per signed IT policies.
- Exit interviews will reaffirm limitations on appropriation of municipal intellectual property, resources, and information.
- Immediately revoking access to systems and facilities upon termination.
- Conducting exit interviews upon voluntary departures.
- Collecting all company-issued equipment and assets.
- Disabling accounts across all systems including SaaS apps.
- Changing system credentials the former employee had access to.
- Communicating termination to internal teams and external vendors.

### 2.5.3 IT Training Policy

Purpose: Requires ongoing skills development, education, and certification maintenance for municipal government information technology staff to stay updated on evolving technologies, cybersecurity threats, regulatory obligations, and solution capabilities. It seeks to enhance IT competencies, service quality and cost efficiencies through motivated knowledgeable personnel equipped with current expertise.

#### Policy Statements:

- All IT staff must complete a minimum of 40 hours of technical training annually.
- Training needs assessments will be conducted annually and may be incorporated into performance reviews.
- IT staff are encouraged to pursue relevant professional certifications with policy covering exam fees and study resources.
- A department training budget will be maintained to cover registration fees for conferences, classes, workshops, and e-learning materials.
- When feasible, internal knowledge sharing events will be conducted to cross-train team members.
- Training completion will be tracked with records maintained by the IT department.
- Failure to meet required training hours may impact performance evaluations and job advancement opportunities.

2.5.4 General Staff Technology Training Policy

Purpose: Necessitates ongoing general security awareness and role-based training covering proper usage, data protection, incident response and specific municipal government software systems for all personnel. It aims to empower employees to support cyber defense, compliance, technology innovations and appropriate data handling through applied knowledge.

Policy Statements:

- All staff must complete annual security awareness training covering topics such as:
  - Identifying and reporting phishing attempts
  - Importance of strong passwords and multi-factor authentication
  - Proper handling and storage of sensitive data
  - Detecting social engineering attacks
  - Securing workstations and mobile devices
  - Responding to security incidents and policy violations
- Role-specific training will be provided on proper security controls and acceptable use policies for systems and applications that staff interact with.
- Training needs assessments will identify required skills and knowledge gaps related to use of municipal technologies.
- In-depth classroom or hands-on training sessions will be provided following new system implementations or upgrades.
- IT will maintain a training curriculum covering both general security topics and system-specific training areas.
- Departments heads are responsible for ensuring staff complete assigned security awareness and technology training activities.
- Training completion will be tracked and reinforced through periodic knowledge assessments.

## 2.5.5 IT Procurement Policy

Purpose: Establishes procurement planning, budgeting, vendor selection, contracting, purchasing authorization controls and approval workflows for municipal government information technology projects and acquisitions. It seeks to ensure IT investments optimally achieve departmental objectives and community needs while proactively managing costs and risks.

Policy Statements:

- All purchases of IT equipment, software, and services must follow defined procurement processes and policies.
- Procurement requirements should define competitive bidding thresholds, capital expenditure approvals, and purchasing authorization levels.
- Purchase requests must provide details on business need, options evaluation, and cost analysis.
- An IT architecture review should occur for purchases above a defined dollar amount to ensure compatibility and standardization.
- Software license agreements must be reviewed by legal counsel with restrictions on non-disclosure, intellectual property, and liability.
- Major system purchases should have a project implementation plan including testing, training, support, and post-implementation review stages.
- Equipment must be received and validated against orders prior to payment along with appropriate documentation.
- Vendor master data must be kept current including banking details, remittance addresses, and contact information.
- Procurement status reports should track purchasing volume, spend, and vendor distribution.

## 2.5.6 Equipment Checkout Policy

Purpose: Outlines procedures, liabilities, security responsibilities and use restrictions for municipal government employees temporarily assigned mobile laptops, tablets, phones or other portable computing devices necessary for remote work or business travel. It aims to enable flexibility while securing devices and information when accessed externally.

Policy Statements:

- All IT equipment designated for temporary employee checkout must be properly inventoried and tracked.
- Equipment must be approved for checkout use with any restrictions documented.
- Employees checking out equipment must submit a request identifying pickup date, duration needed, and business justification.
- Equipment will be signed out indicating name, department, contact information, and expected return date.
- Extensions on duration require re-approval by IT.
- Employees are responsible for safeguarding equipment while in their possession and will be liable for loss or damage.
- Equipment must be returned in acceptable working condition with all accessories and carrying cases.
- Checkout period may not exceed 60 days without justification.
- Upon return, equipment will be inspected, data securely wiped, and any issues documented before redeployment.



## 2.6 Communications Policies

Purpose: Defines policies specific to managing public-facing communications channels utilized by the municipal government including email systems, TV studios, electronic signage, websites and social media accounts to effectively engage citizens.

### 2.6.1 Department Email Addresses Policy

Purpose: Requires establishing and maintaining published generic department and function email addresses for each municipal government division that persist through staff turnover. It aims to provide consistent constituent contact points and simplify routing of messages to appropriate current personnel.

Policy Statements:

- Each municipal government department will be assigned a generic email address using the department name, e.g. [finance@municipality.gov](mailto:finance@municipality.gov) , [hr@municipality.gov](mailto:hr@municipality.gov) .
- The department email account will be separate from any individual staff accounts.
- The account credentials will be managed by the department head and shared with relevant staff required to access the inbox.
- Emails sent to the department address will be received and handled by appropriate staff rather than sitting with a single person.
- During staff transitions, the department email access will transfer to the new department head.
- Department email addresses will be published as the primary contact details on the municipal website and materials.
- Individual staff should use their personal municipal email for day-to-day business as usual communications.

## 2.6.2 IPTV Policy

**Purpose:** Outlines municipal government requirements, programming standards, system capabilities, legal prerequisites, and community access rules for the Institutional Network (I-Net) public, education and government cable television channels and video on demand platforms. It aims to maintain compliance with state statutes and Federal Communications Commission regulations for public media.

### Policy Statements:

- The official legal record of municipal board and committee meetings shall be the unedited video recordings.
- Meeting videos will be made available on-demand within 3 business days or prior to the next scheduled meeting, whichever comes first.
- The full unedited meeting videos will remain accessible to the public online for a minimum of 2 years.
- Video metadata will include recording date, meeting name, agenda topics, and time stamps.
- Closed sessions which are not public will not be recorded or made accessible. Only open public sessions are recorded.
- The Municipal Clerk's office is responsible for posting meeting recordings and maintaining the video archives.
- The municipal IPTV channel shall follow Federal Communications Commission (FCC) public, educational, and government (PEG) access cable television requirements.
- PEG programming shall be segregated from commercial channels and content.
- The IPTV channel shall serve the needs and interests of the local community.
- Reasonable time must be allocated for each programming category: public, education, and government.
- Rules for priority access consideration shall be fairly applied to municipal departments, public schools, community organizations and individuals.
- Editorial control rests with the individual program producer rather than the cable operator.
- Complaints related to FCC PEG compliance shall be directed to the municipal clerk's office and cable advisory board.
- Reasonable time slots and channel capacity must be allocated for public content not produced by the municipal government or schools.
- Community organizations and individuals may request time slots for public content on a first-come, first-served basis.
- Requests must describe the general content or subject matter without need to submit full productions prior to allocation.
- Public content must meet community standards and may not include commercial promotions, illegal activity, copyright violations or obscene material.
- A maximum 30 minute time slot may be allocated per week for ongoing public content from an individual or group.
- Preferred prime time slots will be distributed equitably when demand exceeds available capacity.

- Complaints of unfair time slot allocations will be reviewed by the cable board to ensure policies are applied consistently.

## 2.6.3 IPTV Multimedia Presentation Policy

This policy supersedes:

**Town of Raymond Policy - Raymond IPTV Content Display Policy - Adopted January 10, 2023**

Purpose: Defines requirements, quality standards, testing procedures, technical specifications, accessibility mandates, and legal disclaimers for creating and presenting video programming intended for broadcast on the municipal government Institutional Network (I-Net) public, education and government cable television channels.

