



# CITY OF MADISON INFORMATION TECHNOLOGY

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## Secure File Transfer Protocol (SFTP) Policy

### Overview

**Effective:** 01/26/2022

**Objective:** Provide policies for the appropriate use of a standard SFTP site.

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### Definitions

**City-related** means anything associated with the official business of the City of Madison.

**Expiration Date** means the date the share link will expire.

**Record** means all materials, regardless of format or characteristics, made or received by a public agency, its officers, or employees in connection with transaction of public business.

**SFTP** means a secure file transfer protocol. It is a site to share large files externally. SFTP has mostly replaced legacy FTP as a file transfer protocol. The SFTP site is **not** a repository for storing files.

### Policy

#### Acceptable Use

The SFTP site is for transferring files to or from an external source.

#### Receiving files from an external source

When receiving files from an external source, staff must be aware of and take the following steps in accordance with this policy:

- Only City-related files may be received through the SFTP site.
- Determine whether the file is an official record subject to retention and public records requests (see [Records Retention](#) below).
- Recipient will download the files immediately to an appropriate location based on the content.
  - Video files must be stored in an approved records management system (e.g., Mediasite or the Police Records Management System), and *not* on a shared or user drive.
- Once downloaded, the files should be deleted from the SFTP site.

### **Sending files externally**

When sending files to an external source, staff must be aware of and take the following steps in accordance with this policy:

- Only City-related files may be sent through the SFTP site.
- Files must be a copy (i.e., not the official records/files).
- Share links must include an expiration date of less than thirty (30) days.
- Files must include appropriate naming conventions.

### **Access Permissions**

City staff with a valid business need to transfer large files with an external source can request access to the standard SFTP site. To request access, submit a request through the Help Desk and include your Active Directory login (e.g., itabc) and the preferred name of your home directory. Examples of home directories and appropriate naming conventions include:

- Agency division directories (e.g., IT Records, ENG Inspection, DCR, etc.).
- Staff-person specific directories (e.g., IT Smith, ENG Jones, etc.).
- Sensitive file directories (e.g., confidential, HIPAA records, etc.) must include “secure” in its name (e.g., DCR Secure).

New users must receive either an on-demand live training from IT staff or review a pre-recorded training video, as well as review all appropriate training guides and tip sheets.

### **Device Usage**

The SFTP site is only desktop/laptop friendly, and is not appropriate for mobile use.

### **Records Retention**

To ensure the SFTP site will not become a repository, files will be automatically removed from the site after thirty (30) days.

\*Per MGO Sec. [3.70](#) and [3.72](#), each file received by an external source may be considered a public record and should be retained according to the City retention schedule based on the content. City staff should consult [APM 3-6 Appendix A and B](#) for the City of Madison and MPD Records Retention & Disposition Schedules. Contact your department [Records Custodian](#) for more information.