

No. IT-010	Name: Employee Self Service Directory Edit Procedure
Effective Date: December 13, 2017	Citywide <input type="checkbox"/> IT Policy <input type="checkbox"/> IT Procedure <input checked="" type="checkbox"/>
Approved By: IT Director	

Background

The IT Department provides a citywide directory of employee information to enable sharing of contact information amongst city employees. Employees can update contact information through a self-service portal. The purpose of the self-service portal is to enable the most up to date and accurate employee information in the directory. The directory is available through access to the city network and is not available on the public internet.

Scope

Applies to all city employees, elected officials, contractors, volunteers, interns and users with a city network or e-mail account.

Directory Content

The employee directory will contain the following fields of information on each user. Employees will have the ability to update selected fields with appropriate information. Other fields will be automatically populated from IT and personnel databases. Below is a listing of the fields in the directory, a description and an indication of the fields available for edit:

Field Name	Description	Employee Edit Y/N
First Name	As listed in HR record	N
Last Name	As listed in HR record	N
Middle Initial or Name	As listed in HR record	N
E-mail	As listed in IT e-mail account	N
Department	As listed in HR records	N
Telephone	Employee work landline telephone number	Y
Mobile	Employee work mobile telephone number	Y
Address	Employee work address or location	Y
Title	Employee official or working title	Y
Description	Other useful information in identifying the employee, their work location, work group, service or section. Can also be used to identify temporary assignments or work location.	Y

Acceptable and Unacceptable Content

Employees can edit selected fields related to their contact information by logging into the system. The IT department provides instructions for updating directory information. Questions on the service shall be directed to the IT helpdesk by e-mail at helpdesk@hampton.gov or by calling 757-6421, option 2. All fields below are optional content. Employees are encouraged to update the information as soon as changes are known to keep the directory up to date. The fields should only be used for their intended business purposes. Information not related to the field name should not be included in the fields below. Below are guidelines for acceptable content in each field:

- **Telephone** – List the employee’s assigned city landline telephone number. This can be the employee’s direct line or other main number for the location or department. Employees should update this field if they move to a new work location and are assigned a new phone number as soon as possible after the change is made. Home or personal phone numbers should not be included in this field.
- **Mobile** – List the employee’s assigned city mobile phone number. This can be a personal telephone number if the employee uses the mobile phone number for work and personal use. Keep in mind employees may be asked to search their personal phones for city text messages, voice mail, contacts, recent calls or other data stored on the phone if a FOIA or other legal issue arises.
- **Address** – List the employee’s primary work address or location. The employee’s home address or other non-city work location should not be included in this field.
- **Title** – The employee should place their official or working title in this field.
- **Description** – This field should be used for other information about the employee’s work group, section, service, position or location. The purpose of this field is to give other employees information to help identify the right contact in the organization. This field should not be used for announcements, quotations, logos, event information, personal greetings or sayings, home address, home telephone, personal e-mail address, other personal information or other information unrelated to the employee’s work contact information.

The directory should only be used for its intended purpose to inform internal employees of city contact information and users shall not utilize the directory for any other purpose.

Other Content

The IT department will provide other content and make changes to the directory as follows:

- **Name and e-mail address** – IT will utilize the employee’s official name of record in HR to create accounts and directory entries. If users have a name change name they should contact HR to have their employment record updated with a name change. Once the name is changed in the HR system, employees should open a ticket with the helpdesk.

IT will not change employee names on any systems unless the official HR record has been updated with the employee's new name.

- **Department** – IT will utilize the employee's department as identified by HR. If there is a change in department, users should open a ticket with the helpdesk to request the change. IT will coordinate with HR and verify the employee's department. IT will not change employee department on any systems unless the official HR record has been updated with the employee's new department. Exceptions may be made with approval of the HR director, the IT director and the employee's associated department heads.
- **New hires** – IT will automatically add new hires to the directory once a network account and e-mail address has been assigned to the employee. After this initial information is published, employees may edit the appropriate fields.
- **Contractors, interns and volunteers** – IT will add contractors, interns and volunteers to the directory once a network account and e-mail address have been assigned. All consultants and volunteers must be associated with a city department. These contacts must be approved by the associated department and requests for e-mail and telephone services must come from the department head or their designee. Departments shall notify the helpdesk as soon as a volunteer or consultant is no longer working for the city or no longer needs access to city network and telephone services.
- **Departures** – IT will automatically remove names from the directory when informed of the departure by HR. The IT department may also remove names from the directory if the account has not been actively used by the employee, contractor, intern or volunteer for 90 consecutive days. Employees on extended leave, seasonal employees, contractors, interns and volunteers may open a ticket with the helpdesk to have their account and directory listing re-published when they return with approval from the department head or their designee. Department heads or their designee may also request contacts be published in the directory beyond the 90 day period in special situations.

Audit and Enforcement

IT will periodically review entries in the directory for accuracy and compliance with procedures. City employees can report any non-compliant or inappropriate directory entries to the helpdesk or their supervisor. The IT director or designee will contact employees and their supervisors concerning contact entries that are out of compliance. IT will support training and education to bring the directory entries into compliance. In extreme cases where inappropriate information is found on the directory, the IT department may change or remove the inappropriate information in the directory. The IT department may also notify the HR director and the

employee's supervisor of the violation in extreme situations. The following shall never be added to the directory:

- A. Vulgar language;
- B. Personal attacks of any kind;
- C. Spam or links to other sites;
- D. Comments or descriptions unrelated to the employee contact information;
- E. Non-city services, products, or political organizations;
- F. Violations of copyrights or trademarks;
- G. Personal, identifiable information that may compromise an individual's financial or personal security. For example, medical information, Social Security numbers, passwords or credit card information;
- H. Information that may compromise the safety, security or proceedings of public systems or any criminal or civil investigations and/or litigation; and
- I. Information that identifies an employee's race, creed, color, age, religion, gender, marital status, genetics, status regarding public assistance, national origin, physical or intellectual disability, or sexual orientation.

Any employee found to have violated this procedure may be subject to disciplinary action, up to and including dismissal.