

# Rutherford County



## Technology Use Policy



“USE IT BUT DON’T ABUSE IT!!”



# Meet Your IT Department



Rhonda Owens,  
IT Director

Ann Moore,  
Senior IT Analyst



Jai Doherty,  
Senior IT Analyst

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Senior IT Analyst



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# PURPOSE

**This policy covers the use of all technology resources belonging to the County of Rutherford. It includes, but is not limited to**

- 1. pagers**
- 2. radios**
- 3. all computer systems of any size and function**
- 4. attached peripherals**
- 5. software**
- 6. phones**
- 7. all mobile communication devices**
- 8. faxes**
- 9. voice mail system**
- 10. e-mail systems**
- 11. network resources**
- 12. data in any format**
- 13. any network accessed by these systems including the Internet.**

**All technology resources owned by the County of Rutherford are in place to enable the County to provide its services in a timely and efficient manner.**



# PURPOSE CONT'D

•In addition to this policy, users are subject to applicable state and federal laws. Violation of (Article VII Section VII “Failure in Performance of Duties” or Article VII Section VIII “Failure of Personal Conduct” or the equivalent section in the State Personnel Policy) of the county’s personnel policies. User violation could result in disciplinary action including suspension, demotion or dismissal

This policy is intended for internal use by County employees defined as

- full-time,
- part-time
- temporary

Non-county employees who use county owned resources

- contractors
- vendors
- volunteers



# SECURITY



- A Request for Services form must be submitted by the department head to the Information Technology Director, and then submitted to the Human Resources Director
- All County users must read and sign a copy of this policy and return it to their department heads. Department heads and Human Resources will keep a file of signed copies in the employee's personnel file.
- When an employee is suspended or terminated, a verbal notification followed by Request for Services form will be submitted from the department head to Information Technology without delay.
- The Waiver of Services form must also be sent from the department head to Information Technology, who will suspend activities and forward a copy of the form to Human Resources





# SECURITY

- Hardware and software not belonging to Rutherford County will not be permitted to attach to the county's internal network without written authorization from the department head and final approval from the IT Director. **(You are not allowed to bring your personal laptop in and access the internet from that machine. We do have guest internet available in some areas where you can use your laptop)**
- Users must logoff all computer systems at the end of each work day. **(If you leave your machine logged in when you walk away from your computer and someone sends an email to someone else, then you will be responsible because all we have to go by is YOUR login information)**
- Users are responsible for safeguarding their own computer access and SHALL NOT let another person use their access. Users are directly accountable for all activity connected to their user ID.
- Passwords will be changed every 42 days and SHALL NOT be divulged to any other person. Passwords should be memorized and not written down unless kept in a secure place. **(no one should know your password, not your coworkers, supervisor, department head. Password must be changed because if someone has your password without your knowledge then they have your login information and can be logged in as you the network. So protect you password as a gun protects our deputies)**





# SECURITY

- Passwords must be changed at any time a user believes their password has been compromised. **(call our office and someone can get that changed for you)**
- Users SHALL NOT attempt to bypass security mechanisms.
- Users SHALL NOT engage in abuse or misuse of the County's technology resources. **(as much as you would like you cannot slam that computer against the wall)**
- Users SHALL NOT violate any rules in other portions of the County Personnel Policy, local, state, or federal laws via the County's technology resources.
- Users shall disclose to their department head, who shall then notify Information Technology of any suspected or confirmed unauthorized use or misuse of technology resources and any potential security loopholes. **(if you feel someone knows your password, get it changed immediately)**



# ACCEPTABLE USE



- At all times when an employee is using Rutherford County technology resources, he or she is representing the County.
- Public perception is extremely important. (**even if you are on break but at your desk playing cards, the public only sees that you are playing and not working, just be aware**)
- Employees may make reasonable personal use of the County's computers and data communications as long as: (**we know you will use computers for personal use and that is ok until you abuse that privilege**)
  - The County incurs no cost. If in a critical situation an employee must use county resources that incur costs, the employee will reimburse the County within 30 days of the occurrence.
  - There is no negative impact on employee performance.
  - There is no negative impact on system performance.



