

Itasca County Technology Policy

The Itasca County Technology Policy is a subset of individual policies designed to provide clarity about expectations of technology use. The purpose of these policies is to protect the integrity of the Itasca County network, data and attached systems and to provide a systematic and economic approach to support County technology needs.

SCOPE

This policy governs the installation, security, use and software licensing of all computer systems, portable devices, printers, phones, smartphones, tablets and any device which is attached to or incorporated into any County system/network.

DEFINITIONS

Network System: Any equipment or device attached to or affecting the operations of any part of the Itasca County Information System.

Hardware: a general term that describes the collection of physical elements that comprise computers, printers, scanners, etc.

Software: a general term that describes computer programs and related terms, applications, scripts, instruction sets, etc.

Portable Devices: portable devices include, but are not limited to: cameras, portable USB drives, CD/DVDs, laptop computers, Smartphones, tablets and cellular phones.

Cell Phone: mobile/cellular phone, including "smart" cell phones (smartphones)

Regular Work Hours: 8:00 am – 4:30 pm CST or employees regularly scheduled work hours.

Prohibited Internet Sites: those internet sites that are restricted from access at all times (i.e., gambling, pornography, etc.).

County Systems: any/all technologies and mediums by which County business is conducted.

I. INSTALLATION

New installations and re-location of equipment is completed via the Work Order system. Installation is done by the MIS Department or by its direction.

Installation of hardware and/or software purchased outside the scope of this policy shall not be connected to any County system or network prior to MIS approval.

II. SECURITY

Security features exist to protect data and equipment. Deactivating any security feature increases risk and is prohibited.

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Backup

The local/internal storage system (C:\) is reserved for the system's operating system. Data from these local drives is not backed up and no effort will be made to recover such local data should the computer/storage system fail. To ensure backup and recovery of work related data, end users must save all work related data to their network drive resource(s) (i.e., U:\ drive, S:\ drive, etc.).

Network Passwords

To protect county data and equipment, passwords are required. The MIS department develops specific password criteria to comply with state and federal law and as well to ensure protection criteria:

- 1) Passwords can NOT contain your username (ex: jsmith) or your Display Name (ex: Smith, John) or consist of easily recognized identifiers such as spouse or child's name
- 2) Passwords are based on a minimum of eight (8) alphanumeric characters (per HIPAA)
- 3) Passwords MUST contain any three of the following four categories:
 - Uppercase Letters (A - Z)
 - Lowercase Letters (a - z)
 - Base 10 digits (0 through 9)
 - Non-alphanumeric (special) Characters (ex: ` ! & * % \$ + @ ^ () = # " [] { }) = (ex: Amcakf79!)

Password renewals are prompted every 60 days and are required to be changed. When renewing passwords, the previous six (6) passwords cannot be used.

Startup passwords are required on all portable devices used for County Business.

Do not display, share, write down or store passwords

Non-County Equipment

There is inherent security risk with any non-county equipment.

Non-County related equipment, including jump drives, CD/DVDs, of any sort is prohibited from being connected to the County network system or other County equipment without prior approval of the MIS.

Protection of Data

County data stored on removable media (jump drives, CD/DVDs, etc.) is required to be properly encrypted. For assistance in determining whether a device is encrypted, submit a Work Order to the MIS Department.

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Portable devices

It is the responsibility of the employee using the portable device to keep the equipment in a safe environment and protected to the extent possible, from theft or damage. All County data collected, stored, processed, or disseminated by County employees on a portable device is governed by the Data Practices Act. Any use of a portable device which has County data by unauthorized persons is prohibited. Employees must immediately notify their supervisor and the MIS Department if a portable device used for County business is damaged, misplaced or stolen.

Training

Annual Security Awareness training is required for all Itasca County employees who have access to the County Network System. Failure to complete the training will result in the removal from access to County internal systems.

III. SOFTWARE PURCHASE AND INSTALLATION

To ensure that software can be supported, is not redundant, and its use in compliance with licensing agreements, all software purchases and installations are managed by the MIS Department and handled through the work order system.

