

Introductory Memo to the LSNY Information and Communication  
Technology Policy

The LSNY Technology Task Force based on sample policies from other non-profit and educational organizations initially drafted the attached policy. The Technology Task Force includes representatives from offices across the city, who represent clients, conduct intake, and provide administrative and management support.

The policy is intended to inform staff about how they may and may not use LSNY Information and Communication Technologies (ICT). A policy is required because LSNY makes a significant investment in ICT. As ICT resources are expensive and finite they are primarily for LSNY-related work. LSNY expects that adherence to this policy will:

- a. Enhance LSNY's ability to provide ICT as economically and reliably as possible—While ICT can help staff to better serve clients, it carries with it a number of additional potential costs and risks that LSNY and its staff need to minimize to assure the availability and proper operation of ICT and to reduce the unnecessary expenditure of funds on ICT to repair or compensate for improper use.;
- b. Maintain the greatest level of security for client confidential information—improper use of ICT can make inappropriate access to privileged information. As such we have an ethical obligation to prudently manage and use ICT; and
- c. Ensure that ICT usage does not compromise our compliance with applicable laws, funder requirements, and LSNY policies. With respect to LSC restriction see PART 1608-PROHIBITED POLITICAL ACTIVITIES: <http://www.lsc.gov/pressr/regulati/1608.htm> and PART 1612-RESTRICTIONS ON LOBBYING AND CERTAIN OTHER ACTIVITIES: <http://www.lsc.gov/pressr/regulati/1612.htm#r>

## LSNY Policy on the Use of Information and Communication Technology Systems and Services

This policy applies to Legal Services for New York City, Inc., its branch offices and the offices of its constituent corporations and is intended to assist LSNY in providing effective Information & Communication Technology (ICT) tools, services, and training that preserve client confidentiality, help staff increase the quality of legal assistance provided, efficiency in providing that service, and flexibility in how we deliver service.

### Definitions

1. “ICT” means the information and communication technology systems of LSNY, its branch offices, and its constituent corporations. ICT includes items such as laptop and desktop computers, servers, networks, Internet service, printers, software, websites, and other hardware, software, or other electronic services used for the creation, dissemination or retrieval of information.
2. “PD” means the project director, executive director, or acting director of a constituent corporation, branch office, or independent unit. A PD may appoint one or more designees.
3. “CTO” means LSNY’s Chief Technology Officer or the CTO’s designee(s).

### Maintaining Security and Client Confidentiality

1. *E-Mail*: LSNY’s technical support staff actively works to reduce the risk of electronic infections and routinely screens e-mail and attachments on the e-mail servers. Despite such screening, newly created malicious software may get through. Users need to make sure that they do not open suspicious e-mail and that they do not open unexpected e-mail attachments without separately verifying the legitimacy of the attachments.
2. *Use of External E-mail*: Users with external e-mail accounts may access external e-mail through a web browser interface if the user has confirmation that e-mail service provider (AOL, EarthLink, etc.) is actively scanning e-mail for viruses. Users may not download attachments from an external e-mail account, as this poses an additional risk of infection. Without first obtaining an approval by the CTO and PD, users may not access their external e-mail accounts in any manner other than through a web browser.

3. *Non-LSNY and New ICT Hardware:* LSNY takes measures at multiple levels of the network to protect its ICT resources from an array of attacks. Users must not connect any hardware (laptops, PDA's, cell phones, wireless network card, wireless routers, data devices, etc.) to the LSNY network that has not been screened and cleaned as appropriate by LSNY ICT staff or LSNY-approved consultants.
4. *Modification of LSNY ICT Hardware:* Users must not connect or modify LSNY ICT resources such that they communicate over different networks or phone lines, as this will compromise network security.

### Use of Computers, E-mail, the Internet and Software

1. *Conservation of Resources:* LSNY permits the occasional personal use of LSNY ICT resources if the use does not (i) interfere with the user's work performance; (ii) interfere with any other user's work performance; or (iii) have an undue impact on the operation of the LSNY networks or equipment. Users must not use ICT for personal use in a manner that wastes ICT resources or unfairly monopolizes resources to the exclusion of other users. These acts include but are not limited to the sending of mass mailings or chain letters; subscribing to non-business-related e-mail list distribution services (i.e. Listserv's, mailing lists); spending excessive time on the Internet on non work-related activities; playing games; engaging in online "chat groups"; printing copies of documents that are not work-related; or otherwise creating unnecessary network traffic. Because audio, video, and picture files require significant storage space and/or network bandwidth to send and receive, users may not download or stream these files unless they are business-related and even if business-related, users should be prudent in their bandwidth and storage consumption. (A PD may grant users permission to use streaming audio services for personal purposes after normal work hours and on weekends.)
2. *Exclusive Use of Accounts:* Users are to use their accounts and logins exclusively. Users shall not share their account or login information with anyone else. PD's may assign user accounts and login information or may request that Users provide the same for management purposes. No other disclosure is to be made or requested. Users should be aware that hackers might pose as authorized managers or ICT professionals to gain User login and account information.
3. *Responsible Transmission, Viewing and Storage of Content:* Except to the extent that it is necessary in the furtherance of specific work-related activity, material that is fraudulent, harassing, sexually explicit, profane, obscene, defamatory, discriminatory, or otherwise unlawful or inappropriate is prohibited from LSNY ICT. Users who need such material

for work purposes must notify their respective PD prior to the receipt or transmission of the material, if possible, or immediately upon receiving or sending the material. Unless work-related, such material may not be intentionally obtained, viewed, loaded, stored on, or sent by LSNY ICT. Users encountering or receiving this kind of material from another LSNY employee, intern, or volunteer, should immediately report the incident to their PD.

4. *Public Access Computers:* Offices may establish public access computers for clients and other visitors. These computers are to be setup so that they do not have access to internal data resources and only to be used in a manner consistent with how Users may use LSNY ICT for non-work related purposes.
5. *Limiting unwanted e-mail messages (SPAM):* Except for work-related purposes, users should not give out their work e-mail addresses to commercial websites (online commerce, Amazon.com, eBay, etc.) or use their work e-mail address for any commercial distribution lists (yahoo news, etc.) as it will likely increase the level of unwanted e-mail as e-mail addresses are sold and shared for profit.
6. *Assignment and Use of Equipment Off-Site:* PD's may authorize users to take certain equipment off-site for work related purposes. Users are responsible for maintaining the security of the equipment against theft, damage or any otherwise prohibited use, such as operation by non-users. Users are responsible for checking with technical support staff/consultants to make sure that off-site use of ICT equipment does not compromise security of the information on the equipment or security of the greater LSNY network on the return of the equipment to the office.
7. *Restriction of Installation and Copying of Software:* Without prior written authorization from the CTO and PD, users may not (i) copy software for use on their home computers or for distribution to a third party; (ii) install software on any LSNY computer or electronic device; (iii) download any software from the Internet or other online service to any LSNY computer or electronic device; or (iv) modify, transform, recast, or adapt any software. Users who become aware of any misuse of software or violation of copyright law should immediately report the incident to the PD and CTO