

Computer Usage, Electronic Mail, and Internet Security Policy

J. PERSONAL COMPUTER USE. Personal Computer Policy for Sebastian County Employees. The Personal Computer (PC) is an important tool in modern business communications and practices. Any employee requiring further assistance or clarification on any information in this policy please contact the Information Systems Department. County employees must contact the Information Systems Department if they believe any Sebastian County PC is not in compliance with this policy. Information Systems will make sure that all Sebastian County PCs are in compliance with this Policy.

1. Computer Hardware.

- a. All Sebastian County PCs are valuable County assets provided for employees to help accomplish their assigned work tasks. It is important that the Sebastian County PCs be utilized for authorized business purposes only. A Sebastian County PC is any personal computer purchased by or donated to Sebastian County Government for use by Sebastian County employees.
- b. Coordinating all new purchases of Computer Hardware will help Sebastian County gain maximum discounts. Typical purchases include original new machines, memory and disk upgrades, printers, display monitors, modems and all other hardware features or devices. All personal computer related purchases will be the responsibility of the County Judge through the Information Systems and Purchasing Departments. Funding will come from the individual departmental budgets.
- c. If a Sebastian County employee needs a new computer, a new software application and/or additional features in order to accomplish assigned work tasks, the employee shall submit a written request to the Information Systems Coordinator, briefly describing the business need, the economic justification for the purchase, and the date when the new computer or other feature must be installed and operational. The Information Systems Coordinator will verify that funds are available for the purchase in the requesting employee's departmental budget and will obtain authorization for the purchase from the requesting employee's supervising Elected Official before any order is placed.
- d. All internal and external devices must be approved by Information Systems before being added to any Sebastian County PC.

2. Computer Software.

- a. Sebastian County will observe and comply with all software license requirements. County employees are prohibited from loading any files or programs onto a Sebastian County PC without the express written consent of the Information Systems Department.
 - 1) Downloading files or programs, no matter the size or complexity, from the Internet is considered loading such file onto the Sebastian County PC and is a violation of this Policy.

- 2) Files or programs received by County employees as attachments to E-mail must be related to official County business. Opening such files loads them onto the Sebastian County PC and is a violation of this Policy.
- b. All County employees are required to observe the copyright terms and conditions of all computer software installed on any Sebastian County PC.
- 1) Making unauthorized copies of any computer software purchased by Sebastian County is a violation of this Policy.
 - 2) Making an unauthorized copy of any computer software and loading it on a Sebastian County PC is a violation of this Policy.
 - 3) Loading Sebastian County computer software on any computer for which it was not purchased, including a different Sebastian County PC, is a violation of this Policy.
 - 4) Loading any computer software that has not been authorized and approved by the Information Systems Department onto a Sebastian County PC is a violation of this Policy. This includes any software downloaded from the Internet or received as an attachment to E-mail.
- c. Computer software purchased by an individual for home use on his or her home PC shall not be loaded onto a Sebastian County PC, even for use in official County business. Suggestions for the purchase of particular computer software for County use shall be forwarded to the Information Systems Department. Such suggestions will be evaluated in terms of usefulness in County operations and fund availability.
- d. All computer software used or installed on any Sebastian County PC must be purchased, owned and licensed to Sebastian County. County employees may not install game software, word processing software, productivity software, windows software, screen savers, or any other software from home to load onto a Sebastian County PC.
- e. Copying computer software, installing computer software on multiple computers, loading County-owned software on a PC not owned by Sebastian County, and loading privately owned computer software on a Sebastian County PC are illegal actions. Installation of any type of computer software on a single PC requires a license. Installing the same software package on another PC requires the purchase of an additional license. All computer software and the original software licenses are to be kept on file in the Information Systems Department. All computer software purchases and installation will be the responsibility of the Information Systems Department.
- f. Only computer software approved by the Information Systems Department will be installed on Sebastian County PC's. As a general rule, the only computer software that will be approved will be items still in the original shrink wrap when opened for the initial installation by an Information Systems Department staff

member or a computer software vendor approved by the Information Systems Department.

