

## TITLE II ADMINISTRATIVE REGULATIONS

### CHAPTER 15      INFORMATION TECHNOLOGY POLICIES AND PROCEDURES

#### **15.01      General**

The Town of Flower Mound, through the IT Division, provides computing resources and worldwide network access to designated employees for conducting the Town's business. All employees of the Town using computer and network resources are expected to be aware of the specific policies governing their use, and should act responsibly while using shared computing and network resources. There can be no expectation of privacy by any user in the use of the computer and network resources of the Town. Use of the computer systems in a manner inconsistent with this policy is strictly prohibited. All messages, Internet material received, software, and the work product are the property of the Town of Flower Mound and subject to the Texas Public Information Act with respect to inspection, disclosure, scheduled retention, and disposition. Specific usage policies and guidelines follow, but may not be all-inclusive. Any employee found to be in violation of these policies is subject to disciplinary action as provided in the Town of Flower Mound's Personnel & Administrative Regulations Manual (PARM). All policies are subject to change, with or without notice, as the computing and network environments evolve.

#### **15.02      Mission Statement**

The mission of the IT Division is to provide computers, systems, software, and telecommunications service in support of the Town of Flower Mound's mission, while adhering to high standards of ethics, performance, and financial responsibility.

#### **15.03      Overview**

This policy is the governing document for the acquisition and use of personal computer products for the Town of Flower Mound. This document describes the policies and procedures used by the Town of Flower Mound to manage personal computers, servers, mid-range/mainframe computers, phone system, ensure security, maintain the system's operation and integrity, facilitate user training, and provide fine-tuning and system recovery. This document shall be the guideline for standardization, security, Internet/Email usage, Intranet, and the acquisition and use of personal computers and accessories.

Through this policy, the Town intends to enhance the benefits of Local Area Networking without threatening the integrity of data, while encouraging employees to use the computers as tools for performing their assigned duties. This policy attempts to maintain a balance between autonomy of user Divisions and central management of automated information processing. The Department/Division heads are responsible for enforcement of these policies. Every employee of the Town of Flower Mound who uses computer equipment must read and sign the Town's IT policy.

#### **15.04        IT Responsibilities**

The IT Division's primary responsibilities include:

- A.    Manage and support the Town's LAN/WAN network, mid-range/mainframe system, phone system and public safety computer systems.
- B.    Monitor and direct the growth and performance of both hardware and software for all Departments.
- C.    Coordinate with various Departments all matters of IT services and compile data for long and short-term projects as requested by the Departments.
- D.    Provide consultation to all Departments regarding the planning of anticipated computer hardware and software purchases.
- E.    Provide evaluation, recommendation, and implementation of emerging technology.
- F.    Provide technical assistance on various software applications to the Mayor, Council and employees of the Town.
- G.    Develop and implement guidelines, policies and procedures for:
  - 1.    Hardware/software standardization
  - 2.    Security of Town's computer resources
  - 3.    Virus Protection
  - 4.    Financial application server access
  - 5.    Software licenses
  - 6.    Hardware/software registration
  - 7.    Internet access and usage
  - 8.    Email access and usage
  - 9.    Audio/Visual usage in Town facilities
  - 10.   Backup procedures
  - 11.   Disaster recovery planning
  - 12.   Centralization of networking functions
  - 13.   Other areas as directed by Town Management

## **15.05      Computer Software**

The Town of Flower Mound's computer software policy has three purposes: (1) to protect all computer software copyrights; (2) to protect the Town's microcomputer environment from computer viruses; and (3) to provide for standardization and compatibility for Town use.

The Town is committed to preventing copyright infringement. It is the policy of the Town of Flower Mound to respect all computer software copyrights and to adhere to the terms of all software licenses to which the Town is a party. The Town of Flower Mound licenses the use of computer software from a variety of third parties. The software developer normally copyrights such software. The Town is subject to all copyright laws pertaining to the use of copyrighted software except for backup or archival purposes. This restriction includes, but is not limited to, making unauthorized copies for use on more than one computer, unless expressly provided for in the licensing agreement. The restriction also includes the introduction of unlicensed copies of software into Town-owned equipment.

The Town is committed to protecting the integrity of the Town of Flower Mound's microcomputer environment from computer viruses. Viruses are programs intended to disrupt normal microcomputer operations. Such disruptions can extend to the contamination of data and/or the complete reformatting of a computer disk. Computer viruses can completely destroy equipment and data costing the Town immeasurable expense. The effect of such loss is decreased productivity, lost information and files, and equipment failure. All computer disks from any outside source must be scanned for viruses prior to use with any Town computer equipment.

