

Gila County Policy COMPUTING AND COMMUNICATION TECHNOLOGY USE AND ETHICS	Policy Number: BOS-ADM-002	Page
	Adopted by BOS 08-05-14 Revised: 00-00-0000	1 of 1

I. PURPOSE:

To protect the integrity and security of Gila County's computing and communication technology; establish standards; and provide procedures and guidelines for the ethical use of County technological resources.

DEPARTMENTS AFFECTED: All Gila County Divisions/Departments and Elected Offices.

II. POLICY:

County Officials and County employees are obligated to conserve and protect the County's computing and communication technology resources for the benefit of the public's interest. Responsibility and accountability for the appropriate use of the County's computing and communication technology resources ultimately rests with the County Official or County employee who uses these resources or who authorizes such Use. This policy supports and permits use of the County's computing and communication technology resources that is consistent with the laws, individual department goals and the delivery of services to the County. The overriding goal of this policy is to provide staff specific internal processes utilizing best practices and ethical use to protect the integrity of the County's data, hardware, and resources.

SIGNATURES:



CHAIRMAN, BOARD OF SUPERVISORS

8-5-2014

DATE

+ See attached administrative procedures.

**GILA COUNTY
COMPUTING AND COMMUNICATION TECHNOLOGY USE AND ETHICS
PROCEDURES**

I. GENERAL PROVISIONS:

A. Conditions of Use

Gila County employees are required to exercise responsible, ethical behavior when using the County's computing and communication technology. This includes, but is not limited to the following:

1. Employees must use only those computer resources which they have been individually authorized to use by the Gila County Information Technology Department (I.T. Department). The unauthorized use of computer resources, as well as providing false or misleading information for the purpose of obtaining unauthorized access to County computing and communication technology, is prohibited and may be regarded as a criminal act and treated accordingly by the County. Employees must not use County computing and communication technology to gain unauthorized access to computing and communication technology of other institutions, organizations or individuals.
2. Employees may not authorize anyone to use their computer accounts for any reason. Employees are responsible for all use of their accounts, including any data that is –accessed, transmitted, copied, deleted or otherwise changed through their computer account. Employees must take all reasonable precautions, including password maintenance and file protection measures, to prevent use of their account by unauthorized persons. Employees must not, for example, share their password with anyone else. If the employee has knowledge that another person knows or is using their password, it is their responsibility to immediately change it and to report it to the I.T. Department, Division/Department Head or Elected Official in charge of their division/department.
3. Use of external networks connected to the County's networks must comply with the policies of acceptable use promulgated by the organizations responsible for those networks.
4. Employees must not access, alter, copy, move or remove information, proprietary software or other files (including programs, data and electronic mail) without prior authorization from the I.T. Department. Employees must not copy, distribute, display or disclose third party proprietary software without prior authorization from the licensor. Proprietary software must not be installed on systems unless they are properly licensed for its use.

5. Email is provided for employees to conduct official County business. Employees are encouraged to use County email responsibly.
6. Employees must not use any computing and communication technology irresponsibly or needlessly affect the work of others. This includes transmitting or making accessible offensive, annoying or harassing material; intentionally, recklessly or negligently damaging any system; intentionally damaging or violating the privacy of information not belonging to them; intentionally misusing system resources or allowing misuse of system resources by others; or loading software or data from untrustworthy sources, such as free-ware, on to systems.
7. Chain letters, jokes, and/or pictures are considered inappropriate e-mails. The content is often considered harmless on its own; however, it is well known that these messages present a security threat by being common carriers of malicious software.
8. Employees are ultimately responsible for all computers, devices and/or other electronic equipment assigned to them. The I.T. Department requires notification of personnel changes, and re-assignment of the devices to a newly assigned responsible employee.
9. To protect the integrity of Gila County's computing and communication technology and the users thereof against unauthorized or improper use of this technology, the County reserves the right, without notice, to limit or restrict any individual's use, and to inspect, copy, remove or otherwise alter any data, file, or system resource which may undermine the authorized use of any computing and communication technology. The County also reserves the right to periodically authorize specific personnel to check any of the County's computer systems and any other rights necessary to protect its computing and communication technology. The County disclaims responsibility for loss of personal data or interference with files resulting from its efforts to maintain the privacy and security of aforementioned computing and communication technology. Computing and communication technology is for business purposes only; *de minimis* personal use is permitted. A County employee who violates any provision of these policies shall be subject to disciplinary action up to and including termination.

