



COUNTY OF SARATOGA

COMPUTER USE POLICY

INTERNET TECHNOLOGY USE POLICY

INTRODUCTION

The computers, software, Internet connection and e-mail systems supplied by Saratoga County for use by Saratoga county employees is owned and/or licensed for use by Saratoga County. These policies are provided for general business purposes to increase productivity and employee effectiveness. To ensure the use of the County's computer systems in a productive manner, these policy guidelines have been incorporated. All employees are required to abide by these guidelines. Any improper use of County computer systems is not acceptable and will not be permitted. Saratoga County has complete discretion over an employee's access privileges to computers, software, and the internet.

ACCEPTABLE USE AND CONTENT

The performance of official County business may require the handling of a variety of information. Unacceptable use and content expend valuable resources and detract from an effective working environment.

It is every user's responsibility to utilize computers and IT resources appropriately and ensure their security. Users are prohibited from using County computers and IT resources for purposes other than those that support official County business as defined in this policy, unless authorized by the Board of Supervisors or County Administrator.

Users are prohibited from intentionally obtaining or distributing content that may be reasonably considered to be offensive or disruptive. Offensive content includes, but is not limited to: sexual comments or images, racial slurs, gender offensive comments, or any comments that would offend someone on the basis of age, sexual orientation, religious or political beliefs, race, national origin, or disability. Exceptions to this policy will be made for employees in the departments of the District Attorney, Probation Department and Sheriff's Office where as part of official Law Enforcement duties prohibited content must be accessed.

EMPLOYEE RESPONSIBILITY

All County employees share responsibility for the security of all County computer assets and IT resources. It is critical that County IT users avoid activities that result in loss, corruption, or unauthorized use of sensitive information. Employees who violate this policy are subject to discipline up to and including termination, in accordance with the applicable collective bargaining agreement. Unlawful use of County computers and IT resources will be referred to the Sheriff's Office and shall be prosecuted to the fullest extent of the law.

COMPUTERS

Desktop and Laptop computers are used by Saratoga County employees for internal and external communication and to support County business functions to their fullest capacity. This policy advises employees and Department Heads of their responsibilities and provides guidance in managing distribution and usage.

Desktop and laptop computers are to be provided to employees based on demonstrated need and job function, as approved by the Board of Supervisors, County Administrator or Department Head. Desktop and laptop computers, like all County owned assets, are to be used to support County government business. Employees may use desktop and laptop computers to communicate outside of the County government when such communications are related to legitimate business activities and are within their job assignments or responsibilities. Administrative rights to all county computers will be determined by the Department Head, with approval by the County Administrator.

Computers owned and issued to employees by the State of New York shall be used in accordance to all rules set forth in this policy, in addition to any other rules for use required by the State of New York. If any rules for use are in conflict between the County and the State, rules for use set forth by the State of New York will supersede any rules established by the County regarding computers owned and issued by the State of New York.

All Computers should be locked when not in use. In addition, Computers should be re-booted each evening and left turned on to receive security software and data programs to be added to computers from Data Processing during off-hours.

Flash Drives, SD Cards, external Hard Drives and other hardware can be made available by Department Heads to employees for easy and portable storage of files. These devices are allowed to be connected to County issued computers, for legitimate County business only. Care must be taken that the drives are free from corrupted data and other potential threats to County Computer hardware assets. Computer hardware problems should be immediately reported to Data Processing.

USER ID AND PASSWORD

Access to County Computers and IT resources is restricted to authorized persons. This restriction is controlled by assigning an Identification code, or ID, to each user account and associating a password with each ID. The user ID identifies the user to County IT systems while the password authenticates the user's identity. The password associated with a user ID both prevents unauthorized use of County computers and IT systems and protects users from mistaken identification. The combination of a valid user ID and correct password is key to the security and integrity of County IT resources.

Each authorized user of County IT resources will be issued a unique user ID. Each user ID will be kept with the Department Head, County Administrator, and Director of Data Processing. The issued user ID should be used on every computer required by the user's job function. Administrative access to County Computers will be controlled through the user ID by Data Processing.

All users are required to protect their user ID and Password from improper disclosure. Passwords are confidential and shall not be shared. Users should not share their password with anyone up to and including the Board of Supervisors. Exceptions will be made for the Director of Data Processing when needed to access a user's machine for maintenance or repair. Users not following this policy are subject to disciplinary action. Once a user's password is shared, the Director of data processing will generate a new default password that must then be immediately changed by the user.