The Town is committed to standardization and compatibility of software and data used for Town business. This provides consistency throughout the organization, which improves communication and speeds workflow. This increased efficiency leads to financial savings. All software not consistent with the Town's standards will be phased out and not allowed for future use.

## **15.06      General Statements**

### **A.      Flower Mound Technology Advisory Group (FMTAG)**

The Flower Mound Technology Advisory Group is comprised of representatives from various Departments and Divisions within the Town. The Group meets periodically to discuss policies and procedures, needs and other aspects of the Town's computer system regarding both hardware and software.

### **A.      Software Library**

The IT Division shall maintain a register of all Town of Flower Mound software and keep a library of software licenses, original diskettes, and CD's. This library register shall contain the following:

1.      Date of purchase
2.      Vendor name
3.      Location of each installation
4.      Fixed asset number of the unit on which the software is installed
5.      Name of the authorized user, or position/title of user
6.      Existence and location of backup copies
7.      Software product's serial number and original software diskettes/CD's

### **B.      Employee Responsibilities**

1.      All employees are expected to abide by the generally accepted rules of network etiquette. These include, but are not limited to, the following:
  - a.      Be polite and use appropriate language. The message should not be abusive to others. The use of vulgarities, swearing, or any other unsuitable language may be grounds for disciplinary action.
  - b.      An employee should not reveal his personal address or telephone number or the addresses and/or telephone numbers of other employees.
  - c.      An employee must not reveal his account password or allow another person to use the account. The password is confidential.
  - d.      An employee may not log on as another user. An employee may use only his Town-assigned Email address during the performance of job duties. No private or "ghost" accounts may be used, except by network administrators as part of their function.
  - e.      Email received from citizens should be handled with the same seriousness as any other form of citizen contact. Employees should always maintain a professional decorum

in their responses, reply promptly, and seek approval from supervisors where appropriate.

- f. Respect copyright.
- g. Clearly and accurately identify yourself in electronic communications.
- h. Multi-page “junk mail” documents from any source should not be re-transmitted.

## 2. Password Protection

All of the Town’s servers and operating systems are protected by Password Authentication. Each user must choose a unique password with a minimum of six characters with at least one character being numeric. This password should not be shared with any other employee or non-employee. A manager may make an exception, and share the manager’s password with the Administrative Secretary of the Department/Division. However, that Manager has the final responsibility for the security of information. Users may also share their password with IT staff for troubleshooting or repair purposes.

The Town’s system will require you to change your password every 60 days. If a password is compromised, the user must change their password immediately or contact the IT Helpdesk for assistance. To change a password, press “Alt - Control - Delete”, and click the “Change Password” button. If a password is forgotten, it can be reset by the IT Division. However, the IT staff cannot look up a user’s login password, and relay that information to the employee.

## 3. Education

Department/Division heads shall be responsible for ensuring their employees are adequately trained, for maintaining the education of their employees in accordance with this software policy, and for budgeting appropriate funds to ensure sufficient levels of user training knowledge with the standard PC software products. Employees are encouraged to use their software’s on-line help menu to increase their expertise.

## 4. Duplication of Software

- a. Town of Flower Mound employees may not duplicate any licensed software or related documentation purchased by the Town of Flower Mound unless the Town is expressly authorized to do so by agreement with the licensor.
- b. Intentional and willful unauthorized duplication of software may subject employees and/or the Town of Flower Mound to

both civil and/or criminal penalties under the United States Copyright Act.

- c. Intentional unauthorized duplication of software shall be considered an act of serious misconduct subjecting employees to disciplinary action.

5. Distribution of Software

- a. Town of Flower Mound employees shall not give software to any persons outside the Town of Flower Mound organization (i.e., clients, contractors, and customers), without the express written consent of the IT Division.
- b. Town of Flower Mound employees may use software on local area networks (LANs) or on assigned personal computers only in accordance with applicable license agreements. Employees must have received the proper authorization to access said software.

6. Development of Software

- a. Software and work products (documents, databases, spreadsheets, etc.) developed by Town employees for Town projects on Town-owned or personal equipment remain the property of the Town of Flower Mound. Such software and/or work products are for the exclusive use of the Town of Flower Mound or Town contractors/consultants. Such software and/or work products cannot be sold or given to anyone, except in accordance with state law, without written consent from the user's Department head and the Director of IT, or the Town Manager.
- b. Town of Flower Mound employees shall not use Town equipment and/or software during or after Town business hours for development of software not related to Town projects, unless approved by the Division/Department head.