B. Absolute Prohibitions

Notwithstanding the exceptions provided herein, the following personal uses of County technology resources are absolutely prohibited:

1. Any use for the purpose of conducting an outside business of the County Official, employee, or a relative or acquaintance of the Official or employee, other than use which is consistent with the Official's or employee's office duties.

2. Any campaign or political use, unless otherwise authorized by law.
3. Commercial uses such as advertising or selling, whether for personal or business purposes, other than charitable or community-based promotions authorized by the County Manager or Elected Official as designated in this policy.
4. Any use for private benefit or gain, including use of County contracts with vendors for purchase of goods or services that do not directly relate to County business.
5. Any illegal activity, including any use of Internet, software, or any other property or resources that violates copyright laws. This includes the illegal downloading, sharing or usage of copyrighted material.
6. Use of County cellular phones/mobile devices for illegal, unethical, or sexual purposes or that interferes with or affects the ability of the employee to perform their duties is expressly prohibited.
7. Gila County prohibits the use of computers, cell phones and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons are not allowed. Other such misuse includes, but is not limited to: ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or creating a hostile and offensive work environment.

C. No Expectation of Privacy

The County reserves the right to monitor the activities of all County Officials' and employees' County computers, e-mail, Internet, fax, cell phones, and other electronic and communications systems. Users shall have no expectation of privacy when using County resources. Such records may be subject to disclosure under Arizona's Public Records Law as codified or hereinafter amended or may be disclosed for audit or other legitimate County operational or management purposes. Any records created while conducting County business using personally owned communications devices may also be subject to disclosure.

D. Violations – Penalty

Violations of this policy are subject to disciplinary action up to and including termination.

II. INTELLECTUAL PROPERTIES

Systems, processes, programs, and other intellectual properties developed as part of the performance of any employee's duties and responsibilities during employment with Gila County shall remain the sole intellectual property of Gila County unless specifically

designated as “open source” or granted release in writing by the County Manager or Board of Supervisors.

III. SPECIAL PROVISIONS REGARDING ELECTRONIC MAIL

A. Forwarding of Electronic Mail

An employee forwarding a message, which originates from someone else, may not make changes to that message without clearly disclosing the exact nature of the changes and the identity of the person who made the changes.

Messages received from the County Attorney or deputies, or private attorneys acting on behalf of the County, its officers or employees, may be privileged communications and therefore, confidential, and these messages shall not be forwarded to non-County persons without the prior approval of the author.

B. Misdelaivered Messages

If an electronic mail message comes to an employee by mistake, the employee should stop reading as soon as they realize the message was not meant for them, delete the misdelivered e-mail, and notify the sender or system administrator immediately.

C. Transmission of Confidential Information

Confidential material must not be sent via electronic mail, unless the message is encrypted. Electronic mail messages may be intercepted, viewed, and used for non-approved purposes, especially when corresponding via the Internet, a medium over which the County has no control.

IV. SPECIAL PROVISIONS REGARDING INTERNET WEBSITE ACCESS

A. All Internet data that is composed, transmitted, or received via computer communications systems may be considered to be part of the official records of Gila County and, as such, may be subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

B. The equipment, services, and technology provided to access the Internet remains at all times the property of Gila County. As such, Gila County reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through online connections and stored in the computer systems. Approval from an Elected Official or the County Manager is required before any such retrieval or review may occur.