# Users are required:

- To respect the privacy of other users.
- To protect data from unauthorized use or disclosure as required by state and federal laws and agency regulations. (i.e., confidential information)
- To respect the integrity of computing systems.
- To respect the legal protection provided to programs and data by copyright and license.

**REQUIRED**





# UNACCEPTABLE USE

Examples of unacceptable activities include but are not limited to:

- ✓ Private or personal, for-profit activities (e.g., consulting for pay, sale of goods such as Avon and Amway products, etc.). (Relay, United Way, and other charities are non-profit, but must be approved by HR to donate money. **(you cannot make money using county equipment)**)
- ✓ Use for any illegal purpose, including but not limited to communications that violate any laws or regulations.
- ✓ Transmitting or soliciting threatening, obscene, harassing, or politically natured messages or images.
- ✓ Viewing pornographic or sexually-oriented material, except as deemed necessary to conduct criminal investigations or child-welfare investigations (as approved by supervisor).
- ✓ Intentionally seeking information about, obtaining copies of, or modifying of files, other data, or passwords belonging to other users, unless explicit permission to do so has been obtained.
- ✓ Interfering with or disrupting users, services, or equipment. Such disruptions would include, but are not limited to, 1) distribution of unsolicited advertising or messages, 2) propagation of computer worms or viruses, and 3) attempting to gain unauthorized entry to another computer or computer system whether owned by the County or outside of the County.
- ✓ Removing or relocating any computer equipment (hardware, software, data, etc.) without supervisor's prior authorization and Information Technology notification. **(we keep an inventory of where equipment is located and used)**
- ✓ Allowing unauthorized users, including an employee's family or friends, to use the County's technology resources.





# ELECTRONIC MAIL

- Electronic mail is intended for County business; however, Rutherford County recognizes the fact that the use of e-mail for incidental purposes may occur and is not likely to strain County resources. Personal communications should not be excessive and it must be understood that the use of e-mail passwords does not imply privacy or confidentiality. E-mail messages, made or received in connection with the transaction of public business by any agency of North Carolina government or its subdivisions are considered a public record and the property of Rutherford County. The County Manager and supervisory personnel have the right to review the contents of all employees' e-mails (personal or business related). **Employees are solely responsible for how their email is used and managed. (the IT department is not responsible for your email, you must manage what you save and what you delete, but you cannot delete work related emails)**
- Contents of email dictate the retention of email and each email user is responsible for the retention/archiving of their own email. Email must be retained according to the procedures defined in the "*Email as a Public Record in North Carolina: Guidelines For Its Retention and Disposition*" publication, submitted by the NC Department of Cultural Resources ([www.ah.dcr.state.nc.us](http://www.ah.dcr.state.nc.us)) or other regulatory agencies as applicable.
- Personal email addresses being used for county business purposes, including but not limited to commissioners and boards and commissions, should follow the same retention guidelines as county email addresses. This policy does not attempt to monitor or manage personal computer accounts or equipment. **(if you are using an outside address such as yahoo, hotmail, etc and conducting county business, those emails need to be sent to your county email address for retention)**



# Unacceptable uses of e-mail include, but are not limited to:

- Using email software that is not the County adopted standard. Microsoft Outlook 2003/2007 **(we will not support your hotmail, yahoo, etc accounts we do not have access to those servers and there is nothing we can do)**
- Sending or forwarding chain letters. **(if you are sending them STOP, if you are receiving them ask the person to stop sending, if they do not stop please call our office and we will stop it)**
- Sending or forwarding copies of documents in violation of copyright laws.
- Compromising the integrity of the County and its business in any way.
- Sending or forwarding messages containing derogatory, racial, offensive, abusive, threatening, obscene, harassing, or other language inappropriate for the organization.
- Sending or forwarding messages that violate the County's sexual harassment policy.
- Willful propagation of computer viruses.
- Overtaxing the network with unnecessary group mailings or large emails (over 2mb)
- Sending or forwarding confidential information including but not limited to juvenile records in the Sheriff's Office, certain information contained in personnel files, medical files, Social Services records and Veteran's Service Office client records. This includes confidential information as defined by state and federal laws and agency regulations.



