



# NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

## CHAPTER: 41.3.11

### TITLE: DEPARTMENT TECHNOLOGY USE

**EFFECTIVE: 05/13/2018**

**REVISED: (Replaces Policy 342)**

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#### PURPOSE

This Chapter describes the use of department computers, software, hardware, and technology systems.

#### DEFINITIONS

**Computer System**—Includes all computers (on-site and portable), hardware, software and resources owned, leased, rented or licensed by the City of New Orleans/New Orleans Police Department that are provided for use by department members.

**Hardware**—Includes, but is not limited to, computers, computer terminals, network equipment, modems or any other tangible computer device generally understood to comprise hardware.

**Software**—Includes, but is not limited to, all computer programs and applications, including shareware. This does not include files created by the individual user.

**Temporary File, Permanent File, or File**—Includes any electronic document, information or data residing or located, in whole or in part, on the system, including but not limited to, spreadsheets, calendar entries, appointments, tasks, notes, letters, reports or messages.

#### PRIVACY POLICY

1. Any member utilizing any computer, electronic storage device or media, Internet service, telephone service, information conduit, system or other wireless service provided by or funded by the Department expressly acknowledges and agrees that the use of such service, whether for business or personal use, shall remove any expectation of privacy that the member, sender and recipient of any communications utilizing such service might otherwise have, including as to the content of any such communications.
2. The Department also expressly reserves the right to access and audit all communications, including content that is sent, received and/or stored through the use of such service.

**SYSTEM INSPECTION OR REVIEW**

3. There is no expectation of privacy regarding files contained in or on department computers or systems. A department supervisor or the authorized designee has the express authority to inspect or review the system, any and all temporary or permanent files and related electronic systems or devices and any contents thereof, whether such inspection or review is in the ordinary course of his/her supervisory duties or based on cause.
4. Reasons for inspection or review may include, but are not limited to, system malfunctions, problems or general system failure, a lawsuit against the Department involving the member or related to the member's duties, an alleged or suspected violation of any department policy, request for disclosure of data, or a need to perform or provide a department service.

**UNAUTHORIZED DUPLICATION OF SOFTWARE**

5. Members shall not copy or duplicate any copyrighted and/or licensed software except for a single copy for backup purposes. To reduce the risk of an agency computer virus, members are not permitted to install personal copies of any software onto the computers owned or operated by the Department.
6. No member shall knowingly make, acquire or use unauthorized copies of computer software that is not licensed to the department while on department premises or on a department computer system.

**PROHIBITED AND INAPPROPRIATE USE**

7. Access to department technology resources, including Internet access provided by, or through, the City of New Orleans, shall be strictly limited to department-related business activities. Data stored on, or available through, department systems shall only be accessed by authorized members who are engaged in an active investigation, assisting in an active investigation or who otherwise have a legitimate law enforcement or department business-related purpose to access such data.
8. Internet sites containing information that is not appropriate or applicable to department use shall not be intentionally accessed. These prohibited internet sites include, but are not limited to, adult forums, pornography, chat rooms and similar or related websites. Certain exceptions may be permitted for investigative or department related business purposes with the approval of a unit commander.
9. Downloaded information shall be limited to messages, mail and data files, which shall be subject to audit and review by the Department without notice. No copyrighted and/or unlicensed software program files may be downloaded.
10. Members shall report any unauthorized access to the system or suspected intrusion from outside sources (including the Internet) to a supervisor.

**PROTECTION OF DEPARTMENT SYSTEMS AND FILES**

11. All members have a duty to protect the system and related systems and devices from physical and environmental damage and are responsible for the correct use, operation, care and maintenance of the system. If any member damages a system or electronic device, then he/she will be personally liable for the repair and/or replacement of said

system or device.

12. It is expressly prohibited for a member to allow an unauthorized user to access the system at any time or for any reason.
13. Members must keep their system access information (username and password) confidential and shall not share this information with others.
14. No member may modify or alter a document, authored by another member, without the express approval of the original author. Such approval must be memorialized in writing, specifically identify the information changed and the identity and authority of the member changing it. The authorizing document shall become part of the original document as an attachment.

#### **ASSISTANCE WITH INFORMATION SYSTEM HARDWARE AND SOFTWARE**

15. Users who have a problem with information system hardware or software, to include desktop phones, shall contact the City of New Orleans Information Technology and Innovation ServiceDesk at 658-7800 or [ServiceDesk@nola.gov](mailto:ServiceDesk@nola.gov). ServiceDesk personnel will, if possible, immediately resolve the problem or else they will assign a work order to track the issue until it is resolved. If another City of New Orleans entity is better suited to resolve the technology problem, the ITI ServiceDesk personnel will direct you to this office for assistance.
16. For assistance with department issued cell phones, department installed mobile data computers or department installed mobile video/audio systems, contact the NOPD Information Technology Section.