7. Use of Hardware and Software

Town of Flower Mound employees shall not use Town equipment and/or software during Town business hours for non-work related purposes. All microcomputers and software combined represent a significant Town asset. It is intended that this asset be used for Town and related civic and professional activities only, except as noted in this policy.

8. Virus Protection

Computer viruses can be introduced to a personal computer, and eventually the entire network system, without detection. Viruses can cause irreparable damage to the network, personal computers, files, and databases. To prevent such a disaster, multi-level virus protection software is installed at the user and server levels. Anti-virus software installed on each workstation is activated when the user's log on to the network. This software must be active at all times and updated periodically. Any user who deactivates this option on his PC is subject to disciplinary action up to and including termination of employment. The severity of this penalty should clearly underscore the seriousness of keeping the network virus-free. At the first sign of a virus, the employee shall immediately notify the IT Division for a resolution.

9. Installation of Software

- a. The Town of Flower Mound's computers are Town assets and must be kept free of illegal software copies and viruses. Except as noted, only software acquired through Town purchasing procedures may be used on Town computers. Employees may not bring any software from other sources and load it on Town computers unless specifically authorized by the IT Division. If such use is authorized, the software and any associated problems which may arise as a result of installation or use, shall be the sole responsibility of the requesting Department or Division. All software used shall be subject to the same compatibility requirements as Town-owned software, and be virus-free.
- b. Personal Digital Assistants (PDA) owned by an employee of the Town may not be installed without permission from the IT Division. If an employee wishes to use their personally owned PDA at the office, the employee must submit a request for approval to the Director of IT, along with the software licensing agreement associated with the PDA. Once all licensing agreements and software requirements have been reviewed and approved, the Director of IT shall authorize the installation of the software and PDA. The software and hardware shall be installed by IT staff.

- c. Town-owned software may not be taken home and loaded on an employee's computer. If an employee's responsibilities require regular use of a particular software product at home, the Town shall purchase a separate software package, arrange for appropriate licenser, and record it as a Town asset in the software register. The exceptions to this are: (1) if the employee already owns a legal copy of the necessary software, or (2) if the software license permits an off-site copy. Some software developers provide in their licensing agreements that home use is permitted under certain circumstances. Before taking any software home, an employee must obtain written approval from the Director of IT or his designee. In the event of that employee's termination, any such software must be returned to the Director of IT or his designee.

10. Standardized Document Storage

All digital documents and work shall be stored on the user's assigned computer. All documents, spreadsheets, presentations, databases, desktop publishing files, and all other user created files shall be stored in the "My Documents" folder of the user's computer. User created files not stored in this folder may be lost when an employee's computer is replaced. The IT Division shall not be held responsible for lost files or information which is not stored in the user's "My Documents" folder.

11. Personal Files and Data

Town computer systems are to be primarily used for storing work-related files and data. Users shall not store more than 20 personal files, pictures, videos, or any other data on their Town computer. Exceeding this amount wastes valuable storage space, and consumes other network resources. Users found to be storing more than 20 personal files shall be contacted to remove the excess files within three business days. After three business days, the IT Division shall delete personal files until no more than 20 remain on the system. Personal music files (mp3, wma, etc) may not be copied on to any Town computer, but the user may listen to music on a CD through their computer.

## 12. Copyrighted Media

All copyrighted media must be properly licensed and owned by the employee. Downloading, listening, or viewing copyrighted media without the appropriate license is a violation of federal, state, and local statutes, and will not be tolerated on Town equipment.

### 15.07 Software Acquisition

#### A. Purchasing

The IT Division is responsible for making all commercial software purchases. An employee who wishes to purchase software must identify a specific need for the product and obtain the approval of his Division head. If a user-specific software package is approved, the Division purchasing the software must also purchase the maintenance, updates and support. The user shall complete a purchase requisition and forward it for approval and processing to the IT Division.

#### B. Budgeting

Computer software and any necessary training should be included in Divisional budgets. All software and accessories purchased for an existing computer shall be charged to the appropriate Division's budget.

#### C. Approval

The IT Division shall maintain a list of approved software products for the purpose of technical support and compatibility. Any requested software shall be compared to the list of approved software. If the software is not on the list, the user requesting such software shall be asked to justify the need. The IT Division shall not provide support for software that is not authorized to be purchased. The IT staff shall remove any unapproved software found on any Town computer system.