Policy Statements:

Presenters must be authorized by one of the following:

- Official Raymond Board Chair
- Raymond Town Manager
- Raymond Town Department Manager

Responsibilities:

- General public presenting content
  - Correctly formatted and supported content type
  - Manipulation of content before or during the meeting
  - List of website URL's that might be used in the presentation
  - Notifying the Communications Director of the presentation and the content type to be displayed. This notification should be at least 4 business days before the presentation.
  - Arriving at least 30 minutes before the meeting to test the presentation
  - Display of content during the presentation
- Municipal employee with Windows domain account presenting content
  - Signon to raymondmaine.int with their Windows domain account
  - Correctly formatted and supported content type
  - Manipulation of content before or during the meeting
  - List of website UR L's that might be used in the presentation
  - Notifying the Communications Director of the presentation and the content type to be displayed. This notification should be at least 4 business days before the presentation
  - Arriving at least 30 minutes before the meeting to test the presentation
  - Display of content during the presentation
- IPTV Videographer
  - Signing on the iptv.guest account for general public presenters
  - Setting the IPTV displays so the content may be tested before the meeting
  - Supply the password for the IPTV public WiFi when the presenter uses their own laptop
- Communications Director
  - Notifying the IPTV Videographer and Tech support of any presentations and content to be displayed at least 2 business days before the presentation
  - Test access to the websites that the presenter may try to access
- IPTV Tech Support

- Answer questions about supported Content Types and Content Access

#### Supported Content Types:

- The IPTV laptop is Windows 10 based with the listed software installed for display of content.
- All software and the Windows OS are kept current with service. Content types are supported if they can be displayed by the following software:
  - Microsoft Office 365 Pro including Word, Excel, PowerPoint
  - LibreOffice including Draw, Writer, Calc and Impress
  - Internet Browsers including Chrome, Firefox, Edge
  - Multimedia AudioVideo support with VLC media player (check [www.videolan.org](http://www.videolan.org) for supported file types)
  - Google Earth Pro Desktop
  - Adobe Acrobat Reader

#### Supported Content Access Methods:

- IPTV Laptop
  - The IPTV laptop is connected to the Internet and the Intranet. It has USB, USB-C ports allowing for USB attachable media storage devices and an SD card reader.
  - Devices that are natively supported by Windows 10 are supported. No devices that require non-native Windows 10 drivers will be supported.
  - The laptop is equipped with Webroot Endpoint and DNS Protection. This may block some websites so a list of websites to be used in a presentation should be forwarded to the Communications Director with the presentation notification.
- Presenter Supplied Laptop
  - The laptop can access the public WiFi at the IPTV station to display content. The Videographer will supply the password.
  - The laptop must have an external video display port with one of the following interface types and resolutions:
    - USB-C -1080p
    - VGA- 720p
    - HDMI - 1080p
    - mini HDMI - 1080p
    - Display Port - 1080p
    - mini Display Port - 1080p
- Audio is only supported through the HDMI interface

All video, audio, and slide presentations produced for public broadcast on the municipal IPTV channel must follow defined standards.

- Presentations by municipal employees must comply with municipal branding, style, and logo guidelines.
- Narration and slides must contain appropriate disclaimers indicating they are not official legal documents.
- Presentations covering sensitive topics require additional review and approval prior to broadcasting.

- Presenters must have sufficient rights, consents, and licenses for any third party materials utilized in productions.
- Background music or media requires licensing appropriate for broadcast use.
- Presentations must meet TV closed captioning and other multimedia accessibility requirements.
- Presentation files and transcripts will be archived according to records retention policies post-broadcast.
- Presenters must arrive sufficiently early before broadcast to test their presentations and any required technology in the studio.
- Presentations must be tested to identify any compatibility issues or unsupported file formats needing correction.
- Proper cables and adapters must be confirmed available in advance if presenting from personal devices.
- Presenters should have technical rehearsals in the studio prior to live broadcasts when feasible.
- Presentation slides and embedded videos must be formatted at appropriate resolutions and aspect ratios suited for broadcast.
- Adequate transition and timing rehearsals should occur to smooth delivery and transitions.
- Broadcast equipment and software must be tested to ensure reliable audio levels and signal quality.
- Contingency plans should be in place for technical failures during live presentations or loss of connectivity.

## 2.6.4 Electronic Signage Policy

This policy supersedes:

### **Town of Raymond – Electronic Sign Policy - Adopted 1/9/2018**

Purpose: Establishes appropriate usage guidelines, content standards, placement criteria, administration roles, and system security requirements for digital signage displays located within municipal government facilities. It seeks to effectively communicate with the public while preventing unauthorized access or abuse of signage systems.

#### Policy Statements:

- The primary purpose of the Town of Raymond’s electronic signs is to promote the Town of Raymond’s meetings, events and services.
- Additionally, the signs will:
  - Enhance Town communications and transparency.
  - Help Raymond be a more welcoming place for the public.
  - Recognize achievements and events within the Town of Raymond.
  - Promote safety awareness in the community.
- All electronic signage display screens located in municipal facilities are for official use only.
- Signage must be located in appropriate public areas with approval from department heads.
- Content displayed must meet branding guidelines and have educational, public service or administrative purposes.
- Emergency messaging takes precedence over standard content when necessary.
- Commercial advertising, political endorsements and inappropriate material are prohibited.
- The communications department will manage and approve content with input from stakeholders.
- Technical specifications will ensure accessibility for citizens and comply with laws.
- Remote device management capabilities must secure signage endpoints and software.
- The Town Manager may delegate sign management responsibilities as necessary.
- Priority will be given to Town departments, elected committees, and Selectmen-appointed boards and committees.
- Postings will be based upon space availability at the discretion of the Town Manager.
- The Town Manager reserves the right to deny use of the sign, alter the contents and the design of information, and post/remove messages as he/she sees fit.
- Exceptions may be granted by the Town Manager on an as needed basis at his/her sole discretion.
- How to Request a Posting
  - An application must be received by the Town Office at least 10 days prior the desired date of posting.
  - Applications will be available at the Town Office and on [www.raymondmaine.org](http://www.raymondmaine.org).
  - The application will include:
    - Contact information for the requestor
    - The nature of the event to be posted and how this event benefits the citizens of the Town of Raymond

- The desired text, and any desired pictures



## 2.6.5 Public Website Policy

Purpose: Defines requirements for architecture, administration, emergency contingency provisions, accessibility, cybersecurity, public records compliance and continuity planning for the primary official municipal government public-facing website and any affiliated domains. It aims to maintain a secure, current, usable public information portal representing the government entity.

Policy Statements:

- The municipal website and any affiliated domains must be managed by the communications department or an approved vendor.
- Website content must follow policies covering branding, accessibility, language, and ethical standards.
- Appropriate disclaimers and privacy policies must be published.
- Web hosting providers and technologies must meet security, resilience, and regulatory compliance standards.
- Web traffic, usage patterns and analytics must be monitored to enhance services.
- Web vulnerable code scanning, penetration testing, and remediation are required according to security policies.
- Webmaster roles, change approval processes, and access controls must be maintained.
- Content must be routinely backed up with contingencies for defacement or data loss scenarios.
- The public website will serve as the central public information portal with social media as supplemental outreach channels.

## 2.6.6 Public Social Media Policy

Purpose: Outlines approved usage, accessibility, public communications, security protocols and content standards for official social media accounts formally representing the municipal government across social media platforms. It seeks to effectively expand citizen outreach and engagement through social channels while safeguarding information and aligning to the government brand.

Policy Statements:

- The municipality's official social media accounts must be managed and maintained by the communications department.
- Accounts should be created only on approved platforms based on target audiences, demographics and municipal branding.
- Content must be accessible, professional, politically neutral and adhere to applicable laws and policies.
- Social media managers must be trained on privacy, security, accessibility and records retention requirements.
- Security controls like multi-factor authentication must be enabled to prevent unauthorized access.
- Social media posts may require public records retention, e-discovery and legal holds.
- Comments and messaging must be monitored consistently and inappropriate content removed promptly.
- Disclaimers should state that third-party content does not reflect municipal opinions or endorsements.

