

Overview of Computer Operating Policy Changes

2013 Policy Changes	2005 Policy Reference Points
Reformatted the policy document to match Information Technology documentation standards	N/A
Added specific section for Internet and Intranet Use Policy; pages 4 and 5	N/A
Added specific section for Social Media Use Policy; page 5	N/A
Added specific section for Personal Electronic Equipment Policy; page 6	N/A
Added specific section for Software License Policy; page 7	N/A
Added specific section for Third Party Non-Standard Software Policy; Page 7	N/A
Added specific section for Donated and Grant Computer Equipment Policy; Page 8	N/A
Added specific section for Express User Responsibilities; Page 8	N/A
<p>General Policy – page 2 – ...The use of Collin County automation systems including computers, fax machines, servers, networks, databases and all forms of Internet/Intranet access is for county business, by authorized personnel and for authorized purposes only. Brief and occasional personal use of county systems is allowed, as defined further in this policy document. Proper computer security habits and processes are the responsibility of each employee. Collin County employees are not to share user accounts, passwords or other user validation criteria with other employees or allow that information outside of the county. Computer passwords must be guarded and must not be written and posted on or near the computer or transmitted via the email system.</p> <p>County computer equipment, files, user data, databases, programs or any other information on a County network represent County assets which can only be used for authorized County business. Use of County assets for personal gain or benefit is prohibited. Deleting, altering or sharing confidential, proprietary or other information upon termination of employment, either voluntary or involuntary, is prohibited and will be investigated and prosecuted to the fullest extent of the law...</p>	<p>Item 1 – All computer information is considered confidential unless you have received permission to use it. Accessing or attempting to access confidential data is strictly prohibited. Confidential information should only be used for its intended purpose. Using confidential information for anything other than its intended use is prohibited, without prior management approval.</p> <p>Item 2 – County data, databases, programs and other proprietary information represent County assets and can only be used for authorized County business. Use of County assets for personal gain or benefit is prohibited.</p> <p>Item 3 – All information on user computers is considered County property. Deleting, altering or sharing confidential, proprietary or any other information upon termination is prohibited and will be investigated and prosecuted to the fullest extent of the law.</p>

<p>General Policy – page 4 – ...Electronic communications should maintain the same standards of decorum, respect and professionalism used in the office environment...</p>	<p>Item 4 – The same standards of decorum, respect, and professionalism that guide us in the office environment, apply to computer communications with third parties. Important, confidential and proprietary information is stored on County computer systems. Accordingly, only County personnel are allowed access to the County’s computer systems, without written authorization. The County must approve computer data and other information received by or provided to third parties.</p>
<p>Software License Policy – page 7 – Collin County does not condone the illegal duplication of software or other copyrighted material. Per U.S. Copyright Law, illegal reproduction of software can be subject to civil damages of as much as \$100,000 per work copied and criminal penalties including fines and imprisonment. County employees who make, acquire, or use unauthorized copies of software will be subject to the above law.</p> <p>Collin County purchases or licenses the use of computer software from a variety of outside companies. Collin County does not own the copyright to this software or its related documentation and unless authorized by the software developer does not have the right to reproduce it for use on more than one computer. With regard to the use on local area networks or on multiple machines, employees shall use software only in accordance with the license agreement. Information Technology personnel shall install all computer software unless the employee is specifically authorized to do so by the Information Technology department.</p> <p>County software licenses shall not be used for personal use on non-county computer equipment.</p> <p>Software license purchased by employees or received from vendors for personal use is prohibited on Collin County equipment.</p> <p>The Collin County Information Technology Department is authorized to conduct random software license audits of its network and systems.</p>	<p>Item 5 – Collin County purchase or licenses the use of copies of computer software from a variety of outside companies. Collin County does not own the copyright to this software or its related documentation and, unless authorized by the software developer, does not have the right to reproduce it for use on more than one computer.</p> <p>Item 6 – With regard to the use on local area networks or on multiple machines, Collin County employees shall use software only in accordance with the license agreement.</p> <p>Item 7 – No County software license will be used for personal use on non-county computer equipment.</p> <p>Item 8 – Software license purchased or received by employees for personal use is prohibited on Collin County equipment.</p> <p>Item 9 – Collin County Information Services Department is authorized to conduct random software license audits throughout the County. Authorized Information Services personnel shall install all computer equipment.</p> <p>Item 10 – According to the U.S. Copyright Law, illegal reproduction of software can be subject to civil damages of as much as \$100,000 per work copied and criminal penalties including fines and imprisonment. County employees who make, acquire or use unauthorized copies of computer software shall be disciplined as appropriate under the circumstances. Collin County does not condone the illegal duplication of software.</p>