IV. INTERNET USE

Use of the Internet during regular working hours shall be related to work responsibilities. Itasca County prohibits employees from visiting Internet sites that pertain to, but are not limited to, such things as adult material, weapons, gambling, illegal or questionable material, racism related, hate related, games/gaming, and violence, at all times.

All Internet activity is logged and activity reports may be run with or without employee knowledge at the request of the Department head.

V. PERSONAL USE

Use of Internet access, electronic mail, telephone, portable devices, smartphones, cell phones and facsimile are permitted, provided such use:

- As approved by employee's Supervisor
- does not impair the employee's workplace performance and productivity;
- is done on the employee's personal time before or after his/her normal work day or during lunch or break times;
- does not interfere with business usage during regular business hours;
- does not contain harassing or threatening material;
- is not performing work for profit, for personal gain, promotional use or solicitation;
- does not contain abusive, profane or offensive language;
- does not damage any of the County's systems;
- does not result in any expense, financial loss, or obligation to the County;

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- does not violate any federal, state, or local law;

Itasca County can prohibit the use of any/all of this equipment or set limitations on its usage. The use of Itasca County electronic communication devices is a privilege that may be revoked at any time. Itasca County reserves the right to monitor all electronic transmissions originating from or coming into the County systems.

VI. **NO PRIVACY**

Users have no expectation of privacy in using the County systems. No communication using these systems should be considered private or personal. Records retention policies apply to electronic communications, users should assume that even deleted messages are retrievable at a later date. Without notice, the County reserves the right to use any means available to access, inspect, review and monitor its computer systems, portable devices and data including, but not limited to, computer files, email, and Internet access information. The County reserves the right to override any passwords and access codes that are on any of its computer systems.

All HIPAA and other privacy rules and regulations surrounding Protected Health Information will be followed.

VII. **CONTENT**

System users are responsible for the content of all text, audio and video sent using the Internet, electronic mail or phone systems. All messages must comply with relevant federal and state laws regarding copyright, trademark and intellectual property. Messages must contain the user's identity, and should be written with the same professional manner as any hard-copy correspondence. System users cannot access or modify any information without the express prior permission of the authority responsible for generating or maintaining said information.

VIII. **SOCIAL MEDIA**

See Itasca County Social Media Policy

IX. **WORKING REMOTELY**

See the Itasca County Alternative Workplace Agreement Policy.

X. **CELL PHONE USE**

If it is determined by a County Department Head that a cell phone is necessary to complete the function of their job, to enhance public service, or to ensure employee safety, a cell phone and service plan may be purchased for an employee.

Cell phones and data service are purchased through commercial accounts managed by the MIS Department and assistance with determination of appropriate provider and equipment is supported by the MIS Department and handled through the work order

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system.

The cell phone is the property of the County and shall be surrendered upon request.

Personal use of the County cell phone must comply with the **V. PERSONAL USE** section of this policy. The employee is responsible for reimbursing the County for any additional costs associated with personal use of the device.

The Department Head is responsible for monitoring employee use of County owned cell phone devices.

For safety reasons, use of a cell phone while driving County motor vehicles or operating highway equipment should be kept at a minimum. Employees shall pull off the road to a safe place or use a hands-free device to conduct business using a cell phone. In all cases, employees shall follow local and state regulations regarding the use of cell phones while operating a motor vehicle. Under no circumstances should text or email messages be retrieved, viewed or sent while operating a County motor vehicle.

If a County owned cell phone or related equipment is damaged due to employee negligence the employee is responsible for the full cost of replacement of the phone or related equipment.

In the event a County owned cell phone or related equipment is lost or stolen, notify the MIS Department immediately.

If the cell phone is upgraded, the old device and related equipment is collected by the MIS Department.

Upon separation of employment, County issued cell phones and related equipment are collected by the County upon separation of employment. In the event the cell phone and related equipment is not returned to the County, the cost of the phone and related equipment will be deducted from the employee's final paycheck.