- C. Use of County equipment to access pornographic web sites is prohibited at all times, except by law enforcement and legal personnel in the conduct of their official duties and with the express permission of the Sheriff, Prosecuting Attorney, HR Director, or County Manager.
- D. It is the responsibility of the County Official or Department Head to be aware of Internet web use within their department. While Gila County specifically reserves the **right and ability** to monitor computer usage or Internet access at any time without notice, Gila County is not **obligated** to monitor such activity. Any harm caused by the negligent and improper actions of an employee acting outside the course of his duties is the sole responsibility of and consequence to the employee. Employment with Gila County is an implied acceptance of this responsibility.

V. SPECIAL PROVISIONS REGARDING SOCIAL MEDIA /SOCIAL NETWORKING

Official County use of social media is intended to broaden the reach of communication and engagement within the community of stakeholders, while utilizing new platforms that offer methods of communicating beyond traditional sources of information such as the County website.

A. Responsibilities

- 1. County Divisions/Departments and Offices that choose to engage in social media/networking in an official capacity for their Division/Department or Office need to coordinate this activity with the working group - Web Committee. This coordination helps standardize security settings, look and feel to ensure consistency, and keep the group aware of the social media sites being created.
- 2. The responsibility for assuring complete compliance with the provisions of this policy rests with the Division/Department Head or Elected Official, supervisors and the individual employee involved. It is the responsibility of social media users and those engaged in social networking to stay informed regarding County policies related to this activity.

B. Use of Social Media Sites

- 1. Personal/private employee blogging or personal/private use of such social media sites as Facebook or Twitter is prohibited during working hours.
- 2. Employees may not attribute personal statements, opinions or beliefs as official statements, opinions or beliefs of Gila County or their Division/Department Head or Elected Official when engaging in private blogging, or social media without prior approval of their Division/Department Head or Elected Official. Employees

are prohibited against disclosure of confidential information or information that could breach the security of the County's computer system in any way. All County or Departmental/Office policies regarding confidentiality of County business or information equally apply to postings or other communications on social networking websites, blogs, or other electronic media. This is true even if the communication is limited to a select group of "friends" or other recipients. It is also true even if statements are made on the employee's private time using the employee's own computer resources.

3. The use the County seal and trademarks is prohibited without expressed permission of the Division/Department Head or Elected Official in coordination with the County's Web Committee.
4. Employees are prohibited to use material that would constitute harassment, hate speech or libel. Employees assume any and all risk associated with blogging. The County may require immediate removal of, and impose discipline for, material that is disruptive to the workplace or impairs the mission of the County.

VI. SPECIAL PROVISIONS REGARDING MOBILE DEVICES

The effective management and application of information technology (including cellular/smartphones, tablets, etc.) improves the quality of service delivered to Gila County citizens, the productivity of the County workforce, and the general cost effectiveness of the County operation. This technology provides assistance with disaster recovery, and offers portable alternatives for immediate communication, enabling time and distance to be managed more effectively.

A. Acquisition

Mobile Devices are to be acquired following the County's purchasing procedures. Mobile or Cellular devices intended for personal use shall not be purchased under the name of or associated with Gila County's accounts. The following factors shall be considered in all cellular/mobile acquisitions:

1. Cellular usage costs compared to alternative communication costs.
2. Division/Department head or Elected Official's need and usage.
3. Departmental authorization of employee uses.
4. Division/Department Heads or Elected Officials are responsible to initiate the purchase of each acquisition or replacement of a phone on an account. Cellular phones/mobile devices are constantly being offered with new features, smaller size, etc., most of which are not necessary for effective operation of basic

functions. The purchase of a new phone should be based on function, not aesthetics. Replacement devices should only be purchased when a phone is damaged, or a function is offered that is a business necessity. If a phone/mobile device is deemed by I.T. unusable or outdated it must be turned in to I.T. before the replacement equipment is issued.