General Policy – page 3 –

m. Installing third party software, whether vendor supplied or personally owned, on county system without authorization from the Information Technology Department;

Item 11 –

Games and other types of “entertainment” software, vendor supplied or personal are prohibited on Collin County Microcomputer equipment.

Internet and Intranet Use Policy – Page 4 and 5 –

The Internet is to be used to further Collin County's mission, to provide effective service of the highest quality to the county's citizens and staff and to support other direct job-related purposes. Supervisors should work with employees to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet/Intranet access are county resources and are provided as business tools to employees who may use them for research, professional development, and work-related communications.

Collin County systems are allowed to access the Internet only through county approved and secured Internet accounts. Employees are strictly accountable for the content of their Internet messages and activity. Individuals shall in no way attempt to circumvent filters and other security measures restricting access to files, data or networks.

Brief and occasional personal use of the electronic mail system or the Internet is acceptable as long as it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense or harm to the county or otherwise violate this policy. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Electronic communication should not be used to solicit or sell products or services that are unrelated to county business or distract, intimidate, or harass coworkers or third parties or otherwise disrupt the workplace.

To minimize vulnerabilities on county computer systems, all downloaded Internet files will be scanned with virus detection software before being opened or viewed. Employees may not attempt to bypass or circumvent the County anti-virus program.

The Collin County website is a useful tool that provides a means for departments to communicate and provide services to the citizens of our county. Departments have the opportunity to establish and maintain a department webpage within the county web site. Departments are responsible for ensuring that the content will be reviewed, approved and published to the production web site by the Information Technology Department and/or the County Public Information Officer.

Item 12 –

Upon Commissioners' Court approval, Collin County employees will only be allowed to access the Internet through County approved and secured Internet accounts, i.e., .com, etc. Internet access provided by Collin County will be used only for conducting County business and material received over the Internet will be considered County property. County employees are strictly accountable for the content of their Internet messages. No personal Internet accounts will be used on County equipment (personal computers, modems, and phone lines).

General Policy – page 2 –

While the Collin County Information Technology Department desires to provide a reasonable level of privacy, users should be aware that the data they create on Collin County systems remains the property of Collin County and is subject to Open Records Requests and possible legal procedures. Due to the need to manage and protect the county's systems and network, Information Technology cannot guarantee the confidentiality of the information stored on any device used to access any county network. Additionally, all county data may be subject to Open Records Requests including any personal data that is stored on county systems. Use of personal mobile devices on a county network exposes that device to the same Open Records Requests.

Item 13 –

All information created, sent or received via the e-mail system, network, Internet, Intranet or Extranet is the property of Collin County. Employees should not have any expectation of privacy regarding such information. This includes all e-mail messages and all electronic files. Collin County reserves the right to, at any time and without notice, access, read and review, monitor and copy all messages and files on its computer system as it deems necessary. When it believes necessary, Collin County may disclose text or images to law enforcement or other third parties without the employee's consent.

It is the responsibility of the user of the e-mail system, with guidance and training from the Records management Officer and Information Technology staff, to manage e-mail messages as well as other electronic documents according to the county's retention policy and schedule. It is the responsibility of the sender of e-mail messages within the county's e-mail system and recipients of messages from outside the county to retain the messages for the approved retention period. Names of the sender, recipient, date/time of the message, as well as any attachments must be retained with the message. Except for listserv mailing services, distribution lists must be able to identify the sender and recipients(s) of the message.