# Email and Confidential Information



- **About the Record Retention Analysts:**
- **Ginny Daley** works for the NC Department of Cultural Resources in Raleigh as a Records Retention Analyst for Western NC. They offer records management services to all NC governments and municipalities. They work to create general records retention and disposition schedules and offer on-site visitations by the local records staff. They also offer consultation assistance on the full range of records creation, maintenance, storage, and disposition activities and responsibilities.



# Email and Confidential Information

- **Question:**
- If a department is trying to go paperless and have been sending internally through the department through email, different kinds of information, some of it being confidential, would these email messages fall under the public record law, and, could they be denoted somehow to reflect that they contained confidential information that wouldn't fall under public record?



# Email and Confidential Information



- **Answer:**
- The answer to your question about whether or not the e-mails sent between employees are public records is yes and no. Yes, they are public records since they were sent and received by employees working for a public agency regarding work related issues, however no, they would not be open to public inspection if they in fact do contain confidential information. The confidential information could be redacted before copies are provided to an outside agency or individual seeking copies of e-mails, or entire e-mails could be withheld if staff (perhaps after getting legal advice) feel that is appropriate or justified. Keep in mind you would need to be able to cite the specific general statute that makes the information found in the e-mails confidential.
- As for sending and receiving e-mails with confidential information, I'll quote our e-mail guidelines, "E-mail is not a proper method for discussing confidential matters, such as personnel issues, unless encrypted; encrypting requires policies and procedures to assure future access (when appropriate) to enciphered documents...".
- Always put 'CONFIDENTIAL' in the subject line for all confidential emails. Move it into a confidential folder in your email list.
- **If you have questions about retention, contact Jill Wilson, Imaging Specialist for the county.**



# Social Media



- Separate Personal and Professional Accounts
- Personal Use
- Professional Use
- Be Clear as to Identify
- Terms of Service
- Content of Posts and Comments
- Post and Comments are Public Records



# Separate Personal and Professional Accounts

- Employees should be mindful of blurring their personal and professional lives when administering social media sites.



# Personal Use

- Employees are allowed to have personal accounts but must remain personal in nature and be used to share personal opinions or non work related information.





# Professional Use

- All government-related communication must remain professional in nature and should always be conducted in accordance with county's policies, practices, and expectations. Employees must not use social media for political purposes, , private commercial transaction, or to engage in private business. The entire account is subject to guidelines and records retention.

# Be Clear to Identity

- When using a government account, use your actual name, but you must keep in mind that you cannot assume privacy and use different passwords for different accounts (social media and work accounts)
- If you are using this for under cover work, **YOU MUST KEEP A COPY OF POSTS AND MESSAGES** for records retention.

**Who Am I**

# Posts and Comments are Public Records

- All comments or posts made to local government account walls or pages are public, not private
- Account administrators who receive messages through the private message services should encourage users to contact them via public email addresses.
- For Private messages that are received they should be treated as emails and as public records

**Public Records**

# VIRUS PROTECTION



- Every computer user is to remain vigilant and alert to the possible transmittal and infection of a computer virus.
- Appropriate anti-viral software will be made available by Information Technology and loaded on every workstation and laptop computer. (all computers must be left on each night for virus definitions to update, if you have laptops, they need definition updates weekly) **(you must logoff but not shutdown)**