3. Security.

- a. All Sebastian County employees are expected to follow established procedures to safeguard valuable County information that is stored on Sebastian County PC's and on external media such as diskettes.
- b. County employees must keep their iSeries passwords confidential. County employees will be prompted to change their iSeries passwords periodically in keeping with common iSeries security practices.
 - 1) The Information Systems Department is not able to keep record of individual iSeries Passwords.
 - 2) If a County employee forgets his or her iSeries password, he or she must contact Information Systems, and a new password will be assigned.
- c. County employees must keep their network passwords confidential. The Sebastian County Network server stores information that is not public record. County employees will be prompted to change their network passwords periodically in keeping with common network security practices.
 - 1) County employees who need access to a Sebastian County PC and/or the Sebastian County Network server must request Network access from Information Systems.
 - 2) County employees who forget their network server password must contact Information Systems, and a new password will be assigned.
- d. All confidential information stored on the Sebastian County Network server shall either be password protected or completely removed to off-line storage when not in use.
- e. All County-owned computer hardware and software are to remain on the premises to which they are assigned at all times. Removal of any computer asset from its assigned location requires the prior approval of the Information Systems Coordinator.

4. Maintenance.

- a. All maintenance coordination for computer system hardware and/or computer software will be the responsibility of Information Systems. If any computer equipment is malfunctioning, Information Systems shall be notified as soon as the malfunction is detected.
- b. Information Systems staff will periodically perform preventive maintenance on the County's personal computer systems equipment. This will include any

recommended adjustments and procedures as well as scanning the hard disk drive for any viruses.

- c. Information Systems staff will periodically run checks on the hard drives of any Sebastian County PC for malfunctioning programs and/or unapproved software. All Sebastian County PC's must be in compliance with the terms of this Policy at all times.

I. INTERNET USE POLICY for Sebastian County Employees. The Internet is an important extension of current business communication channels. All standards of behavior which may apply to current communication channels such as the telephone, fax and postal mail also extended to the use of the Internet for business purposes.

1. The Internet, as provided to County offices through the Sebastian County Information Systems Department, is to be used solely for Business purposes. The Internet access through Sebastian County PCs must not be used for purposes related to any businesses other than Sebastian County Government business. In particular, employees are not to use Sebastian County Internet access as support for any type of home business or any other business external to the scope of their employment with Sebastian County Government.
2. The Internet access in a particular County office is for that office's use only, and is billed and budgeted as such. If an additional employee needs Internet access or wants to use the Internet, they must obtain permission from their respective Elected Official and then submit their needs in writing to the Information Systems Coordinator and the request will be considered in a timely manner. Unauthorized use of the Internet from a Sebastian County PC is a violation of this policy.
3. Sebastian County Internet access is not to be used at any time for any purpose which is not in keeping with a professional, businesslike decorum. This includes, but is not limited to, accessing and/or distributing any material such as hate literature, racially oriented material, sexual or pornographic material, items with illegal or unlawful content or intent and any other information considered contrary to the goals of a fair, equal, and unbiased government entity.
4. Employees of Sebastian County are not to create corporate web pages at any Internet site. All hosting of county web pages will be managed by the Information Systems Department.
5. The employee's Supervisor or Manager will determine if activities fall within the Acceptable Use guidelines. Employees are expected to immediately comply with any request to cease activities deemed contrary to the Acceptable Use guidelines.
6. Access to all Internet sites is monitored and logged by the Information Systems Department. Records are kept and reviewed containing user information, Internet sites accessed, size and type of files downloaded and session duration.
7. Downloading Software
 - a. The downloading of application software from the Internet is strictly prohibited. This includes freeware, shareware and commercial software applications. Many

of these programs can change the operating environment of the local PC, resulting in incompatibilities with currently installed software.