## 2.6.7 Integration with Local FEMA Plans

**Purpose:** Enables prudent sharing and coordination of municipal government information technology assets, systems, data and personnel as dictated by Federal Emergency Management Agency (FEMA) incident response plans activated within the locality during major emergencies or disasters. It aims to integrate IT capabilities into community-wide emergency preparation, readiness and response efforts.

**Policy Statements:**

- The municipality will collaborate with the county office of emergency management and FEMA to integrate IT capabilities into emergency operations plans.
- IT will designate staff roles aligned to the incident command system (ICS) for responding to disasters and emergencies declared by FEMA.
- Technology resources including computers, mobile devices, radios, networks, and satellite communications will be made available to the emergency operations center (EOC) as required.
- Municipal IT policies will enable sharing appropriate data with authorized FEMA response teams during incidents to coordinate efforts.
- IT will maintain and periodically test contingency plans invoked upon activation of FEMA emergency response plans for the locality.
- Any gaps identified in IT resources or capabilities to support the community's FEMA plan will be addressed in collaboration with emergency management leadership.

## 2.6.8 Municipal Meetings Policy

This policy supersedes:

### **Town of Raymond - Municipal Meetings Policy - Adopted 10/8/2019**

Purpose: Standardizes rules, accessibility requirements, parliamentary procedures, public participation and records handling for open meetings of municipal boards, committees, commissions and government bodies. It seeks to maintain transparency, consistency, order, legal compliance and productive outcomes across public meetings.

Policy Statements:

- All municipal boards, committees and commissions shall conduct meetings following the latest edition of Robert's Rules of Order for parliamentary procedures, except where overridden by local, state or federal laws.
- Electronic video recordings shall be considered the official primary record of municipal meetings when available. Written minutes shall be considered supplemental records.
- Meeting videos shall be made publicly accessible on the municipal website or YouTube within 3 business days or before the next scheduled meeting, whichever comes first.
- Written minutes must identify all video timestamp ranges corresponding to agenda items, motions, votes, and key discussions, in addition to supplemental details.

## 2.7 Security Policies

Purpose: Prescribes cybersecurity and information protection policies covering technologies, controls, awareness, vendor management, and risk mitigation planning to guard municipal government systems and data against internal and external threats.

### 2.7.1 Encryption Policy

Purpose: Outlines requirements for layered network security defenses incorporating monitored firewalls, intrusion detection/prevention systems, segmentation, regular vulnerability scanning, wireless controls, remote access restrictions and current endpoint security to protect municipal government networks from compromises and cyberattacks initiated both internally and externally.

Policy Statements:

- Acceptable encryption algorithms, protocols, and minimum key lengths must adhere to industry standards and best practices.
- Encryption should be utilized for data at rest and in transit wherever technologically feasible.
- Highly sensitive data must require encryption when stored, accessed, or transmitted.
- Policies must balance end user experience and usability when applying encryption controls.
- A secure key management process is required covering generation, distribution, storage, rotation, and destruction of keys.
- Access to encryption keys should be logged and tightly restricted based on roles.
- Encryption deployment must align with data classification scheme and regulatory compliance obligations.
- Standards should outline approved technologies, configurations, and implementation practices.
- Encryption requirements should be formally defined for vendors, contractors and other third parties.
- Periodic audits must validate correct encryption usage, key management and policy compliance.

## 2.7.2 Network Security Policy

Purpose: Outlines requirements for layered network security defenses incorporating monitored firewalls, intrusion detection/prevention systems, segmentation, regular vulnerability scanning, wireless controls, remote access restrictions and current endpoint security to protect municipal government networks from compromises and cyberattacks initiated both internally and externally.

Policy Statements:

- Network perimeter controls like firewalls, IDS/IPS must follow documented standards for secure configuration and maintenance.
- Network segmentation should isolate and restrict traffic between subnets based on data classification levels.
- Wireless networks must incorporate authentication, encryption and access control best practices.
- Network infrastructure security logging and monitoring is required to detect potential attacks and anomalies.
- Ports and services should be disabled if not explicitly required for approved business use.
- Network vulnerability scanning must regularly test defenses and identify gaps or misconfigurations.
- Patch management processes must maintain currency of network device software and firmware.
- Change management procedures are required for network changes or reconfigurations.
- Network diagrams and data flows must be kept updated and aligned with infrastructure.
- Networks carrying payment card data must adhere to PCI DSS wireless guidelines

### 2.7.3 Vendor Management Policy

Purpose: Defines security controls, risk assessment requirements, access restrictions and contract clauses when allowing external vendor, contractor, partner and consultant connections to municipal government networks, systems and data. It seeks to enable prudent third party business relationships while ensuring accountability, layered defenses and protections govern all remote and onsite vendor access.

Policy Statements:

- Formal risk assessments must be conducted for all third party vendors processing, storing or accessing the municipality's confidential data.
- Risk levels should be determined based on data classification and vendor assigned trust levels.
- Legal agreements must document security expectations, liability, failure reporting, and right-to-audit clauses.
- All vendor accounts accessing municipal resources must utilize strong multifactor authentication and least privilege restrictions.
- Vendor remote access must route through isolated network segments with additional inline controls.
- Valid vendor certificates must be installed to securely authenticate any external connections.
- Vendor credentials and passwords should be regularly rotated and immediately revoked after engagements.
- Change management procedures must be followed when modifying vendor access privileges.
- Timely deprovisioning of access must occur for vendor personnel no longer assigned to municipal projects.
- Periodic review of vendor entitlements is required to ensure appropriate and timely deprovisioning.

## 2.7.4 Teleworking Policy

Purpose: Extends existing municipal government information technology security policies, protocols, employee awareness responsibilities and acceptable use standards to remote work and telecommuting situations. It seeks to maintain effective safeguards, access restrictions and data protections for government networks, systems and information when accessed externally.

Policy Statements:

- Employees approved for telework must adhere to all security, acceptable use, and general HR policies when working remotely.
- Required hardware, software, and networking equipment will be provided by IT to facilitate secure remote access.
- Teleworkers are prohibited from connecting to internal networks directly from personal or public systems.
- Multifactor authentication must be utilized for any remote access connections to internal resources.
- Teleworkers must ensure confidential data is not transmitted or stored on unauthorized systems.
- Regular anti-malware scanning and prompt application of system updates is required for remote endpoints.
- Teleworkers must take precautions to prevent unauthorized access to work devices or materials within home environments.
- Secure VPN must be utilized when accessing internal applications and data remotely.
- Remote desktop access to internal systems should employ strong session encryption algorithms.



## 2.7.5 Secure Password Storage Policy

Purpose: Prohibits plaintext storage or transmission of municipal government user credentials or passwords. It requires properly hashing passwords, limiting access to hashes, utilizing salted hashes, and encrypting passwords for transmission across networks. This policy seeks to prevent password compromise, theft and misuse through technical protections and restricted access.

Policy Statements:

- User credentials and passwords must not be stored or transmitted in plaintext.
- Passwords must be hashed using secure cryptographic algorithms before persistence.
- Hashed passwords should leverage salting with a unique, random salt per user.
- Secure password stores such as password management systems must be used to securely store credentials.
- Access to password stores must require multifactor authentication aligned to privilege requirements.
- The use of authorized password stores must be audited regularly by IT security.
- Shared account credentials must only be stored in approved central, encrypted stores with access limited to required personnel.
- Administrative passwords must follow defined complexity standards and rotation frequency.
- Passwords or access keys for encrypted data stores should be kept separate from the data.
- Compromised credentials must be changed immediately across all systems.

## 2.7.6 Mobile Device Management Policy

**Purpose:** Defines requirements for central enrollment, configuration, encryption, remote wipe capabilities, access controls, allowable applications and acceptable use standards for all municipally-issued smartphones, tablets, laptops and mobile devices based on data sensitivity levels. It aims to maintain appropriate mobile security, data protection and operational control irrespective of device location.