#### D. Installation

1. After registration requirements have been met, the IT Division staff shall install the software. If available, manuals, tutorials, and other user materials shall be provided to the user. Once the software is installed, original diskettes shall be kept in a safe storage area maintained by the IT Division.

2. Vendors providing hardware with pre-installed software must also provide original diskettes and documentation for each program loaded on each machine. Vendors installing or re-installing software as required on a maintenance or repair problem, must use the original diskettes allocated to that particular unit.
3. Contractors with the Town of Flower Mound using computer programs for completion of contracted projects must provide all applicable computer data in a form compatible with Town hardware/software specifications.

**E. Auditing**

The IT Division shall conduct a semi-annual audit of all Town computers to ensure that the Town remains in compliance with all software licences. Surprise or spot audits may be conducted at any time. During any of these audits, the Town shall search for computer viruses and unauthorized software, eliminating any that may be found.

**F. Upgrading**

1. Use of microcomputers is so prevalent that standards must be maintained to ensure that word processing, spreadsheet, and database files are interchangeable throughout Town Departments. Such interchangeability is extremely critical to productivity and efficient usage of microcomputer resources.
2. The IT Division shall carefully consider upgrading to newer versions of standard software products. Productivity impact upon the requesting Department and the Town organization as a whole shall be a major part of this consideration. This consideration shall also include the cost of upgrading all Department/Town software, necessary hardware upgrading, and the IT Division's ability to provide support.
3. Requests for upgrading software products, standard or non-standard, must include information relating to increased capabilities and expected productivity gains, as well as any necessary training.

4. Old version diskettes and documentation (if new documentation is provided) shall be returned to the Director of IT upon receipt of software upgrades. Old versions shall be disposed of in a manner prescribed by the Director of IT. Intentional retention of old versions of software for personal use is a direct violation of licensing agreements and shall subject employees to disciplinary action.

#### **15.08      Webpage**

The Town's webpage is for government use only. It exists solely to promote the Town and its services and an employee cannot use it for personal or commercial reasons. The formatting and layout of the Town's webpage has been approved by the Town Manager and shall not be altered without prior approval of the Town Manager.

Each Department/Division is responsible for submitting current information for the Town's website to the Community Affairs Division. Information on Departmental or Divisional website's should be reviewed monthly to ensure that information is accurate and up-to-date. Each department or division should designate a representative responsible for submitting updated information to the Community Affairs Division. The Department/Division web pages shall be in conformance with the Town's approved formatting and layout.

#### **15.09      Service**

The Help Desk provides a single reporting point for problems that are attributed to the Town's computer and phone systems. (Phones will be addressed in another section of this Policy.) Any computer problem should be reported to the Help Desk. Help Desk services are available 8.00 a.m. to 5.00 p.m. Monday through Friday. If the Help Desk staff cannot handle a problem immediately, it will be referred to the appropriate person in the IT Division. The employee should state his name and extension, and a detailed, concise description of the problem. For example, "Computer freezes when I hit the shift key," rather than "Computer won't work."

#### **15.10      Hardware**

The IT staff shall maintain a list of standardized equipment along with associated costs. The list shall be updated annually and made available to Budget Services to be included in the budget preparation materials.

**A. Purchasing**

The IT Division is responsible for making all hardware purchases. An employee who wishes to purchase hardware must identify a specific need for the product and obtain the approval of his Division head. If user-specific hardware is approved, the Division purchasing the hardware must also purchase the maintenance and support. The user shall complete a purchase requisition and forward it for approval and processing to the IT Division.

**B. Budgeting**

Computer hardware and any necessary training should be included in Divisional budgets. All hardware and accessories purchased for an existing computer shall be charged to the appropriate Division's budget.

**C. Approval**

The IT Division shall maintain a list of approved hardware products for the purpose of technical support and compatibility. Any requested hardware shall be compared to the list of approved hardware. If the hardware is not on the list, the user requesting such hardware shall be asked to justify the need. The IT Division shall not deny the request for hardware that is not authorized to be purchased. The IT staff shall remove any unapproved hardware found attached to any Town computer system.

**D. Installation**

1. After registration requirements have been met, the IT Division staff shall install the hardware. If available, manuals, tutorials, and other user materials shall be provided to the user. Once the hardware is installed, original media shall be kept in a safe storage area maintained by the IT Division.
2. Contractors with the Town of Flower Mound using computer programs for completion of contracted projects must provide all applicable computer data in a form compatible with Town hardware specifications.