Users should take the following precautions:

- Don't write passwords down on paper or keep a file containing passwords on a computer.
- Don't give passwords to unauthorized people.
- Don't give a password to anyone over telephone or e-mail
- Don't allow anyone to observe password entry into a computer
- Don't watch someone else enter their password into a computer

Anyone asking to use another user's password should be identified and reported to the user's immediate Supervisor. If at anytime a user suspects their password has been compromised, it should be immediately reported to a supervisor or Department Head. Supervisors and Department Heads should report all incidents to Data Processing. Anyone impersonating another county employee through IT resources is subject to disciplinary action, up to and including termination, in accordance with the applicable collective bargaining agreement. Use of another user's ID and password to commit criminal acts will be reported to the Sheriff's Office and shall be prosecuted to the fullest extent of the law.

IT RESOURCES

Internet access, computer software, and e-mail access are components of IT resources that the County provides to employees in order to perform official County business. All data information, records, and software on County resources are the property of the County. Users should have no expectation of privacy in their use of County IT resources. County equipment, data, records, software and connections, including e-mail accounts, are County property, provided for County purposes only. Software and systems that can monitor usage will be utilized. Use of County computer system and networks constitutes consent to such monitoring.

INTERNET ACCESS

The use of Saratoga County's Internet access facilities is a privilege for all County employees. Internet access is given with the expectation that employees will demonstrate consideration and respect for other users and voluntarily comply with County usage guidelines. Inappropriate use of Internet services or violation of policies may result in revocation of access. Disciplinary action, up to and including termination, in accordance with all applicable collective bargaining agreements, are consequences of violating these policies. Unlawful use of Internet facilities will be referred to the Sheriff's office and shall be prosecuted to the fullest extent of the law.

Internet access is a County resource to be used for official County business only. Personal use of County Internet access may be allowed during time off during the employee's shift (i.e. break, lunch) with express approval of the Department Head or County Administrator. Under no circumstances will prohibited uses be allowed, regardless of whether it is on the employee's own personal time.

The County reserves the right to examine any data or communication transmitted over the Internet connection and to restrict access to selected World Wide Web sites, newsgroups, and other services.

Certain websites are strictly prohibited:

- Pornographic, obscene, offensive, harassing or discriminatory websites
- Gambling or auction related websites
- Social networking sites, i.e. Facebook, MySpace, Twitter
- Game sites, i.e. Evony, Pogo
- Instant Messaging (IM), Chat Rooms

County employees are prohibited from using the Internet connection bandwidth excessively. The County will terminate internet connections to computers that are using excessive amounts of bandwidth.

Certain actions are prohibited:

- Constant streaming internet (i.e. internet Radio, TV)
- Downloading large personal files

Internet access problems should be immediately reported to the Department Head, and if possible, referred to Data Processing.

The County will provide the ability for employees to access the County network remotely using a secure Virtual Private Network (VPN). VPN access tokens will be provided to employees based on demonstrated need and job function, as approved by the Board of Supervisors, County Administrator or Department Head.

SOFTWARE

County computers have software loaded on them at the time a workstation is established. All software developed using County IT systems, for use on County IT systems, is the property of the County. The term 'software' includes applications, documents, databases, and other information or information systems. County-developed software must not be copied or distributed.

It is each employee's responsibility to protect the security of the software and licenses that the County owns. Inappropriate use of software or violation of policies may result in revocation of access. Disciplinary action, up to and including termination, in accordance with the applicable collective bargaining agreement, are consequences of violating these policies. Unlawful use of Software will be referred to the Sheriff's Office and shall be prosecuted to the fullest extent of the law.

No software shall be installed on any County IT system without the approval of the Department Head or County Administrator, in consultation with the Director of Data Processing. Any illegal or unlicensed software will be removed upon discovery. Users are prohibited from distributing personally owned software on County computers or networks. Such software threatens the integrity and security of the County's computers and networks.

The Director of Data Processing will have the ability to remotely scan all County computers and remove illegal or unlicensed software at any time. In addition, the Director of Data Processing may also add software to a workstation at any time.

System software problems should be immediately reported to Data Processing.