- b. Any software installed on a Sebastian County PC must be obtained and installed by the Information Systems Department to assure that the software is properly licensed and compatible with existing software. This also assures that software is scanned for any potential viruses before it is loaded onto a Sebastian County PC.
- c. While it is a violation of this policy to download application software or programs, County employees may at some time be required to download. In this event, the Information Systems Department must be contacted so that they can download the file or application or assist the County employee in downloading. All downloading must be approved by the Information Systems Department.

J. E-MAIL AND ELECTRONIC COMMUNICATION USE POLICY for Sebastian County Employees. Employees must keep in mind that whether using E-mail, discussion groups, or any other form of Internet communications they are at all times representing Sebastian County, and shall consider the following points when using the Internet, E-mail or discussion groups:

1. The use of E-mail from Sebastian County PCs is restricted to business use only. This applies to messages between employees as well as between employees and non-Sebastian County personnel.
2. E-mail, and electronic communications in general, are particularly susceptible to misinterpretation. The absence of traditional signals such as tone of voice, facial expression, and body language can lead to unexpected results. Humor and sarcasm frequently do not translate well and may be easily misread. This may result in misunderstandings and/or consequences detrimental to the individual employee or Sebastian County Government as a whole.
3. E-mail messages may be read by those who use English as a second language. The Internet and e-mail systems are global venues and local terminology, sayings, and slang may have entirely different meanings in different regions or cultures. County employees must consider whether their e-mail messages might contain language that would be offensive or otherwise improper, and therefore portray a negative image of Sebastian County Government.
4. As representatives of Sebastian County, County employees are expected to exercise behavior appropriate to the environment in which they are working. Internet discussion groups have their own culture and it is critical that employees fully understand this concept before participating in any Internet discussion group. Before posting to the group, employees should read the Frequently Asked Questions (FAQ). FAQ files are the backbone of the Internet culture and new users are expected to read them. The FAQ files explain what kind of messages the group should be used for and will answer frequently asked questions so that each new user will not tie up the group by repeating common questions.
5. County employees shall not post any sales or marketing information to discussion groups unless someone has specifically requested this information for a

legitimate purpose as it relates to Sebastian County Government. Likewise, County employees shall not distribute information that is beyond his or her normal area of responsibility. If further information is required, the employee should refer the inquiring individual to the specific County office that routinely handles such requests.

6. County employees should consider that messages posted on the Internet may be read by a single user or by hundreds of users. Words must be chosen carefully so as not to offend anyone, including readers from vastly different countries and cultures.

7. E-mail and Public Domain Transactions. The Internet is a public network. It is imperative that anyone sending Sebastian County correspondence and/or transactions via public networks completely understand the implications involved. E-mail, in particular, is susceptible to loss or damage whether by accident (such as transmission) or by design (in the case of malicious tampering or hacking).

a. Although hacking is generally rare, it does occur. All transactions on the public network can conceivably be intercepted, read, redirected and otherwise tampered with.

b. County employees should never send mission critical transactions unless receipt of the transmission can be verified. By default, there is no verification and no guarantee that transactions will be received. A manual receipt should be requested from the intended recipient if the transaction is critical.

c. County employees should never provide credit card numbers or other confidential information to an unsecured server. The site and the WWW client software will indicate if the transaction is secure. If there is any doubt, assume the server is not secure.

8. Attachments. Periodically, County employees will receive e-mail containing attached files and/or programs (executable files). When such attachments originate outside the County's network, the possibility of introducing a virus to the entire County network exists. Only files relating to County business may be opened. All executable files/programs must be reviewed by Information Systems personnel before being opened. Opening executable files makes a copy of a program available to a new computer, and almost never includes a license. Therefore, opening executable files/programs without first consulting with the County's Information Systems staff is a violation of this policy. If an employee violates this policy, his or her supervisor will be notified of the infraction and he or she may have their E-mail privileges removed in order to protect the integrity of the County's network. Reinstatement of privileges may occur only after request by the employee's supervisor.