**Policy Statements:**

- All municipality-issued mobile devices must be enrolled in the central mobile device management (MDM) system.
- MDM capabilities should include inventory tracking, configuration control, remote wiping, app management, and automated policy enforcement.
- Passcode complexity, data encryption, remote wipe, installed app restrictions, and antenna control policies will be implemented based on data risk levels.
- Jailbreaking, rooting, unlocking bootloaders, or otherwise circumventing built-in device security controls is strictly prohibited.
- Required MDM agents must not be uninstalled, disabled or worked around without explicit authorization from IT.
- Remote wipe of municipal data will be performed if a device is lost or stolen.
- Mobile devices must be kept secure when traveling and not left unattended in public.
- Any loss or theft of municipal mobile devices must be reported immediately to IT and management.

## 2.7.7 Vulnerability Management Policy

Purpose: Mandates continuous vulnerability identification, risk-based prioritization, centralized tracking and remediation of security weaknesses discovered within municipal government information systems, software applications, and network infrastructure following established practices. It seeks to systematically find and mitigate risks thereby measuring and enhancing organizational cyber resilience.

### Policy Statements:

- An inventory of all IT assets and software must be maintained, along with assignment to data owners.
- New systems must have vulnerabilities identified prior to production deployment through static or dynamic analysis testing.
- Automated vulnerability scanning tools will be configured to perform periodic scans of networks, servers, endpoints, applications, databases, and other systems.
- Detected vulnerabilities will be classified and risk rated based on severity, exploitability, and potential impact.
- Asset owners will be provided with vulnerability reports, and expected to remediate issues within defined timelines based on severity risk rating.
- Vulnerability remediation will follow change management processes and incorporate compensating controls if immediate patching is infeasible.
- IT security team approval is required for exemptions or acceptance of any vulnerabilities deemed high risk.
- External penetration tests will be performed annually to identify vulnerabilities through simulated attacks against the environment.

## 2.7.8 Central Credentials Repository Policy

**Purpose:** Requires use of an approved centralized password vault or secure digital wallet for storage, access controls and management of credentials necessary for administering municipal government systems, data and devices. It aims to reduce standing access while improving password strength, periodic rotation and revocation when employees are off-boarded or transition between roles.

**Policy Statements:**

- All credentials and passwords necessary for administering municipal systems and hardware must be securely stored in an approved central password management repository.
- This includes passwords for server operating systems, network devices, workstations, system administrator accounts, software logins, and hardware/firmware passwords.
- The central password repository must utilize encryption and multifactor authentication for access.
- Only IT staff with an essential administrative job function may be granted access to the repository.
- Passwords must be programmatically generated with sufficient complexity and rotated at appropriate intervals.
- Repository permissions and access must be reviewed quarterly to ensure only authorized users have continued access.
- Logging and auditing capabilities must track all password viewing, access and usage.
- Onboarding/offboarding processes must immediately grant or revoke access for IT administrators.

## 2.7.9 Electronic Signature Policy

Purpose: Enables, establishes legal validity, and governs the permitted use and required controls when accepting electronic signatures on municipal government records, forms, registrations, contracts and other documents requiring execution or approvals. It aims to improve efficiency and continuity while still maintaining integrity, non-repudiation, and legal compliance.

Policy Statements:

- Electronic signatures should meet requirements to be legally binding and enforceable.
- An electronic signature policy and process must be defined covering how they are used, technologies enabled, access controls, and signature validity.
- Acceptable electronic signature methods may include username/passwords, PINs, digital signatures, or third party signing services.
- Multifactor authentication should be utilized where possible for identity assurance.
- Signed records must maintain authenticity, integrity, non-repudiation, and audit log traceability.
- All uses of electronic signatures should follow records management policies for retention requirements.
- Procedures must ensure continued verifiability of signatures over long term records retention.

## 2.7.10 Remote Vehicle Monitoring Policy

Purpose: Allows tracking, telematics and driver monitoring on municipal government vehicles to cost-effectively improve fleet safety, fuel efficiency, routing, and asset security balanced by restrictions preventing unauthorized personal location tracking or data misuse. It aims to enhance municipal operations through vehicle telemetry data while recognizing and mitigating privacy concerns.

### Policy Statements:

- GPS tracking and telematics systems installed on municipal vehicles are for official purposes only related to fleet management, safety, and asset protection.
- Detailed locational tracking and reporting of official municipal vehicles may occur without notice. Personal use vehicles will be excluded.
- Drivers may be monitored for speed, acceleration, braking, seat belt usage and idle times to improve safety and economy.
- Alerts may be configured to detect unauthorized usage during off hours or geographical restrictions.
- Vehicle telemetry systems and collected data will be adequately secured against unauthorized access or tampering.
- Collected vehicle usage statistics, geospatial data, and reports will be protected appropriately per data classification.
- Any driver privacy concerns related to vehicle telematics monitoring should be raised to the Fleet program manager.

## 2.7.11 Internet Proxy Policy

**Purpose:** Requires routing all municipal government employee computer and mobile device external internet traffic through an authorized network proxy server to enforce content filtering, logging, threat protection, bandwidth management and access controls aligned to acceptable use policies. It aims to securely manage internet usage, prevent inappropriate activities, and protect government resources.

**Policy Statements:**

- All employee internet access must route through the authorized web proxy server on the municipal network.
- The proxy will perform content filtering to restrict access to prohibited or inappropriate websites in accordance with Acceptable Use Policies.
- Websites categorized as blocked will be inaccessible to standard users. Whitelist exceptions require IT approval.
- The proxy will log all internet access including sites visited, files downloaded, and user attribution. Logs will be retained per regulatory requirements.
- Encrypted HTTPS traffic may be decrypted at the proxy for logging, filtering, and malware prevention where legally permissible. Employees receive a warning upon policy acknowledgement at hiring.
- Prohibited activities including accessing illegal content, torrents/P2P, malicious sites will be blocked and reported via alerts.
- The proxy must load balance web requests across internet connections and provide denial of service attack mitigation.

## 2.7.12 Credit Card Payment Policy

**Purpose:** Establishes network segmentation, system security, key handling, physical controls, and strict access restrictions when processing, storing or transmitting payment card data to maintain compliance with mandated payment card industry data security standard (PCI DSS) requirements. It aims to enable secure digital payment capabilities while preventing unauthorized card data exposure.

**Policy Statements:**

- All credit card payment activities must comply with the Payment Card Industry Data Security Standard (PCI DSS).
- Cardholder data includes the full card number, expiration date, CVV code, and name. This information must be protected.
- Only approved municipal payment systems and methods may be used to process payments.
- Any new payment technologies or services must be assessed and approved to ensure PCI compliance.
- Cardholder data may only be used for processing payments and must not be stored in municipal systems unmasked.
- Secure mechanisms must tokenize/mask data at point of transaction.
- Physical media containing card data must be securely stored with strict access controls if permitted under policy.
- Personnel accepting payments must complete annual PCI DSS awareness training.
- Quarterly network and application scans must validate PCI compliance. Any gaps or policy violations must be remediated urgently.



## 2.7.13 Removable Media and Storage Device Usage Policy

Purpose: Outlines approved usage, data restrictions, maintenance processes and prohibited activities related to memory sticks, flash drives, external drives, optical discs and other removable media devices within the municipal government environment. It seeks to prevent data loss, malware infections and inappropriate information access through controlled portable media.

Policy Statements:

- Use of removable media such as USB drives, external hard drives, CD/DVDs is only permitted for authorized purposes. Personal use is prohibited.
- Storage devices must be scanned for malware before use and encrypted as per data protection standards.
- Confidential data should not be stored on removable media except for essential backup or transfer operations with approval.
- Removable media containing municipal data should be physically secured when not in use.
- IT asset management records should track assignment of USB drives to users and device inventories.
- Removable media should be permanently erased or destroyed prior to disposal according to data sanitization standards.
- Writing confidential data to consumer cloud drives, email platforms or exchange via unauthorized services is prohibited.
- IT approval is required for connecting unauthorized devices like personal phones or storage devices to municipal systems.