**E. Auditing**

The IT Division shall conduct a semi-annual audit of all Town computers to ensure that the Town remains in compliance with all hardware standards. Surprise or spot audits may be conducted at any time. During any of these audits, the Town shall search for unauthorized hardware attached to any computer.

**F. Upgrading**

1. Use of microcomputers is so prevalent that standards must be maintained to ensure that word processing, spreadsheet, and database files are interchangeable throughout Town Departments. Such interchangeability is extremely critical to productivity and efficient usage of microcomputer resources.
2. The IT Division shall carefully consider upgrading processor speed, memory, hard drive capacity, etc for each Town computer. Productivity impact upon the requesting Department and the Town organization as a whole shall be a major part of this consideration. This consideration shall also include the cost of upgrading all Department/Town hardware, and the IT Division's ability to provide support.
3. Requests for upgrading hardware products, standard or non-standard, must include information relating to increased capabilities and expected productivity gains, as well as any necessary training.
4. Old hardware shall be returned to the Director of IT upon receipt of hardware upgrades. Old hardware shall be disposed of in a manner as described by the Personnel and Administrative Regulations Manual, Chapter 25. Intentional retention of old hardware for personal use is prohibited and shall subject employees to disciplinary action.

**G. Recycling**

The IT Division is committed to the proper disposal and recycling of computer hardware and accessories. All old computer hardware, toner and ink cartridges, Town-owned cellular phones, and any other equipment shall be returned to the IT Division for disposal. As some computer equipment contains dangerous or environmentally hazardous material, users should not put any computer equipment or accessories in a trash bin, unless directed by the IT Division.

**15.11**      **Miscellaneous**

**A.**      **Shareware**

Shareware software is copyrighted software distributed freely through bulletin boards and on-line systems, usually with additional fees for documentation and upgrades. It is the policy of the Town of Flower Mound to pay (user Department/Division expense) shareware authors the fee(s) requested for use of their products. Registration of shareware products shall be handled the same way as commercial software products. These products are subject to the same policy guidelines as other software.

**B.**      **Games**

Game software is an inappropriate use of Town equipment and shall not be tolerated. Games discovered during audits shall be eliminated and the user may be subject to disciplinary action. The IT Division shall report violations to the employee's supervisor. In addition, the IT Division may act upon a suspected incident at the request of a supervisor.

**15.12**      **Email/Internet**

**A.**      **Purpose**

The purpose of the Email/Internet system is to contribute to the efficient operation of Town Departments and Divisions by providing convenient communication. The primary use of Email/Internet is intended for official business within and among Town employees, Departments, and the public. Personal and/or other non-Town related activity should be held to a minimum.

**B.**      **Privacy Issues**

There can be no expectation of privacy in the content of any Email/Internet activity - business or personal - by employees. This activity is subject to disclosure during system maintenance, and to direct inspection by supervisory personnel. Correspondence sent by Email is subject to review at any time by Town officials. Email messages constitute official Town documents, and are subject to subpoena by courts and/or public information (open records) requests.

### **C. Privileges and Penalties**

The use of the Internet is a privilege, not a right, and inappropriate use may result in a cancellation of those privileges. The Town may deny, revoke, or suspend specific user access. Additionally, in the event the user incurs any unauthorized costs, fees or charges, said costs, fees or charges shall be the sole responsibility of the user and not the Town of Flower Mound.

### **D. Mass Emails**

Mass emails sent to internal or external parties can effect the operation of the Town's email system. These emails are commonly referred to "All Employee" emails, and constitute a significant burden on the Town's system. Senders should attempt to schedule sending such emails during non-peak hours, such as lunch periods and before or after business hours. Emails sent to more than 50 email addresses must be work-related. Further, emails sent to more than 100 email addresses must be work-related and approved by the Department Head. Employees who fail to follow these requirements will be subject to disciplinary action.

### **E. Email Forwarding**

Employees may not forward all inbound email to an email account that is not a part of the Town's internal network. Employees may forward specific or individual emails to outside email accounts, but the employee may not establish auto-forward rules that would result in the automatic forwarding of inbound emails.

### **F. Email/Internet Acceptable Uses**

The following are considered acceptable uses for Email and the Internet during the normal work day:

1. Exchanging information directly related to work tasks.
2. Education facilitating performance of any task or project related to assigned duties.
3. Exchanging information for professional development, inquiry purposes, obtaining standards, finding statistics and analysis.
4. Announcement of new Town regulations, ordinances, procedures, policies, special events and activities.
5. Conducting Town business during normal working hours.
6. Using the Internet for professional improvement (e.g. working toward a degree or taking job-related courses) outside of normal working hours with prior approval from supervisor.