Upon separation from County employment, an employee who has been issued a County cell phone is removed from the County cellular plan. If an employee wishes to retain the phone number associated with the County device they may submit a Work Order making that request. MIS will contact the provider to determine if that option is possible. If the service provider authorizes the request, MIS will provide the employee with the necessary paperwork to retain the County number for personal use.

XI. EMAIL

Most County employees, and some other authorized users, are assigned mailboxes on the

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County's email system. This policy governs the administration and management of those mailboxes, addresses message storage capacity and retention, and regulates message traffic in order to promote the efficient and effective use of the County email system. Email management is a legal, technical, and records management issue, and proper management of email is necessary to comply with County business and legal requirements.

State and federal laws mandate that County employees manage their email messages as they would any other records of County business. Employees are expected to organize email messages in a manner in accordance with County policies, including approved records retention schedules. The County will provide software tools, policy communications, and education to assist employees with effective email management.

Message Size Restrictions

Message size restrictions are necessary to prevent excessively large messages, either sent or received, from impairing email system performance. Size restrictions also prevent deliberate denial-of-service attacks on County systems. Messages and any attached files sent and received by email system users are regulated as follows:

- Messages sent to or from an Itasca County mailbox are limited to 30Mb per message
- Inbound messages containing .zip type attachments are restricted by our email system. These file types are known sources of viruses

Temporary exceptions are handled on a message-by-message basis, by request through the Work Order system.

Message Retention Limits

County employees are required by law to retain adequate information to create a record of the business conducted by Itasca County. As more business communications are sent and received through the email system, users must follow procedures to preserve in electronic or hard copy files, the pertinent facts, background information, decisions made, and actions taken regarding the County's business. These procedures should be established by the user's department or work group within the department. In addition, employees are required by law to keep records containing government data in such an arrangement and condition as to make them easily accessible for convenient use. Email messages that are not needed to create a record of County business should be routinely removed (deleted) from the end user's email box as soon as they are no longer needed by the user or other employees. Data security and retention policies apply to archived email.

It is the responsibility of each employee to ensure that records are retained according to County retention policies, in an appropriate format, and that records of County business are not destroyed due to mismanagement or neglect.

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Itasca County considers the email system to be primarily a communications system. Although some email messages are records of County business and evidence of business decisions, the email system itself is not the appropriate place for long-term storage or archiving of important County records. If long term storage of business communications is required, employees should work with the MIS department to utilize the Electronic Document Management System (*ImageNow*) to establish a repository.

Email Archiving

Email messages of County business that require saving for future use should be saved to the employee's archive. This manages the email system's capacity constraints and provides easy retrieval of email messages by the end user.

Any email message deleted by the end user from their email box, may be easily retrieved by MIS upon written request from their Supervisor, Department Head, Administrator, the Board of Commissioners or the Human Resources Department. In addition, upon request from Department Heads or Administration, MIS may access any mailbox for investigative or retrieval purposes. The retrieval search may use any words in the message text, attachment, subject line; may search by employee name, date sent or received, or search by sender or receiver.

After an email message in the employee's primary Inbox is one (1) year old it will be deleted from the storage system.

If an employee needs to retain emails for longer than one (1) year, those emails must be moved into the email Archive and specific retention policies will need to be created for each email type, based on the department's required email retention policies. Any email that is moved to the email Archive that is not placed in a specific retention policy will be automatically deleted from the email Archive after three (3) years.

Mailbox Storage Limits

Limits on the amount of data stored in the email system are necessary for efficient operation of the system and to ensure optimal response time for all users.

The space allotted for each user's combined mailbox folder is 1 GB. A warning notice will be sent to a user when the size of the mailbox exceeds 75%. Once the size limit is reached, a warning notice will be sent to the user and the user will not be able to send new messages until enough messages are either moved or deleted from the mailbox.