## 2.7.14 Vulnerability Disclosure Policy

**Purpose:** Defines secure policies and procedures including communications channels, coordinated disclosure timelines and legal safe harbor that govern external security researchers ethically reporting discovered vulnerabilities within internet-accessible municipal government digital systems, services and applications. It aims to enable improved security and citizen trust through responsible disclosure protocols.

**Policy Statements:**

- This policy provides guidelines for security researchers and third parties to responsibly report vulnerabilities discovered in municipal systems.
- Discovered vulnerabilities should be reported via encrypted email to [security@municipality.gov](mailto:security@municipality.gov) which will create a security event ticket.
- Sufficient details should be provided to reproduce and validate the vulnerability, along with a suggested severity rating based on impact.
- Public disclosure of vulnerabilities by the researcher should not occur until reasonable time for remediation has passed after notification.
- Subject to verification, individuals or organizations who follow this policy will not face negative consequences for discovering and reporting vulnerabilities responsibly.
- After mitigation, credits and acknowledgement may be provided to reporters at their discretion.
- Confirmed significant vulnerabilities will be addressed based on severity within the following response timeframes:
  - Critical - 7 days
  - High - 30 days
  - Moderate - 90 days
  - Low - 180 days
- An encrypted public key will be made available for securely communicating vulnerability details.

## 2.7.15 IT Forensics and Legal Investigations Policy

Purpose: Establishes prudent requirements for proactive security logging, regular baseline backups, chain of custody, evidence preservation, accountability and data recovery to support municipal government investigations, litigation responses and court proceedings involving electronically stored information. It aims to balance security, privacy and compliance obligations.

Policy Statements:

- This policy establishes procedures to support legal investigations and e-discovery requests involving municipal IT systems and data.
- Formal information requests must be validated and approved by the City Attorney prior to IT assistance.
- IT will maintain baseline forensic images of critical systems to expedite investigation or recovery needs.
- Forensic tools will utilize write-blocking to preserve digital evidence integrity during analysis.
- Chain of custody will be followed when handling and transferring evidence media.
- Collected evidence will be securely stored in a manner allowing for admission as exhibits in legal proceedings.
- Documents and electronic records designated as responsive to an investigation will be comprehensively identified and preserved.
- Redaction of privileged, confidential or non-responsive data will occur prior to release.
- The City Attorney will coordinate the review and release of electronic records to parties in litigation.
- IT security will ensure all exported records are properly authenticated.

## 2.8 Infrastructure Policies

Purpose: Provides policies guiding management of municipal government networks, systems environments, buildings, electronic access controls and other technology infrastructure to maintain reliability, business continuity, and physical security.

### 2.8.1 Resilient Network Policy

Purpose: Requires architects to design municipal government networks with redundancy, fault tolerance, traffic engineering and failover capabilities that maximize availability and eliminate single points of failure. It aims to sustain reliable connectivity, prevent outages, and maintain business continuity through intentional resilient network characteristics.

Policy Statements:

- The municipal network will be architected to maximize resilience and redundancy.
- A fiber optic backbone ring will be implemented utilizing redundant connections between locations.
- In the event of a fiber cut or node failure, traffic will automatically reroute in the opposite direction on the ring.
- Critical network availability zones will be established served by redundant fiber rings.
- 10Gbps minimum ring capacity will prevent outages during peak demand. Self-healing 1Gbps rings can serve standard locations.
- Rings will incorporate automatic failover to redundant paths based on open shortest path first (OSPF) routing.
- Ring connections will utilize a compatible framing architecture like SONET/SDH.
- Network operations staff will be trained to rapidly isolate and bypass failed ring segments.
- Requirements like diversity, distance, and quality will apply for new fiber installations.

## 2.8.2 Building Automation Policy

Purpose: Defines physical, logical and administrative security safeguards required for building automation systems controlling lighting, HVAC, energy management, physical access and other capabilities that enable smart energy efficient municipal government facilities. It seeks to prevent unauthorized access or manipulation of automated environmental systems.

Policy Statements:

- Building automation systems controlling HVAC, lighting, electrical, and security must be properly secured against unauthorized access.
- Access will be limited to facilities management staff with least privilege permissions. Multifactor authentication should be enforced.
- Systems must be isolated from the corporate network and other high risk assets.
- Monitoring will detect abnormal equipment behavior and failures. Alerting will notify staff of issues.
- Disaster recovery plans will cover rebuilding system programming and restoring configs from backups.
- Change management procedures will be followed for any modifications to equipment or automation programming.
- Systems will undergo periodic pentesting to validate the effectiveness of security controls. Vulnerabilities will be remediated.
- Equipment should receive timely firmware updates to fix known holes and maintain warranty coverage.
- Physical controls will prevent unauthorized access to automation controllers, wiring and networked components.

### 2.8.3 VoIP Server Policy

**Purpose:** Outlines installation, configuration, authentication, availability redundancy, encryption, access restrictions and network security precautions required when deploying Voice over IP (VoIP) phone systems to provide enterprise telephony capabilities across municipal government locations and personnel. It aims to enable unified communications with security, resiliency and compliance.

**Policy Statements:**

- The municipal VoIP phone system must be secured against unauthorized access and abuse.
- The PBX will be configured to use complex passwords, IP address whitelisting, and limit remote login.
- Voicemail PINs will enforce complexity standards and be distributed separately from phone extension assignments.
- Automated remote alerts will notify on detected attacks, breaches, or outages impacting the VoIP system.
- Network traffic will be encrypted between the PBX, phones, and voice gateway using TLS/SRTP.
- Vulnerability scans will assess any risks, misconfigurations, or unpatched PBX components.
- The PBX and phones will reside on an isolated network segment to restrict traffic.
- QoS prioritization will ensure optimal voice quality on the network.

## 2.8.4 E-Mail Server Policy

Purpose: Establishes architecture, storage, backup, redundancy, security hardening, anti-spam, continuity provisions and access control measures required to ensure availability, integrity and data protection for municipal government email platforms, data stores and mailbox accounts. It seeks to balance communication capabilities supporting operations with appropriate safeguards.

Policy Statements:

- E-mail servers enabling staff mailboxes must be secured against unauthorized access.
- Servers will have unnecessary services disabled, utilize TLS encryption, and be kept updated.
- Mailboxes will require strong passwords that expire periodically.
- Server logs will feed into security information and event management (SIEM) systems for centralized analysis.
- Boundary defenses like spam filtering and attachment sandboxing will detect malicious emails.
- Mail flow will incorporate mechanisms to block phishing attempts and graymail.
- E-mail continuity and retention capabilities will meet policy and statutory requirements.
- Mail server access controls will follow least privilege principles and access will be monitored.

## 2.8.5 Physical IT Infrastructure Access Control Policy

**Purpose:** Manages physical access to restricted areas containing sensitive municipal government information technology infrastructure through defined electronic access control requirements, multifactor authentication, video surveillance, visitor protocols, access reviews and revocations aligned to security roles. It aims to allow necessary physical proximity while preventing unauthorized entry.

**Scope:** This policy applies to controlled areas including data centers, network closets, server rooms, telecom facilities, and areas specially designated to house sensitive IT assets. It covers all employees, contractors and third parties who require physical access to these restricted facilities.

**Policy Statements:**

- Electronic access control systems using badge readers or biometric scanners must be installed on entry points to restricted IT facility areas.
- Physical access to restricted areas will be granted only to personnel with designated job roles requiring proximity to sensitive infrastructure for tasks like hardware maintenance, cabling, monitoring or repair.
- Security teams will administer access control permissions and maintain a definitive up-to-date roster of authorized staff needed in these areas.
- Any new access requests or adjustments to access must go through an approval workflow including the asset owner and security manager.
- Comprehensive physical access logs will be maintained and regularly reviewed to identify anomalies.
- Electronic locks must default to failing closed if the access control system or power source is disrupted.
- All physical access points must have updated video surveillance with 90 days retention to correlate access logs and events.
- Annual audits will validate that electronic lock access to sensitive facilities aligns with least privilege principles.

