

# **COCHISE COUNTY**

## **Computer Usage & Accountability**

### **I. INTRODUCTION**

**I.A. Description.** This statement sets forth the County policy for usage of Personal Computers (PC's), network resources and other output devices. For purposes of this policy, PC's will include desktop, laptop and other handheld computing devices that are currently in use, or come into use in the future.

### **II. POLICY**

**II.A. Purpose.** The purpose of this policy is to set forth the guidelines and mutual responsibilities for usage and management/accountability of county computer resources. Computer users and managers at all levels are expected to be cognizant of the rules and conventions that make the resources secure and efficient, and to use the resources in a responsible manner, consistent with the work-related, professional, and educational purpose for which the County provides these resources.

**II.B. Persons Covered by This Policy.** The policy applies to everyone who uses the computing resources of the County. For the purposes of this policy, the term "User" shall refer to anyone who uses the Cochise County computers for either business or personal reasons.

**II.C. Relationship to Other Rules.** Use of the computers, network or Internet is subject to all other rules governing Cochise County personnel including equal employment opportunity and illegal harassment and discrimination policies.

### **III. RESPONSIBLE USE OF THE NETWORK AND INTERNET RESOURCES.**

**III.A.1 Professionalism.** Computer and network use shall be professional and business-like. All computer usage, software utilization and electronic communications, whether sent within the County or outside the County via the computer user, Internet or any other magnetic media means, should withstand public scrutiny without embarrassment to the County, other employees, or the public.

**III.A.2 Professional Use.** Approved professional uses may include developing documents, cost accounting, communications with others for job related purposes using instant messaging technologies, and sharing or transferring data with other computers on the network, participation in professional associations, continuing education, scholarly publication, communications with colleagues, and subscription to distribution list servers, news groups or topical updating services related to Cochise County or a user's professional duties. Users subscribing to such services shall keep up with the mail received, learn the rules associated with the service and know how to unsubscribe, and maintain a professional demeanor. Such use is subject to advance approval of the user's supervisor.

### III.A.3 Routine Use.

- a. Business Use. Routine business uses include but are not limited to: writing official correspondence, replying to official correspondence, scheduling meetings; request for information; the assignment of work tasks or clarification of assignments; notification of user's whereabouts, such as sick days or vacation requests, and the transfer of documents.
- b. Personal Use. Limited personal use is permitted. Such use shall require minimal expenditure of workplace time, and should be used in the context of lunchtime or break time. It is the responsibility of the user to ensure that the usage of the computing resource does not interfere with either their job performance, or the ability of others to produce needed documents, communicate with other via the Internet or other means due to resource utilization. Such use is subject to approval of the user's supervisor and shall be in conference with section III.B of this policy.

### III.B. PROHIBITED USES OF THE COMPUTER RESOURCES.

**III.B.1 Commercial Purposes.** Users may not use the PC, county network, telephones or Internet for commercial purposes including uses for profit or for personal, charitable or partisan political solicitations, or uses that would otherwise violate County policies with regard to employee time commitments or County equipment. ***Users may not send or forward "serial" or "chain" messages, or participate in any activity that might expose the county, it's officials or the Information Technologies Department to liability resulting from the use of the equipment, network or Internet.***

**III.B.2 Copyright and Intellectual Property Rights.** Users shall not use the computers, network or Internet to receive or send copies of documents in violation of copyright laws, or of intellectual property laws or rights. ***All products, procedures and anything that can be construed as "intellectual property" developed using county resources by county employees are the property of Cochise County and shall be made available in source and executable forms.***

**III.B.3 Harassment.** Users shall not use the computer resources, network or Internet to intimidate or harass others, nor to interfere with the ability of others to conduct County business. Users shall not use the computer resources, network or Internet in a manner that promotes or could be interpreted as discrimination on the basis of race, creed, color, gender, religion, disability, age or sexual preference.

**III.B.4 Identification.** Users shall clearly identify themselves in any electronic communication, and shall not construct a document, form, or any electronic message or communication so as to appear to be from anyone other than them.

**III.B.5 Software.** Users may not use the computer resource, network or Internet to download software, unless they obtain prior permission from the Information Technologies Department. Download authorization will be dependent upon verification of need, proper licensing, scanning for computer viruses, and compatibility with the existing network and software. Upgrades to previously approved packages, such as Adobe Acrobat Reader, will be coordinated with Information Technologies help desk (432-8301) to assure no incompatibility issues exist

**III.B.6 Adherence to Security Restrictions on Systems and Data.** Users shall not attempt to gain unauthorized access to data, to breach or evade any security measures on the network, or to intercept any electronic communication without proper authorization from the Information Technologies Department.