VII. SPECIAL PROVISIONS REGARDING PERSONAL MOBILE DEVICES

The overriding purpose of this provision is to protect the integrity of the private and confidential client and business data that resides within Gila County's technology infrastructure. This policy intends to prevent this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it can potentially be accessed by unsanctioned resources. A breach of this type could result in loss of information, damage to critical applications, and damage to the County's public image. Therefore, all users employing a mobile device connected to an unmanaged network outside of Gila County's direct control to backup, store, and otherwise access corporate data of any type must adhere to County defined processes for doing so.

- A. Prior to initial use on the County network or related infrastructure, all mobile devices must be registered with the I.T. Department.
- B. Non-County owned and managed consumer products will have access to our guest or 'Bring Your Own Device' (BYOD) wireless network and web-mail. It is absolutely prohibited to physically connect said device to the County's internal network. Direct internal connectivity exceptions may be granted for testing purposes or special circumstances and must be approved by the I.T. Director and County Manager.
- C. Non-approved I.T. technology devices, even if purchased with County funds, will not be allowed on the internal network or supported by the I.T. Department staff. Security will be the responsibility of said individual or department.
- D. Employees using mobile devices and related software for network and data access will, without exception, use secure data management procedures. All mobile devices must be protected by a password. See the County's password policy for additional background. Employees agree to never disclose their passwords to anyone, particularly to family members if business work is conducted from home.
- E. The County reserves the right to install management software that will allow the County to control or limit mobile devices and the information they can access while on the County network. All mobile devices accessing County resources may be subject to security requirements that this software may impose upon them as a condition for continued usage of County resources, or those devices may be blocked from accessing said resources.

VIII. IMPLEMENTATION

This policy shall be effective immediately upon adoption and shall supersede all policies previously adopted by the Gila County Board of Supervisors with regard to use of County resources.

IX. DEFINITIONS:

“Computing and communication technology” refers to and includes any and all forms of computer-related equipment, tools and intellectual property, including computer systems, personal computers, cell phones and technology devices and computer networks and all forms of software, firmware, operating software and application software, which is owned by Gila County or is under the County’s possession, custody or control.

“County Resources” include electronic and communications equipment, software, and systems, including but not limited to computers, computer networks, software, copiers, scanners, printers, other computer peripherals, telephones, cellular phones, the telephone system, radios, applications such as the Internet, e-mail, office systems, and other equipment or other property or resources under the Official’s or employee’s Official control or direction or in his or her custody or to which he or she has access that is owned or controlled by Gila County.

“De minimis” is a Latin expression meaning *about minimal things*. In a more formal legal sense it means something that is unworthy of the law’s attention.

“Social Media” means various forms of electronic discussion and information sharing including social networks, blogs, video sharing, podcasts, wikis, message boards, and online forums that currently exist, as well as future electronic methods of discussion and information sharing that undoubtedly will be created in the future. Technologies include: picture-sharing, wall-postings, e-mail, instant messaging, and music-sharing to name a few. Examples of social media applications include but are not limited to Google and Yahoo Groups (reference, social networking), Wikipedia (reference), MySpace (social networking), Facebook (social networking), YouTube (social networking and video sharing), Flickr (photo sharing), Twitter (social networking and micro-blogging), LinkedIn (business networking), and news-media comment sharing/bloggng.

“Social Networking” is the practice of expanding the number of one’s business and/or social contacts by making connections through web-based applications. Social networking may include joining clubs and organizations or staying connected through phone conversation and written correspondence such as letters. This administrative regulation focuses on social networking as it relates to the Internet to promote such connections and is only now being fully recognized and exploited, through web-based groups established for that purpose. Web sites dedicated to social networking include but are not limited to Friendster, LinkedIn, MySpace and Facebook and will undoubtedly include web sites that have not yet been created.

“Mobile Device” refers to all devices and accompanying media that fit the following device classifications:

- Laptop/notebook/tablet computers.
- Mobile/cellular phones.
- Smart phones
- PDAs
- Home or personal computers used to access County resources.
- Any mobile device capable of storing County data and connecting to an unmanaged network.