## **G. Email/Internet Non-Acceptable Uses**

The following uses of Email and the Internet are not permitted:

1. Transmission of any material in violation of any U.S., state, and/or local regulation. This includes, but is not limited to, copyrighted material or material protected by trade secret.
2. Use for a personal business, advertisement and/or commercial activities such as purchasing goods or services, operating a business, illegally seizing business opportunities or soliciting money for personal gain.
3. Displaying, transmitting, retrieving or soliciting sexually oriented messages, cartoons, images or any pornographic material, inappropriate text files, or files dangerous to the integrity of the network.
4. Interception of network traffic for any purpose unless engaged in authorized network administration.
5. Vandalizing or harassing, which is defined as any malicious attempt to harm or destroy data of another user, web site, or other networks.
6. Sending, receiving, printing or otherwise disseminating threatening, intimidating, offensive or harassing statements or language including disparagement of others based on their race, national origin, gender, age, disability, religious or political beliefs.
7. Sending chain letters, gambling, or engaging in any other activity in violation of local, state, or federal laws.

## **H. Personal Internet/Email Usage**

Employees, who are provided a computer to complete their assigned work duties, may use internet/email for personal use during their designated lunch periods (with the approval from the Department head) or outside of normal working hours. Employees are prohibited from visiting certain types of sites or sending certain types of emails. These include, but are not limited to, the following:

1. Sites or emails containing pornographic material or which promote the distribution of pornographic images, literature, or material
2. Sites or emails which promote gambling, betting, or promote gambling activities
3. Sites or emails which distribute or sell digital music, movies, or videos
4. Sites or emails which sell products through auction or classified advertisements
5. Sites or emails which contain online games or distribute gaming materials, supplies, information, or programs
6. Sites or emails for dating or personal advertisements
7. Sites or emails for a personal business, advertisement and/or commercial activities such as purchasing goods or services, operating

a business, illegally seizing business opportunities or soliciting money for personal gain.

### 15.13 Telephones

#### A. Proper Use of the Telephone

1. The use of telephones must be limited to official business. Still, the Town of Flower Mound recognizes that it is occasionally necessary to make or receive personal phone calls; however, it is essential that employees keep the number of personal calls and the amount of time spent on those calls to a minimum.
2. To ensure that phone calls are returned in a timely manner and that voice mail messages do not accumulate, messages should be retrieved daily.

#### B. Telephone Repair

1. If an employee's phone is in need of repair he is expected to do the following, before calling for service.
  - ✓ Check that the phone is plugged into the wall and also into the phone itself.
  - ✓ Be sure the receiver is plugged in tightly on the hand piece and on the desk set.
2. If an employee's phone does not work, contact the Help Desk. DO NOT CALL THE PHONE COMPANY.
3. An employee is not authorized to change long distance carriers. If an employee receives any calls concerning telephone equipment, service, or accessories, the caller is to be immediately referred to the Director of IT.

### 15.14 Definitions

The words and terms used in these IT Policies and Procedures shall have the meaning indicated as follows, unless the context in which the word is used clearly indicates otherwise:

**Backup** - The use of a diskette, hard drive, CD-ROM, or other device to make a storage copy of data from one or more applications or operating systems.

**Boot/Reboot** - The process of starting or restarting the personal computer.

**Hard Drive** - Internal disk drive that stores personal computer operating system and application data.

**Hardware** - Any computer component or peripheral device.

**Internet** - A global network of computer connections for the purpose of sharing information.

**Intranet** - A local network which functions like the Internet, but is confined to the developer's interests.

**Local Area Network (LAN)** - Connection of computer equipment in a campus environment.

**Microcomputer** - Personal computer device.

**Monitor** - Video screen for personal computer.

**Network** - Connection of all computer devices through the use of a wiring topology.

**Software** - Programs and operating systems written to run on computer hardware.

**Virus** - A program written to deliberately interrupt normal business through the computer.

**Web Page/Home Page** - A page on the World Wide Web (WWW) that is specific to one entity which displays information pertaining to the developer's interests.

**World Wide Web (WWW)** - A global, interactive, dynamic, cross-platform, distributed, graphical hypertext information system.

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The Town of Flower Mound IT Policies and Procedures are hereby approved this \_\_\_\_\_ day of \_\_\_\_\_, 2006.

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Harlan Jefferson, Town Manager