**Compliance:** Facility managers and asset owners are responsible for requesting appropriate access for their teams. Security managers must approve requests and ensure adherence to this policy. Violations may result in disciplinary action.



## 2.8.6 Building Security and Alarm Policy

Purpose: Establishes integrated electronic, network and physical security controls required to detect unauthorized entry, tampering or threats to municipal government facilities while enabling rapid, effective incident response. It seeks to protect infrastructure, information and occupants through layered defenses.

Policy Statements:

- Physical access controls must secure municipal buildings, offices, and facilities housing IT infrastructure or sensitive data.
- Security controls will include door access card readers, CCTV cameras, duress/panic buttons, motion detectors, glass break sensors and tamper alarms as appropriate.
- Card reader access must be integrated with IT user account management and provisioning systems.
- Alarms must notify security personnel and systems must create audit logs of all access and events.
- Warning signage will be posted making unauthorized entrants aware of monitoring and alarm systems.
- Contingency plans must cover alarm failures, communication disruptions, and duress scenarios preventing card use.
- Technical controls will aim to channel and restrict access, detect intrusions, delay breach progress and respond rapidly to incidents.
- All physical security systems must be included in backup routines, redundancy configurations and disaster recovery plans.

## 2.8.7 Website Server Policy

**Purpose:** Defines secure configuration, redundancy, backup, access restrictions, vulnerability management, and continuity provisions needed to keep public-facing municipal government web servers available and protected from compromise. It aims to maintain ongoing uptime and availability of online services that citizens rely on.

**Policy Statements:**

- The website server environment must adhere to system hardening standards based on best practices.
- Operating systems, applications, and content management systems must utilize security capabilities and receive regular patches/updates.
- Unnecessary ports, protocols, and services will be disabled to reduce the attack surface.
- Network firewall rules will restrict traffic to only required ports.
- Web application firewalls or filtering devices will provide additional security layers against attacks.
- User access to backend website management interfaces will require multifactor authentication.
- Server logging will be centralized and monitored for signs of unauthorized access or abuse.
- Minimum TLS version for web traffic will meet cryptography standards.
- Backup and disaster recovery provisions must allow restoration of servers and website content.
- Default credentials on websites, applications, and devices will be changed.
- Server user access will be limited based on the principle of least privilege.
- File and folder permissions will be properly configured according to approved standards.
- Input validation and sanitization will help prevent website application attacks.
- Source code will be reviewed for vulnerabilities prior to deployment to production.
- Continuous security and vulnerability scanning will identify risks for remediation.

## 2.8.8 Intranet Server Policy

Purpose: Outlines access control rules, traffic restrictions, security hardening, web encryption, and availability measures required for internal employee-only municipal government intranet servers providing authenticated access to tools and resources. It seeks to enable workforce productivity through internal web apps while preventing external intrusions.

Policy Statements:

- Intranet web servers allowing employee access must be secured to prevent unauthorized use.
- Content must be properly access controlled based on defined user roles and privileges.
- Authentication will integrate with the employee directory and use multifactor methods where possible.
- Intranet resources will only be accessible from the internal corporate network or via VPN tunnels.
- Web traffic must utilize TLS encryption and verified certificates to prevent eavesdropping.
- Servers will have unnecessary services and ports disabled to minimize vulnerabilities.
- Operating systems and web platforms will be kept fully patched and up-to-date.
- Backup routines must ensure content and configuration can be restored after outages.
- Security controls will undergo periodic penetration testing and remediation to identify gaps.

### 2.8.9 Video Surveillance Infrastructure Policy

Purpose: Establishes capabilities, cyber protections, high availability, open architecture to support integrations, footage retention rules, and access controls mandated for IP-based video surveillance, camera systems and video analytics supporting physical security for municipal government facilities. It aims to enable ongoing situational awareness and forensic investigations.

Policy Statements:

- Surveillance cameras should utilize PoE for connectivity and power where feasible. PoE switching must provide reliable power.
- Cameras must have adequate resolution, storage and bandwidth to enable facial recognition and license plate capture according to system capabilities.
- Video analytics systems require defined use cases, protections and oversight to ensure responsible use.
- Facial recognition capabilities must meet accuracy thresholds prior to deployment in coordination with legal and IT teams.
- License plate recognition requires proper lighting, positioning, resolution and machine learning algorithms.
- Continuous footage streams are needed at sufficient quality levels to support analytics.
- Facial and license plate data constitute sensitive personal information requiring strict access controls and encryption.
- Surveillance servers, workstations and networking equipment will reside on isolated, segmented networks per standards.
- Access controls will govern viewing, search and export of footage based on defined roles. Multifactor authentication is required.
- Encryption must be employed for video at rest and in transit if confidential data could be captured.
- Infrastructure redundancies and backups should allow continuous recording and access to feeds/archives.
- Physical security controls will prevent unauthorized access to surveillance infrastructure and wiring.

## 3 IT Standards

Purpose: Defines detailed technical specifications, configuration requirements, and design architectures for municipal government software, hardware, networks, facilities, security controls and cloud environments based on industry leading practices to optimize performance, reliability, continuity and security of technology resources.

### 3.1 Open Source Software Standards

Purpose: Defines security, licensing and procurement controls when adopting open source software platforms across municipal government systems to realize benefits like flexibility and lower costs while managing associated risks.

## 3.2 IPv6 Adoption Standards

Purpose: Standards and migration approaches for transitioning municipal government networks, systems and devices from IPv4 to IPv6 addressing to align with industry direction and prevent address exhaustion disruptions.

### 3.3 Firewall Standards

Purpose: Establishes specifications for firewall architecture, encryption capabilities, segmentation, configuration, logging, performance, redundancy and security capabilities to protect municipal government networks.

## **3.4 Network Infrastructure Standards**

Purpose: Provides standards for deploying and managing high availability wired LAN, secure wireless LAN, and reliable WAN connectivity linking all municipal government facilities and users.

### **3.4.1 Wired LAN Standards**

Purpose: Provides detailed technical standards and specifications for designing, deploying and managing secure, high performance, and reliable wired local area network (LAN) infrastructure to sustain connectivity for municipal government users and systems within facilities.



### **3.4.2 Wireless LAN Standards**

Purpose: Defines architecture, segmentation, authentication, encryption, access control and monitoring requirements when implementing and operating municipal government workplace and public wireless local area networks (WLAN). It aims to enable mobility while restricting unauthorized access.

### **3.4.3 WAN Connectivity Standards**

Purpose: Outlines technical specifications, service level requirements, diversity, failover, and security controls when procuring and implementing high speed, low latency, reliable and secure wide area network (WAN) connectivity between municipal government facilities.

## 3.5 Workstation Configuration Standards

Purpose: Defines standard hardware and software configurations, security controls, managed device settings, and administrative policies for municipal government workstations by operating system and user role to optimize security, performance and support.

## 3.6 Server Standards

Purpose: Prescribes specifications for hardened server installation, configuration, authentication, encryption, access controls, virtualization, administration and lifecycle replacement of municipal government servers.

## 3.7 Server Room and Data Center Standards

Purpose: Provides detailed requirements for physical security, power delivery, battery backup, generator backup, HVAC temperature/humidity controls, water detection, fire suppression systems and cabling within rooms and data centers housing critical municipal government IT server and network infrastructure. It aims to create resilient reliable spaces protecting critical systems from environmental threats, disruptions and unauthorized physical access.

## 3.8 Equipment Racks and Cabinets

Purpose: Requirements for standardizing IT infrastructure rack design, power distribution, cooling, cable management and equipment mounting to provide consistent and safe installation.

## **3.9 Access Control and Authentication Standards**

Purpose: Specifies standards for electronic physical access control systems, user authentication methods, and secure remote access to provide identity validation and restrict unauthorized access to municipal government resources.

