



Department of Technology and Innovation

Incident Reporting and Response Policy for Abuse Using Technology

TITLE: Incident Reporting and Response Policy for Abuse Using Technology
TYPE: Policy
CATEGORY: Security
EFFECTIVE DATE: March 9, 2022
REVISED DATE: March 9, 2022

1. PURPOSE:

For the safety and privacy of City of Albuquerque (City) employees, community members, and business partners, and in compliance with applicable federal, state and local laws, it is imperative that a formal reporting and response policy be followed when responding to incidents of City computer abuse.

2. SCOPE:

Applies to all City information technology assets.

3. POLICY:

Abuse using City of Albuquerque (City) information technology assets will not be tolerated. This shall include the use of City technology assets to engage in online harassment (cyberbullying), abuse, stalking, etc. City information technology assets shall not be used to promote hate.

Each City employee is responsible for reporting known or suspected abuse incidents to their department management or to the Department of Technology and Innovation (DTI).

- a) Where an abuse incident involves potential misconduct by a City employee, that employee's department management retains responsibility for the ultimate resolution of the incident and any action taken against the employee. DTI shall provide technical assistance as required.
- b) Where an abuse incident involves potential effects on the City's information technology infrastructure, DTI shall take the actions necessary to secure the reliability and integrity of the infrastructure.
- c) Where an abuse incident involves federal or state law, or City ordinance that requires the City to act in its role as a "service provider," DTI shall coordinate those actions.
- d) Where an abuse incident involves possible criminal activity or threats to personal safety or physical property, the incident shall be reported to the appropriate law enforcement agencies.



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4. ENFORCEMENT:

Violation of this policy shall be reported to the appropriate manager and may be subject to potential disciplinary action, up to and including termination.

5. EXCEPTIONS:

Exceptions may be approved by the Technical Review Committee (TRC).

6. DEFINITIONS:

- a. City information technology asset- City-owned, -licensed, or -operated technology systems including, but not limited to, computers, computer accounts, internet, cloud systems, printers, networks, network devices, software, electronic mail ("email"), webpages, video systems, telephones, mobile devices, radio, and telephone long distance and voice mail accounts that are provided for the use of City community in support of the programs of the City.
- b. Service Provider- A provider of basic services or value-added services for operation of a network; generally refers to public carriers and other commercial enterprises.

7. RESOURCES:

Resources may be modified by the TRC. Standards will be developed in accordance with the resources below. The city shall endeavor to maintain compliance with the following resources:

- a. City of Albuquerque Personnel Rules and Regulation: 301.6 – Code of Conduct, Report of Abuse