9. Virus Protection. Downloading files or programs has the potential to introduce the local PC and/or PC network to a virus. There are currently many computer viruses that are capable of infecting both public and private networks and computers. Viruses range from those which are completely harmless in nature to those which can wipe out entire systems. Because of its size and the ease with which it can widely distribute files, the Internet is an attractive target for these viruses.

a. Every file that is loaded from a diskette, CD, DVD, or thumb drive (any external source) must be scanned for viruses.

b. Floppy disks, CDs, DVDs or thumb drives should be scanned prior to copying and downloaded files should be scanned immediately after download. Never download files directly to a network drive.

c. Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction of County resources. Defenses against computer viruses include protection against unauthorized access to computer systems using only trusted sources for data and programs, and maintaining anti-virus software. The IS department shall install and maintain appropriate anti-virus software on all computers.

d. If an employee violates this policy, his or her supervisor will be notified of the infraction and he or she may have their Internet privileges removed in order to protect the integrity of the County's network. Reinstatement of privileges may occur only after request by the employee's supervisor.

e. It is the responsibility of the employee to insure that virus protection program remains active at all times on their PC and routinely scan their PC for viruses.

K. Monitoring

A. All messages created, sent, or retrieved over the Internet are the property of Sebastian County and may be regarded as public information. Sebastian County reserves the right to access the contents of any messages sent over its facilities. If The County believes, in its sole judgment, that it has a business need to do so.

B. All communications, including text and images, can be disclosed to law enforcement or third parties without prior consent of the sender or the receiver.

This means, don't put anything into your email messages that you wouldn't want to see on the front page of the newspaper, or be required to explain in a court of law.

C. At this time, it is not policy, practice or desire to monitor messages or Internet traffic. Logs with this information do exist, are kept for a period of time, and are spot checked. Please be aware that legal obligations (court decisions, decrees, notice of pending relevant legal action) or gross abuse can force a change to this policy at any time without prior notice.

D. Remember that email is a written form of communication that can survive electronically for a very long time (even after deletion). It cannot be un-sent, and it cannot be considered private.

E. The Freedom of Information Act - This Act defines public records to include "data compilations in any form, required by law to be kept or otherwise kept, ...". All records maintained in public offices or by public employees within the scope of their employment are presumed to be public records.

L. Regulation, Enforcement, and Penalties

Elected Officials or their delegated representatives are responsible for enforcing compliance with provisions of this policy and investigating suspected non-compliance. Penalties for non-compliance include, but are not limited to:

- A. Suspension of Internet service to users with or without notice*
- B. Internal disciplinary measures, including discharge for instance of non-compliance that result in damage or otherwise compromise the County or its employees, agents, or customers;*
- C. Initiation of criminal or civil action, if appropriate.*

M. Employee Consent

All County employees having access to County computers must consent to the policies developed by their employing agencies. Proof of this should be accomplished through a signed Consent Form or some other established procedure. The method to obtain and maintain these forms (or other formal methods of ensuring the employee understands and accepts the policy) should be included in the County's policy. The purpose is to clarify both the County's and the Employee's expectations concerning access and use of computer services provided through the County, reducing the liability of both. Each time this policy is modified in any way, employees should be notified, and if necessary, repeat the consent process.

CONSENT FORM

I _____ have read this Policy and agree to comply with all its terms and conditions. Furthermore, I _____ understand that Sebastian County will not monitor e-mail transmissions or Internet access on a regular basis, though the construction, repair, operations and maintenance of systems may occasionally result in monitoring random use activity.

Sebastian County makes no warranties of any kind, whether expressed or implied, for the service that is the subject of this policy. In addition, Sebastian County will not be responsible for any damages whatsoever which employees may suffer arising from or related to their use of any county electronic information resources, whether such damages be incidental, consequential or otherwise, or whether such damages include loss of data resulting from delays, non-deliveries, mistaken deliveries, or service interruptions whither cause by either a county agency's negligence, errors, or omissions. Users must recognize that the use of county electronic information resources is a privilege and that the policies implementing usage are requirements that mandate adherence.

Signed _____ Date: _____

I. S. Department : _____ Date: _____

Policy is on page of Employee Handbook.