**III.B.7 Other.** *Users shall not use the computer resources or Internet access provided by Cochise County for connecting to, posting, viewing, or downloading pornographic, offensive, or other material that is inappropriate for the workplace or violates County equal employment opportunity or illegal discrimination and harassment policies. Such use will be the grounds for disciplinary action and possible dismissal from county employment.*

#### **IV. COMPUTER RESOURCE MANAGEMENT.**

##### **IV.A. NETWORK AND INTERNET MANAGEMENT.**

**IV.A.1 Management.** The Information Technologies Department of Cochise County manages the computers and the networks on which the County's computing resources, electronic communications, document preparation and production and Internet access are conducted. Information Technologies management has the responsibility to administer, protect, and monitor all of the computers, software, and networks operating within the County network. *Information Technologies has the responsibility to manage network resources and Internet access to ensure that County users have equitable access to these resources. Information Technologies may occasionally need to restrict use of shared communications systems, including requiring users to refrain from using any software program, communications practice, or database that is unduly resource-intensive.*

**IV.A.2 Administrator Accounts.** Administrator accounts will be assigned only to regular County employees who require administrative authority on the county network or computing resource. Persons with administrative authority shall be responsible to manage the network or computing resource in accordance with Information Technologies policies, procedures, and guidelines. Administrative authority is not a reflection of an employee's job title, nor does any job title confer any right to administrator privileges. *In general practice no one outside the Information Technologies staff will be assigned administrative rights to any computing resource other than their own personal computer upon completion of network centric computing class.*

**IV.A.3 Use of County Resources.** Department Heads and Elected Officials have the responsibility of ensuring through appropriate policies and procedures that electronic communications, information technology resources, and/or Internet access used by employees under his/her supervision are used to support activities connected with the business of Cochise County and are in compliance with policies and procedures outlined in this document and any other applicable Cochise County policies.

**IV.A.4 Use of Software and Data Files.** It is the responsibility of each user to learn to use the computer resources, network and Internet software and data files correctly and efficiently. Information Technology will make available both on-line and class room instruction in all Microsoft Office applications and the network facilities available.

**IV.A.5 Efficient Use of Resources.** It is the responsibility of users to use the computer resources, network and the Internet efficiently to avoid overburdening the County network resources. In particular, users should limit the use of mail groups to send messages to multiple recipients, sending of announcements, and appending large text or graphics files (files in excess of 2MB). Public folders are provided for this purpose. Users should accept limitations or restrictions when asked to do so by Information Technologies, or prepare written justification why the restriction proposed limit functionality with the department. Additions to public folders will be coordinated through the IT help desk (432-8301).

**IV.A.6 Communicating Policies and Procedures.** Department Heads and Elected Officials have the responsibility to communicate the Cochise County network policy and user responsibilities to all of their employees.

**IV.A.7 Monitoring Effectiveness of Policies and Procedures.** Information Technologies shall monitor the application and effectiveness of network communications and Information Technology policies, and use of the Internet and propose changes in policy as events or technology warrants.

#### **IV.B. SECURITY AND PRIVACY.**

**IV.B.1 Confidentiality.** County Network users have **no expectation of privacy** in email or Internet communications. It is the user's responsibility to carefully consider the confidentiality requirements of an electronic communication before it is transmitted. ***Documents and files stored on the local or network devices are the property of Cochise County and as such can be accessed without user approval at the Department Head's discretion. These documents and files are the intellectual property of Cochise County and are not to be removed from county facilities without approval of the responsible Department Head or Elected Official.*** Files or documents no longer needed for official duties may be removed without coordination.

**IV.B.2 Security Procedures.** Information Technologies shall solely be responsible for standards and procedures for security of electronic data and information in the Cochise County computing resources and network.

**IV.B.3 Protection Against Unauthorized Use.** All users have the responsibility to protect the County's computers, networks, and data from destruction, tampering, and unauthorized access. It is the responsibility of each user to establish appropriate passwords for their account and to change passwords periodically as may be required by Information Technologies, **to keep all passwords strictly confidential**, and to prevent access by unauthorized individuals to their computers and files.

**IV.B.4 Protection Against Data Loss.** Information Technologies has the responsibility to implement policies to ensure that the County's computer systems do not lose important local or network data. Individual users may be required to perform backup operations on their own computers if they store data on their machines. Authorized network administrators or technical personnel may occasionally need to examine the contents of particular data files to diagnose or correct problems. Information Technologies shall establish appropriate backup policies and procedures to protect the County in case of

hardware failure or disaster. ***Backup policies will be tailored to the individual needs of an identified special situation.***

**IV.B.5 Encryption.** Email users may encrypt their electronic mail and files only with the use of software that has been approved by Information Technologies. Encryption may only be used for specialized transactions and only with express approval of the Department Heads or Elected Officials and coordination with Information Technologies. The encryption key to the software must be retained by Information Technologies to access encrypted messages, as well as the involved party. Public information or personal communications shall not be encrypted.

