



CITY OF MADISON INFORMATION TECHNOLOGY

Employee Login Data & Surveillance Video Policy

Overview

Effective: 12/11/2023

Objective: Establish a policy on requesting/providing employee login data and surveillance video.

Contact: IT Service Center: www.cityofmadison.com/ITService

Policy

Under certain circumstances, agencies can request that Information Technology (IT) provide reports of employee login history or surveillance video for internal investigations. This policy sets forth the process for requesting employee login data and which type of data may be provided.

Request Process

The Department/Division Head or their designee, City Attorney's Office or the Human Resources Director or their designee may request an audit of an employee's login history or surveillance video (within 14 days of the date of the recording) for investigative purposes only. Requests shall be submitted in writing to IT.

Deactivating Employee Network Accounts

The Department/Division Head, Human Resources Director, or their designees may request the deactivation of an employee's network account. The impacted employee must be notified of this decision by the requestor at or near the time of deactivation.

Login Data Reports

If there is sufficient business need, IT may provide the login history for Active Directory, Virtual Private Network (VPN), and Virtual Desktop Infrastructure (VDI) / Remote Desktop Services (RDS). All three reports will contain the date and time that the user logged in and out using each service, and contain the user ID.

Note: These reports do not show the productivity levels of staff while they are connected to network services. This data should be used as supplemental information to other materials.

There may be times when systems are down for maintenance, patches, or upgrades which may result in some gaps with data reporting.

Digital Security Cameras

Recorded video from City-owned cameras on the enterprise camera system is overwritten on a rolling fourteen (14) day basis. Any requests for video need to be made to allow time for staff to capture the video during normal business hours before it is overwritten.