Policy #:	020	Effective:	01/17/2019	Page #:	1 of 8
Subject:	Title: Computer and Internet Use Policy				

1.0 PURPOSE

The purpose of this policy is to outline the acceptable use of computer equipment at Collin County. It is not the Information Technology Department's intent to impose restrictions contrary to Collin County's established culture of openness, trust and integrity nor unduly restrict performance of assigned job duties. The intent is to establish a framework for security and data integrity. Inappropriate computer use exposes Collin County to risks including virus attacks, compromise of network systems, service interruptions, and legal issues. This policy is in place to protect Collin County employees and the County.

2.0 SCOPE

This policy applies to employees, contractors, consultants, temporaries, and other workers at Collin County including all personnel affiliated with third parties and all computer related equipment owned or leased by Collin County.

3.0 POLICY

General Policy

1. It is the responsibility of the individual employee to read, understand, and abide by this and other policies created by the Information Technology department and approved by the Commissioner's Court.

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, is subject to Open Records Requests and possible legal procedures and, as such, use of Collin County systems constitutes a waiver of all rights to privacy. 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, as allowed under policy document 030 – Mobile Device Policy, may expose that device to the same Open Records Requests.

3. For security, compliance, and network maintenance purposes, authorized individuals within Collin County may monitor equipment, systems and network traffic at any time using either remote monitoring systems or manual data collection methods.

4. 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. Collin County permits brief and occasional personal use of county systems during normal business hours, subject to Department Head/Elected Official policy. Employees' assigned mobile computing assets, such as a laptop computer, tablet computer, or mobile phone, have use of those devices outside of normal business hours. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Employees must report lost or stolen computer equipment to the IT department by 5:00PM the next business day following awareness of the loss. The Collin County IT Service Desk may be reached at (972) 548-4540 or chhelpdesk@collincountytx.gov. If loss occurs after hours, follow the voice prompts to reach after-hours support. Reporting the loss is necessary to help maintain security within the county.

5. County computer equipment, files, user data, databases, programs or any other information on a County network are County assets, which are only for authorized County business. The use of County assets for personal gain or financial benefit is strictly prohibited. Deleting, altering or sharing confidential, proprietary or other information upon termination of employment, either voluntarily or involuntarily, is prohibited and will be prosecuted to the full extent of the law.

6. County users are to store data in the official system of record. Personnel who are unsure of their system(s) of record should contact their supervisor, department head or elected official for clarification on departmental policy. Collin County will maintain data stored on the county storage area network in departmental user data folders with a rolling 30 day backup window and that will be kept on the network for at least six (6) months after employment ends. After the six-month period, any data files belonging to inactive or terminated users may be subject to deletion from the storage system. Department heads and elected officials, as custodians of the records, are responsible for ensuring appropriate use of the systems of record, content of necessary data, and compliance with the county records retention policy. Systems outside of Collin County, like Dropbox or other external applications, are not part of the backup strategy. Furthermore, some systems, such as the "free" version of Dropbox, may not be secure and may put county data transmitted via those systems at risk.

7. Collin County maintains email records on the County Email Server for a period of 6 (six) months prior to deletion. Some Elected Officials and Department Heads have opted to participate in a four (4) year email archive. 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 mailbox owner to retain messages for their approved retention period. Names of the sender, recipient, date/time of the message, as well as any attachments may be subject to data retention requirements.

   Email accounts will be disabled upon an employee's termination from the county. In order to maintain operational continuity, Elected Officials and Department Heads may request re-activation of a disabled account and assign alternate personnel, or themselves, to view and respond to email messages sent to that terminated employee.

   Employees authorized to use the secure email encryption system are the custodians of those records and must carefully weigh the decision to encrypt those messages for valid business purposes and acknowledge that the IT department cannot retrieve those messages for open record requests and personnel issues.

8. COMPUTER SECURITY: Proper computer security habits and processes are the responsibility of each employee. Collin County employees will not be granted administrator level access to their local computer system without explicit permission approved by the County CIO. Employees are not to share any user accounts, passwords or other user validation criteria with other employees or provide that information to entities outside of the county. County users must closely guard computer accounts and passwords and must not write them down or post them on, or near, the computer or transmit passwords via the email system.

   County employees will be required to pass an online cyber-security training, coordinated by the IT security team, prior to receiving network user access. Yearly renewals may be required in order to retain access to the county network.

   The Collin County Security Awareness Policy is at MyCC → Policies & Procedures → Policy → Security Awareness Policy.

   The Collin County Desktop Password Policy is at MyCC → Policies & Procedures → Policy → Desktop Password Policy.

9. INTERNET, INTRANET, AND EXTRANET: Internet, Intranet, and Extranet access is a tool 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. Employees are accountable for their online content subject to County IT and their departmental policies. Collin County IT can access

online browsing history based on Individuals shall in no way attempt to circumvent filters and other security measures restricting access to files, data or networks.

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. Content must be reviewed, approved and published only by the County Public Information Officer and/or Information Technology Department.