### **3.9.1 Access Control Standards**

Purpose: Defines requirements for electronic physical access control systems including supported strong authentication methods, audit logging, door controller and electrified lock specifications, request/approval processes, and integration with other security systems. It aims to allow appropriate access while preventing unauthorized entry to restricted areas.

### 3.9.2 Authentication Standards

Purpose: Establishes approved methods, protocols and technologies to authenticate identity when granting access to specific municipal government IT resources based on data sensitivity levels. It aims to properly verify users are who they claim to be through standards covering passwords, multi-factor authentication, biometrics, digital certificates, single sign-on, and identity federation.



### **3.9.3 Network Access Standards**

Purpose: Specifies secure protocols, encryption algorithms, configuration controls, timeout thresholds, logging, and layered defenses required when accessing internal municipal government enterprise networks or resources remotely over untrusted external networks. It seeks to enable secure remote connectivity to government systems for authorized users.

## 3.10 VoIP Infrastructure Standards

Purpose: Defines detailed availability, call routing, quality of service, security, power backup, redundancy, surge protection, and wiring requirements for municipal government Voice over Internet Protocol (VoIP) communications systems including IP phones, PBXs, voice gateways, session border controllers and underlying network infrastructure. It aims to deliver reliable enterprise telephony capabilities.

## 3.11 Video Surveillance Standards

Purpose: Outlines minimum camera resolution, retention duration, availability, cyber protection, secure integrations, access control and data handling mandates for video surveillance, IP cameras, digital video recorders, video analytics, and monitoring workstations used to enhance physical security of municipal government facilities based on industry best practices.

## 3.12 Cellular Device Standards

Purpose: Establishes standard secure configurations, device management standards, data encryption, remote wipe abilities, system integrations, and acceptable use policies for municipally-owned cellular phones, smartphones, wireless hotspots and cellular-enabled devices issued to government employees based on data sensitivity levels. It aims to maintain appropriate mobile security.

### 3.13 Cloud Computing Standards

Purpose: Defines security, redundancy, procurement, and governance requirements when adopting infrastructure (IaaS), platform (PaaS), software (SaaS) or other cloud computing delivery models to provide services involving municipal government data. It seeks to enable cloud benefits while ensuring provider oversight, managing risks, retaining control over sensitive data, and supporting continuity.

## 3.14 Database Server Standards

Purpose: Outlines specifications for secure installation, configuration, encryption, access controls, permissions, auditing, redundancy, and disaster recovery when deploying and managing database servers containing restricted municipal government information. It aims to protect the confidentiality, integrity and availability of database systems and data.

## 3.15 Email Server Standards

Purpose: Provides minimum requirements for storage quota assignment, retention duration, attachment restrictions, encryption, IMAP/POP3 access controls and authentication mechanisms for municipal government enterprise email platforms along with availability, redundancy, security hardening and backup specifications. It seeks to balance communication utility with security for email infrastructure.

## 3.16 Directory Services Standards

Purpose: Defines specifications for centralized directory services and identity stores supporting single sign-on, role-based access controls, password synchronization, identity lifecycle management, and redundancy for municipal government user authentication systems. It aims to streamline identity management and access control administration.



## 4 IT Procedures

Purpose: Provides instructions and standardized processes for executing routine IT management tasks related to assets, changes, incidents, availability, backups, projects and other technology operational areas to maintain consistent, efficient service delivery.

### 4.1 Asset Management Procedures

Purpose: Provides instructions for maintaining a frequently updated centralized inventory of all municipal government information technology hardware and software assets including data sources, scanning processes, inventory maintenance workflow, and integration with other IT systems for tracking licenses, contracts, acquisitions and depreciation.

## 4.2 Change Management Procedures

Purpose: Outlines required procedures and responsibilities for requesting, reviewing, approving, scheduling, testing, implementing, documenting and verifying changes to municipal government technology systems, infrastructure, hardware, software, applications and services per defined change management processes.

## 4.3 Incident Response Procedures

Purpose: Formally defines roles, responsibilities, internal/external communications channels, triage processes, reporting requirements and steps to detect, analyze, prioritize and respond to information security incidents, cyber attacks and data breaches against municipal government digital assets according to established protocols.

## 4.4 Disaster Recovery Procedures

Purpose: Provides detailed checklists of sequential recovery steps, testing methods, and responsibilities for enacting municipal government disaster recovery plans to restore essential IT operations, critical infrastructure and key systems to re-establish productivity following different type of outage or disruption scenarios.

## 4.5 Backup and Restore Procedures

Purpose: Delineates standardized processes, scheduling, reporting, verification testing, and data protection handling requirements for conducting backups of critical municipal government systems and data along with executing restores of files, folders, applications, databases, servers and operating systems when needed.

## 5 IT Security

Purpose: Prescribes information security protocols, controls, and safeguards required to maintain confidentiality, integrity, and availability of municipal systems and data based on risk assessments and recognized standards to guard against cyber threats.

### 5.1 Acceptable Encryption Standards

Purpose: Specifies approved advanced encryption algorithms, protocols, minimum key lengths, industry standards and implementation methods required when implementing cryptographic protection controls to secure highly sensitive or confidential municipal government data at rest, in transit, or for communications based on data classification risk assessments.

## 5.2 Password Security Standards

Purpose: Establishes baseline complexity requirements, rotation frequency, reuse prohibitions, failed login policies, multifactor authentication specifications, storage hashing parameters, and transmission encryption methods according to current industry recognized best practices for authentication credentials protecting access to municipal government systems.

## 5.3 Access Control Standards

Purpose: Provides detailed technical specifications and configurations for implementing least privilege role-based access control (RBAC), identity federation, authorization limitations, and separation of duties when granting access across diverse municipal government computing systems and resources based on assigned roles and data sensitivity.



## 5.4 Network Security Standards

Purpose: Defines baseline requirements, controls, protocols, perimeter defense capabilities, encryption mechanisms, redundancies, compensating controls and recommended technologies to implement layered network security defenses protecting all municipal government networks against both internal and external-based cybersecurity threats and attacks.

## 6 Compliance and Audits

Purpose: Validates alignment with legal, regulatory and policy mandates related to technology management and data protections through risk assessments, compliance audits, and evidence collection. Seeks to identify gaps, reduce deficiencies, and strengthen governance.

### 6.1 Compliance Requirements

Purpose: Identifies key regulatory compliance obligations, data types, infrastructure categories, agency reporting, technology usage standards and general security controls that invoke applicable federal, state and municipal statutes, regulations and ordinances which municipal government IT systems, networks, and data activities must adhere to.

## 6.2 Information Security Audits

Purpose: Outlines methodology, frequency, auditors, review categories, vulnerability probing restrictions, reporting formats and notification procedures for both internal self-assessments and third party audits evaluating the effectiveness of implemented security controls and adherence to policies for the municipal government's information security program. It seeks to identify gaps, policy violations and improvement opportunities.

## 7 Appendix

Purpose: Supplemental reference materials, links, supporting documents, guidelines and forms used in administering municipal government IT policies, standards and procedures. Enables lookup of additional details for carrying out technical, administrative and managerial tasks covered in Sections 2 through 6.

### 7.1 Glossary of Terms

Purpose: Provides definitions and explanations of key information technology and information security terminology, acronyms, and abbreviations used within municipal government IT policies, standards and procedures to ensure consistent understanding across documents.

Access Control - Managing access to resources and systems based on identity and authorized permissions.

Active Directory - Microsoft directory service managing permissions and access to resources.

Antivirus Software - Program designed to detect, stop and remove viruses and other malicious code.

Asset Management - The process of tracking, maintaining and protecting IT hardware and software assets.

Authentication - Verifying the identity of a user or system attempting access.

Backdoor - Undocumented way of gaining remote access to a system bypassing normal security controls.

Backup - Copying data to a second location to enable recovery in case of data loss.

Bandwidth - Maximum volume of data that can be transmitted over a network connection in a given time period.

Botnet - Network of compromised devices infected with malware allowing centralized remote control by an attacker.