#### **IV.C User Accounts and Passwords.**

**IV.C.1 User Accounts.** Generic accounts will not be created or used, by Information Technology Administrators or any others. Each user account shall be assigned for the use of only one individual. Under no circumstances will any account be created for a group of users. Each user shall access the County computer resource and network with his/her own user account and under no circumstance will any user attempt to logon to the County computer resource or network by using the user account of another individual, unless said user is present and technical assistance is being provided by Information Technology personnel. ***In the absence of said user, Information Technologies Department personnel will assist other users who need to access information secured by another users account, with the approval of both parties' supervisor or Department Head/Elected Official.***

**IV.C.2 Passwords.** Each user account shall be protected by a password of not less than eight (8) characters in length that has not been previously used. **ALL** passwords will expire every ninety (90) days and must be changed at that time. Each user must keep his/her password confidential. No user, including Administrators and Supervisors, shall ask another user to disclose his/her password for any reason. There shall be **NO** exceptions to this policy.

#### **IV.D. COUNTY ACCESS AND DISCLOSURE.**

**IV.D.1 Monitoring of Electronic Communications.** Information Technologies and department management will not engage in the systematic monitoring of electronic mail messages, the electronic records created by use of e-mail systems, or other electronic files created by users unless required to diagnose a network or computer problem, or in the event that approval of the County Legal Department is obtained to detect illegal activity on the part of a county employee.

**IV.D.2 Monitoring of Internet access.** Information Technologies will engage in the systematic monitoring of Internet access and the amount of time spent on the Internet by users. Monitoring will primarily be for the purpose of supporting the management responsibilities related to the equitable and efficient use of resources but may also include monitoring of unlawful activity, conduct that would adversely reflect on the County, or other violation of this policy if detected or suspected.

**IV.D.3 Access.** Information Technologies reserves the right to access and disclose the contents of electronic messages, provided that it is directed to do so by proper authority and/or is required to satisfy a legal obligation to do so.

**IV.D.4 Limitations on Disclosure and Use of Information Obtained by Means of Access or Monitoring.** The contents of electronic communications, properly obtained for legitimate business purposes, may be disclosed without prior notification of the user. The Information Technologies Department will refrain from disclosure of particular messages, unless such disclosure is required to serve a specific business purpose, satisfy a legal obligation, or to respond to requests for records disclosure under laws governing public access to records.

#### **IV.E PUBLIC ACCESS AND DISCLOSURE.**

**IV.E.1 Public Records.** All Electronic mail messages and files should be stored, preserved, and made retrievable according to law, policies, and procedures defining the public record status of the data. This should be kept in mind when creating mail messages. Materials in all categories can be released to the public if it is determined that the information is not exempt from disclosure.

**IV.E.2 Public Access Address.** Cochise County, or Information Technologies management on its behalf, shall provide, publish and maintain an electronic mail address for public access to County departments preserving the confidentiality of County employee addresses as needed and providing a single point of access for electronic public inquiries.

#### **V. POLICY ENFORCEMENT.**

**V.A.** When necessary to protect the security and integrity of the County Network, Information Technologies may disable network connections used by certain computers or users. Access will be restored only AFTER the problem has been resolved. **Termination of access to any resource by Information Technologies is not to be considered a disciplinary measure.** Information Technologies shall require adequate identification of computers and users on the network, undertake audits of software or information, or take steps to secure computer. Computers that are connected to the network, even if using connections for applications outside the purview of Cochise County shall be considered as complying with this policy. In all matters of network security, performance, or integrity, the decision of the Information Technologies Department management shall be final, subject to review by the County Administrator or Board of Supervisors.

**V.B.** Department Heads, supervisors and users are expected to cooperate with any required investigation of technical problems and of possible violations of this policy

**V.C.** When a violation of this policy is detected, the Information Technologies Department shall notify the appropriate Department Head or Elected Official and Human Resources if appropriate. Disciplinary action shall be the responsibility of the user's department.

#### **V.D Movement of computing resources.**

**V.D.1** No department, supervisor or user shall move any computer resources from its assigned location.

**V.D.2** Information Technologies service requests will be completed via e-mail to the addressee "service requests" or in the event that e-mail is not available via telephone @

8301 for any movement of computing resources and will be completed at least three business days in advance of required movement. Information Technologies will acknowledge all such request within 1 business day to complete scheduling of the movement. Exceptions permitting user movement of equipment will be approved by the Director of Information Technologies.