# INTERNET USE

- A County Internet account is a resource granted to employees upon department head approval. **(again we know you will use the internet for personal use, JUST DO NOT ABUSE THIS PRIVILEGE)**
- The Internet provides easy access to software distributed by companies on a trial basis. The free access does not necessarily indicate the software is free or that it may be distributed freely. Users are expected to comply with the copyright policy as previously stated. **(AT SOME POINT AND TIME THEY WILL ASK FOR MONEY)**
- Blogging, Instant Messaging, online games and chat room participation are not permitted unless demonstrable benefits to productivity are proven. In all cases, prior approval of the department head and Information Technology must be obtained. **(THESE ARE STRICTLY PROHIBITED FOR PERSONAL USE AND WILL NOT BE ALLOWED)**
- A public network will be provided for outside vendors, contractors, and users who need to access the Internet for the purpose of demonstrations and presentations to county staff. **(if you have a vendor that needs internet, we do have guest internet access only)**



# RUTHERFORD COUNTY WEBSITE



- In order to maintain a consistent, useful and professional presence on the Internet, Information Technology has established procedures that will assist departments in creating, publishing and maintaining content for the County website. **(each department has access to update their departmental information)**
- Employees have a responsibility to make sure that all public information disseminated via the County website is accurate, current as possible, and in accordance with this policy. Employees shall provide in association with such information its source and the date it was published. An electronic mail address allowing the recipient to contact public staff must be published. **(we ask that you look around our website and let our department or the appropriate department know of any incorrect information, we have the general public and commissioners that look at our site daily)**
- Only authorized employees shall be allowed to update the website. Authorized employees are **directly** accountable for all activity connected to their user ID. Departments who have a need to create or contract for its own physical website must have approval from the County Manager and the Information Technology Department. **(all departments have usernames and passwords, talk to your department head or call our office)**





# MOBILE HANDHELD DEVICES – Cellular phones, BlackBerrys, Radios, Pagers

- The County will provide mobile devices to employees for business use, when the budget allows and determined necessary by the department head. All mobile devices shall use passwords and must adhere to the same password standards as previously defined.
- A mobile device shall be used for appropriate business purposes.
- Mobile device use and charges shall be monitored by the department head and the Finance Department. Any intentional, deliberate misuse of any device may result in the loss of mobile device service and employee reimbursement of telephone charges and could result in disciplinary action.
- It is the responsibility of the department head, or his/her designee, to review the detailed bills for the department each month. The department head/designee should note usage patterns for both individuals and the department and investigate any unusual or questionable patterns. It is also the department head's responsibility to ensure that any required reimbursement to the County is done on a timely basis and in accordance with the requirements set forth herein.



These devices should be used for business use and not personal, unless you have an emergency. The IRS has the right to tax all cell phone use for phones that are owned by the county



# DESTRUCTION OF PUBLIC RECORDS

- No public records shall be destroyed, sold, loaned or otherwise disposed of, without the consent of the NC Department of Cultural Resources and in accordance with G.S. 121-5.



- Do not throw files/records away for any reason without proper consent



# COMPLIANCE



- The IT Manager, Department Head and HR Director will review reported and perceived violations of this policy and may impose restrictions, suspend or terminate technology access, or remove technology equipment during or as a result of an investigation. Other appropriate action in response to abuse or misuse of technology resources may include, but not be limited to:
  - Reimbursement to the County for resources consumed;
  - Legal action, including action to recover damages;
  - Disciplinary actions, including suspension, demotion, or dismissal pursuant to Rutherford County's Personnel Policy.
- Department heads will be responsible for the enforcement of the County's Technology Use Policy.

There have been cases of non-compliance and this policy has been enforced by termination, suspension, requests of emails, and/or requests of files (by legal authorities).



# MISCELLANEOUS



- Each department shall develop a backup schedule for all workstations. A backup storage area will be provided for each user on the server. Information Technology will back up the server nightly.
- Information Technology will submit to each department an inventory of hardware and software annually. This list shall be verified by the department head and Information Technology will be notified of any changes.
- It is recommended that this policy be reviewed by Rutherford County's Technology Committee on a yearly basis.



# Time to Sign



- Click form link on website
- Sign Form
- Return to Department Head
- Will be placed in Personnel folder.

Please keep in mind that when you sign this form you will be held accountable for your actions, if you have any questions, please contact our office immediately.