BYOD - Bring Your Own Device; the practice of allowing employees to use personal mobile devices to access company data and systems.

Cloud Computing - Utilizing shared computing resources, software and information provided over the internet rather than local servers.

Cybersecurity - Protecting systems and data from digital attacks to ensure confidentiality, integrity and availability.

Data Breach - Unauthorized access, theft or release of sensitive information.

Data Classification - Categorizing data by sensitivity and business impact to determine protection requirements.

DDoS - Distributed Denial of Service; Malicious attempt to disrupt network traffic by overwhelming a target with fake requests.

DLP - Data Loss Prevention; controls to prevent unauthorized data exfiltration.

DMZ - Demilitarized Zone; a subnet segmenting an organization's internal network from the public internet.

DNS - Domain Name System; system that resolves human readable hostnames to machine IP addresses.

DoS - Denial of Service; cyber attack aiming to disrupt system and network availability.

Encryption - Encoding data in a form that can only be accessed by authorized parties.

Endpoint - Laptops, desktops, mobile devices and other systems used to access networks and applications.

Firewall - A network security system that monitors inbound and outbound traffic based on security rules.

Hacker - An unauthorized user that attempts to gain access to computer systems for malicious purposes.

Hash - Transforming a string into a fixed alphanumeric string using a cryptographic algorithm.

IDS - Intrusion Detection System; monitors networks and systems for malicious activity.

Information Security - Protecting the confidentiality, integrity and availability of data and systems through controls.

IP Address - Numerical internet protocol address uniquely identifying a computer system connected to a network.

IT - Information Technology; the infrastructure, systems, software, networking for managing and processing data.

LAN - Local Area Network linking computers within a facility or campus.

Log - Record of events, access or changes in a computer system stored sequentially.

Logic Bomb - Code intentionally inserted into a system to execute a malicious action when specified conditions are met.

Malware - Malicious software intended to compromise systems such as viruses, trojans, spyware.

MFA - Multifactor Authentication; Authentication using two or more proofs of identity.

NGFW - Next-Generation Firewall; Advanced network firewalls incorporating application data and intelligence.

Password - A secret string of text entered to authenticate and gain access to a computer system.

PCI DSS - Payment Card Industry Data Security Standard for handling credit cards.

Penetration Testing - Authorized simulated attacks against an environment to test security posture.

PHI - Protected Health Information regulated under HIPAA.

PII - Personally Identifiable Information that can identify an individual.

Ransomware - Malware that encrypts data until ransom is paid.

Router - Network device that forwards packets between networks using routing tables.

Server - A computer that provides data or services to other devices on a network.

Software - Programs and applications that run on computer systems and devices.

Spyware - Software that covertly monitors activity and sends data to interested parties.

SQL Injection - Code injection attack against databases.

SYSLOG - Standard for sending log messages across a network.

Trojan - Malware that misleads users about its true intent.

Virus - Malicious software that replicates itself to infect computer systems.

VLAN - Virtual Local Area Network used to isolate traffic on the same physical network.

VPN - Virtual Private Network; provides secure remote internet access to a local network.

Vulnerability - Security flaws or misconfigurations in systems that attackers can exploit.

WAF - Web Application Firewall; Protects web apps from attacks and applies security policies.

WAN - Wide Area Network that links networks across a large geographical area.

WLAN - Wireless Local Area Network - Network segment connected over WiFi rather than cabling.

Worm - Self-replicating malware that spreads itself automatically over networks.

XSS - Cross-Site Scripting; code injection attack against websites.

## 7.2 References

Purpose: Lists and provides links to specific laws, statutes, regulations, standards and guidance documents referenced in policies established within the municipal government IT policy manual to enable lookup of background information and validate compliance.

### Information Security Standards and Frameworks

- ISO/IEC 27001 - Information security management systems requirements  
<https://www.iso.org/standard/27001>
- NIST Cybersecurity Framework - Industry standards for critical infrastructure  
<https://www.nist.gov/cyberframework>
- ISACA COBIT 2019 - IT governance and management framework  
<https://www.isaca.org/resources/cobit>
- CIS Critical Security Controls - Top cyber defenses developed by experts  
<https://www.cisecurity.org/controls>

### Compliance Regulations

- PCI DSS - Payment Card Industry Data Security Standard  
<https://www.pcisecuritystandards.org/>
- HIPAA - Health data privacy and security standards  
<https://www.hhs.gov/hipaa/index.html>
- SOX - Financial data controls in Sarbanes-Oxley Act  
<https://www.soxlaw.com/>
- GDPR - Data privacy regulations in EU  
<https://gdpr.eu/>

### Government Legislation

- FISMA - Federal Information Security Modernization Act  
<https://www.cisa.gov/topics/cyber-threats-and-advisories/federal-information-security-modernization-act>
- FERPA - Student privacy protection regulations  
<https://studentprivacy.ed.gov/ferpa>
- CCPA - California consumer data privacy protections  
<https://oag.ca.gov/privacy/ccpa>

### Municipal Government Guidelines

- National Institute of Standards in Technology IT Guidelines for Local Governments  
<https://csrc.nist.gov/publications/detail/sp/800-100/final>
- Maine Notice of Risk to Personal Data Act  
<https://www.mainelegislature.org/legis/statutes/10/title10ch210-Bsec0.html>

- Maine Criminal History Record Information Act  
<https://legislature.maine.gov/statutes/16/title16ch7sec0.html>
- Maine Insurance Information and Privacy Protection Act  
<https://www.mainelegislature.org/legis/statutes/24-A/title24-Ach24sec0.html>
- Maine Title 1, Chapter 13: PUBLIC RECORDS AND PROCEEDINGS  
<https://legislature.maine.gov/statutes/1/title1ch13sec0.html>
- Maine Title 1, Chapter 14: ELECTRONIC ACCESS TO PUBLIC INFORMATION  
<https://legislature.maine.gov/statutes/1/title1ch14sec0.html>
- Maine Title 1, Chapter 14-A: NOTICE OF INFORMATION PRACTICES  
<https://legislature.maine.gov/statutes/1/title1ch14-Asec0.html>
- Maine Title 1, Chapter 14-B: DATA GOVERNANCE PROGRAM  
<https://legislature.maine.gov/statutes/1/title1ch14-Bsec0.html>
- Maine Title 5: ADMINISTRATIVE PROCEDURES AND SERVICES Part 1: STATE DEPARTMENTS  
Chapter 6: STATE ARCHIVIST §95-A. Protection and recovery of public records  
<https://legislature.maine.gov/statutes/5/title5sec95-A.html>
- Maine Title 5: ADMINISTRATIVE PROCEDURES AND SERVICES Part 1: STATE DEPARTMENTS  
Chapter 6: STATE ARCHIVIST §95-B. Local government records  
<https://legislature.maine.gov/statutes/5/title5sec95-B.html>

#### Industry Best Practices

- ISACA Policy Templates for IT Governance  
<https://www.isaca.org/resources/frameworks-standards-and-models>
- SANS Institute Information Security Policy Templates  
<https://www.sans.org/information-security-policy/>



## 7.3 IT Forms and Templates

Purpose: Provides originals and instructions for consistent utilization of fillable forms, questionnaires, procedural checklists, configuration worksheets, and standard template documents referenced in defined municipal government IT procedures that enable operationalization of specific administrative, technical, and management processes.

- IT Equipment Request Form
- IT Software Request Form
- IT Remote Access Request Form
- IT Account Access Revocation Form
- New Employee IT Setup Request
- Employee Separation IT Checklist
- Vendor Access Request Form
- Guest WiFi Access Request Form
- BYOD Enrollment Request Form
- Change Management Request Form
- Change Approval/Rejection Notification
- Incident Response Form
- Major Incident Escalation Form
- IT Purchase Requisition Form
- IT Budget Request Form
- IT Policy Waiver Request Form
- Cloud Services Provisioning Request
- IT Project Request Form
- IT Asset Disposal/Surplus Request Form
- Vulnerability Scanning Waiver Form
- Loaner Equipment Sign-Out Form