<p>General Policy – page 3 – Collin County maintains email records on the County Email Server for a period of 6 (six) months prior to deletion. It is the responsibility of the computer user, with guidance and training from the Records Management Officer and Information Technology staff, to manage e-mail messages and/or other electronic documents according to the county’s retention policy and schedule. It is the responsibility of the sender of e-mail messages within the county’s e-mail system and recipients of messages from outside the county to retain the messages for the approved retention period. Names of the sender, recipient, date/time of the message, as well as any attachments must be retained with the message.</p> <p>General Policy – page 3 – Expanded list of restrictions and expanded scope to any computer, tablet or network access</p>	<p>Item 14 – Employees may not use Collin County’s e-mail system network or Internet/Intranet access for any of the following:</p> <ul style="list-style-type: none"> a. Downloading of any software without the prior written approval of Collin County’s Information Services Department. b. Dissemination or printing of copyrighted materials, including articles and software, in violation of copyright laws. c. Operating a business, usurping business opportunities, or soliciting money for personal gain, or searching for jobs outside of Collin County. d. Offensive or harassing statements or language, including disparagement of others based on their race, color, religion, national origin, veteran status, ancestry, disability, age, sex, or sexual orientation. e. Sending or soliciting sexually oriented messages or images. f. Visiting sites featuring pornography, terrorism, espionage, theft or drugs. g. Gambling or engaging in any other activity in violation of local, state or federal law. h. Unethical activities or content, or activities or content that could damage Collin County’s professional reputation. i. <i>Exceptions to the above conditions will apply to the departments that require full access to the Internet for job related reasons. A request to gain access to other Internet sites must be provided from the department head or elected official.</i>
<p>General Policy – page 3 – g. Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the county's networks, systems, or those of any other individual or entity;</p> <p>Internet and Intranet Use – page 5 – To minimize vulnerabilities on county computer systems, all downloaded Internet files will be scanned with virus detection software before being opened or viewed. Employees may not attempt to bypass or circumvent the County anti-virus program.</p>	<p>Item 15 – To minimize virus problems on County computer equipment, all downloaded files must be scanned with virus detection software before viewed or opened.</p>

<p>General Policy – page 4 –</p> <p>n. Removing any Collin County computer systems from county premises unless authorized by the Collin County Chief Information Officer, the employee’s Department Head or Elected Official and the proper paperwork is completed, with the exception of laptops or tablets issued to County employees expressly to provide mobility and ability to work outside normal operating hours.</p>	<p>Item 16 –</p> <p>Collin County computer equipment will not be removed off County premises unless authorized by the Collin County Information Services department head and the proper paperwork is completed, <i>with the exception of laptops that are issued to County employees to utilize outside the normal operating hours.</i></p>
<p>Internet and Intranet Use – page 5 –</p> <p>The Collin County website is a useful tool that provides a means for departments to communicate and provide services to the citizens of our county. Departments have the opportunity to establish and maintain a department webpage within the county web site. Departments are responsible for ensuring that the content will be reviewed, approved and published to the production web site by the Information Technology Department and/or the County Public Information Officer.</p>	<p>Item 17 –</p> <p>The Collin County web site is a useful tool that provides and additional means for departments to communicate with and provide services to the citizens of Collin County. Under the authority of the Collin County Commissioners’ Court and the Internet committee, all departments have the opportunity to establish and maintain a department web page within the County web site. Departments are responsible for ensuring that the content will be reviewed, approved and published to the production web site by the Information Services Department.</p>
<p>Express User Responsibilities – page 8 –</p> <p>Computer users are responsible for the appropriate use of county computers and for taking reasonable precautions to secure the information and equipment entrusted to them. Employees are responsible for reporting inappropriate use of county computers and breaches of computer security and assisting in resolving such matters.</p>	<p>Item 18 –</p> <p>Computer users are responsible for the appropriate use of County computers, and for taking reasonable precautions to secure the information and equipment entrusted to them. Employees are responsible for reporting inappropriate use of County computers, and breaches of computer security and assisting in resolving such matters.</p>