E-MAIL POLICY

All employees of Saratoga County will be provided with an e-mail account. Employees should expect reasonable access to their e-mail account during the course of normal business. E-mail accounts are to be used strictly for County business, and e-mail for matters outside of Saratoga County official business is prohibited. Inappropriate use of e-mail accounts or violation of policies may result in revocation of access. Disciplinary action, up to and including termination, in accordance with the applicable collective bargaining agreement, are consequences of violating these policies. Unlawful use of e-mail accounts will be referred to the Sheriff's office and shall be prosecuted to the fullest extent of the law.

Users should report to the immediate Supervisor if they receive e-mail from any source containing content that may reasonably be considered offensive or disruptive, from any source. Supervisors shall make an initial assessment to determine whether the offensive e-mail is a security issue, a personnel issue, or both. Once an initial assessment is complete the Supervisor should seek appropriate assistance from the Department Head or County Administrator and begin an investigation. During the investigation, the Director of Data Processing will maintain the confidentiality of all individuals involved in the investigation.

Unsolicited e-mail communications (junk e-mail, SPAM, SPIM, advertisements) including those that contain offensive material, should be ignored and deleted. Employees should not open any attachments or click on any internet links in order to reply to unsolicited e-mail. Employees should report repetitive or significant numbers of unsolicited e-mail messages to the Data Processing Department.

Transmission of chain letters, inappropriate humor, or offensive, obscene, or pornographic material is strictly prohibited.

E-mails created in the normal course of official County business and retained as evidence of official County policies, actions, decisions, or transactions are records subject to records management requirements under the New York Arts and Cultural Affairs Law, and may be subject to specific program retention requirements. Saratoga County's Records Management policies do not distinguish among media with regards to the definition of Saratoga County's records. Therefore e-mail documents are subject to these policies.

Examples of e-mail records subject to the preceding paragraph:

- Policies and Directives
- Correspondence or memoranda related to official business
- Work Schedules and Assignments
- Agendas and Minutes of meetings
- Drafts of Documents that re-circulated for comment and approval

- Any document that initiates, authorizes, or completes a business transaction
- Final Reports or recommendations

Examples of e-mail records NOT subject to the preceding paragraph:

- Messages and announcements between employees
- Copies of extracts of documents distributed for convenience or reference
- Announcements of workplace Social events

MOBILE DEVICES

Saratoga County allows employees to have county-issued mobile devices. Mobile devices are an effective means of communication between employees in the field as well as to employees stationed in County buildings.

Mobile Devices are to be provided to employees based on demonstrated need and job function, as approved by the Board of Supervisors or County Administrator, upon recommendation of the Department Head.

Mobile devices are to be used to support County business. Employees may use mobile devices to communicate outside of the County government for limited personal use, with express approval from the Department Head or County Administrator. Under no circumstances will prohibited uses be allowed, regardless of whether it is for the employee's personal use. Employees who exceed the monthly allotment of minutes are responsible for the excess charges, unless proof is presented that overages are the result of legitimate County business.

The following are not covered by Saratoga County:

- Text Messaging, SMS, Media Messages
- Directory Assistance
- Overseas Calling
- Any usage over the allotted monthly minutes

The following uses are prohibited:

- Downloading Applications to a mobile device
- Excessive data usage

Mobile Devices with data access are subject to all County policies and procedures described in the INTERNET ACCESS and E-MAIL policies set forth within this document.

IT HARDWARE SECURITY

Saratoga County IT Hardware assets are restricted to Authorized personnel only. Wiring, servers, cables, and other IT equipment is the property of Saratoga County and should not be tampered with unless under the direction of the Data Processing Department. IT equipment is in locked rooms to prevent tampering and unauthorized use. County IT equipment is protected from power surges, power failures, water damage, overheating, fire, and other physical threats. Unauthorized employees tampering with IT hardware resources by employees are subject to disciplinary action, up to and including termination, in accordance with the applicable collective bargaining agreement. Unlawful tampering with IT resources will be referred to the Sheriff's Department. Intentional damage of any hardware resource of an outside carrier (Verizon, Time Warner, etc.) that connects to Saratoga County's IT resources is a Federal Offense and will be reported to the FBI. Any unlawful tampering with IT resources will be prosecuted to the fullest extent of the law.

RECIPT OF POLICY

An employee signature acknowledging receipt of this Computer Use Policy and Internet technology Policy shall be required.