Email System Backup

Data on the email system file server is backed up daily for disaster recovery purposes. The goal of the backup process is to create a temporary copy that can be accessed and restored if the primary system has a failure. These backup tapes are retained for 14 calendar days. The email system backup is designed only for disaster recovery of the email system as a whole, and is not intended for the recovery of individual mailboxes or mailbox contents.

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Supervisor Responsibility

Department managers and supervisors shall make the above policy regarding Electronic Mailbox Management available to employees for their review. Electronic mailbox management will be included in the Itasca County employee orientation

Employee Responsibility

It is the responsibility of each employee to ensure that records are retained according to County retention policies, in an appropriate format, and that records of County business are not destroyed due to mismanagement or neglect. The County, and its individual department managers or supervisors, reserve the right to treat the misuse of these resources as employment offenses and to take appropriate disciplinary action in accordance with County policies and procedures.

XII TECHNOLOGY GIFTS

In the event the County acquires hardware/software/technology through an authorized gift or grant, notify the MIS department immediately through the work order system to ensure the technology meets the above criteria and to ensure County security and system needs are not compromised and support can be provided.

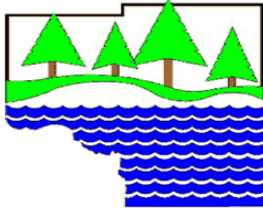
XIII NON-COMPLIANCE

Security of County data and systems is a core responsibility of Itasca County and an individual responsibility of each employee. Non-compliance can have serious consequences to County systems and data and may subject the employee to discipline procedures as defined in the Itasca County Personnel Policy or applicable labor agreement.

County employees are expected to comply with ethical and legal standards in the use of technology whether using technology for work or using county property for personal use. Examples of non-compliance include but are not limited to:

- Gambling.
- Harassment or discrimination, including but not limited to sexual harassment and harassment or discrimination.
- Any type of commercial enterprise unrelated to the specific purposes and needs of the County.
- Any form of solicitation.
- Promoting any political or private causes, or other activities.
- Use of any county owned technology to advocate for any type of unlawful violence, vandalism, or illegal activity.
- Transmitting, receiving or distributing pornographic, obscene, abusive, or sexually explicit materials.

Board Approved: 11/22/2016



**ITASCA COUNTY
BOARD OF COMMISSIONERS**
Itasca County Courthouse
123 NE 4th Street
Grand Rapids, MN 55744

November 22, 2016
Regular Meeting

REQUEST FOR BOARD ACTION RBA-2016-387

DEPARTMENT: Information Services

PRESENTER: Candy Carsella-Kee

TIME REQUIRED: 10 minutes

AGENDA ITEM:

Approve the Implementation of the Itasca County Technology Policy

BOARD ACTION REQUESTED:

Approve the implementation of the Technology Policy, which combines the previous Computer Policy with technology related components of the Itasca County Code of Ethics Policy.

BACKGROUND:

The new Technology Policy is a combination of the technology related components of the Code of Ethics Policy and portions of the Computer Policy, which supersedes and replaces the Computer Policy. In addition, changes to the Code of Ethics Policy removes section E as should be done to any references to said removed section.

The Technology Committee was responsible for the creation of this policy and has been reviewed, and is supported by, the HR department and the County Administrator.

There is no financial impact related to the implementation of this policy.

Copies of the Code of Ethics Policy and Computer Policy, showing recommended changes, are attached for your reference.

ITEM HISTORY:

History:

11/15/16 COUNTY BOARD
NEXT: 11/22/16

RECOMMENDED FOR CONSENT

COUNTY ATTORNEY REVIEW: N/A

SUPPORTING DOCUMENTATION:

- Itasca County Technology Policy_To Board Nov 2016 (DOC)
- Changed to Code of Ethics Due To New Policy (DOC)
- Changes to Computer Policy Due To New Policy (DOC)

RESULT: **ADOPTED BY CONSENT VOTE [UNANIMOUS]**
MOVER: Leo Trunt, District #3
SECONDER: Mark Mandich, District #5
AYES: Tinquist, Snyder, Trunt, Eichorn, Mandich