10. SOCIAL MEDIA: The County Public Information Officer has responsibility to act as the official County spokesperson. This includes the county web presence and social media communications. The Public Information Officer will maintain official county social media outlets and accounts with assistance from the Information Technology department.

    While the county cannot dictate what employees, as private citizens, post on social media sites, the county does encourage employees to consider the potential impact their words, positions and postings may have as public servants and encourage all employees to act with decorum and restraint. Employees are cautioned that social media postings sometimes may take on a life of their own and persist in some form much longer than anticipated or desired.

11. PERSONAL ELECTRONIC EQUIPMENT: Without the express written consent of the County Chief Information Officer, employees may not connect personal computer equipment to the Collin County network. As a convenience to county employees, a secured wireless network, “wifiCCmobile”, is available as defined by policy document: 030 – Mobile Device Policy.

    The Collin County Mobile Device Policy is at MyCC → Policies & Procedures → Policy → Mobile Device Policy.

    Securing your device should include password and virus protection on the device, as well as physically securing your device in public access areas. Please note, if you use your personal system, in part or in whole, for County business then it is subject to Open Records Requests just as any other computer device connected to the County network.

12. SOFTWARE LICENSES: 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 any unauthorized copies of software are subject to the Copyright Law.

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 does not have the right to reproduce it for use on more than one computer. No software shall be installed on any county owned device without authorization of the Information Technology department. Information Technology personnel shall install all computer software unless the employee is specifically authorized to do so by the Information Technology department.

A software license purchased by an employee or received from a vendors for personal use cannot be installed on, and is prohibited from use on, Collin County equipment unless authorized by Information Technology.

13. GRANT FUNDED AND DONATED COMPUTER EQUIPMENT: Donated and grant supplied computer equipment may be incorporated into the county's technical infrastructure provided the equipment has followed the proper Collin County Commissioner's Court acceptance process as defined in the capitalization and/or grant policies. The Information Technology department will work with the departments to install and configure properly accepted equipment on the county network.

    Collin County will only provide standard software licenses for the systems provided by the county. Donated and/or grant equipment may require additional software licenses in order to connect to county networks, servers and storage disks or to utilize standard business productivity software. The Information Technology department does not have additional budget dollars available to provide these licenses. Departments are encouraged to work with the Information Technology department to identify any required software licenses so that the department may request the appropriate funds at the time Commissioner's Court accepts the equipment. Failure to obtain the required software licenses may result in denial of equipment installation on the county network.

Unacceptable Use

Use of county computers, tablets, networks, and Internet access is a privilege and may be revoked at any time for unacceptable and/or inappropriate conduct carried out on such systems, including, but not limited to:

a. Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate county purposes;

b. Engaging in unlawful or malicious activities; personal business activities; excessive use of instant messaging, chat rooms or other social media sites; usurping County business opportunities; soliciting money for personal gain; political campaign activity; or searching for jobs outside Collin County;
c. Accessing networks, servers, drives, folders, or files to which the employee has not been granted access or authorization from someone with the right to make such a grant;
d. Making unauthorized copies of county data;
e. Destroying, deleting, erasing, or concealing county data, or otherwise making files or data unavailable or inaccessible to the county or to other authorized users of county systems;
f. Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way;
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;
h. Using offensive or harassing statements or language in violation of federal EEO legislation in either public or private messages;
i. Sending, receiving, soliciting or accessing pornographic materials, sexually oriented messages or images;
j. Causing congestion, disruption, disablement, alteration, or impairment of county networks or systems;
k. Failing to log off, lock or otherwise secure any secured controlled-access computer or other electronic data system to which you are assigned, if you leave such computer or system unattended;
l. Defeating or attempting to defeat security restrictions on county systems and applications;
m. Installing third party software, whether vendor supplied or personally owned, on county system(s) without authorization from the Information Technology Department;
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, with the proper documentation, ***with the exception of laptops, smart phones or tablets issued to County employees expressly to provide mobility and ability to work outside normal operating hours or from non-County locations.***
o. Dissemination or printing of copyrighted materials, including articles and software, in violation of copyright laws;
p. Making representations on social media sites, or by other electronic means, on behalf of the county.
q. Visiting sites featuring pornography, terrorism, espionage, theft, violence or drugs that are not directly related to the employee's job duties;
r. Gambling or engaging in any other activity in violation of local, state or federal law;

s. Unethical activities or content, or activities or content that could damage Collin County's professional reputation;
t. ***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 by the Department Head or Elected Official to the County Chief Information Officer.***

Electronic communications should maintain the same standards of decorum, respect and professionalism used in the office environment, as defined in the employee handbook.

4.0 DEFINITIONS

SYSTEM – A system of interconnected computers that share a central storage system and various peripheral devices such as printers, scanners, or other devices. Each computer connected to the system can operate independently, but has the ability to communicate with other external devices and computers.

NETWORK – Network refers to the communication pathway, equipment, and software that enables Collin County systems to communicate with one another and with the Internet.

MOBILITY DEVICE – A mobile and easily portable computer, tablet, phone device provided by the County to an employee to better facilitate fulfillment of the assigned job duties.

AUTHENTICATE – To verify your identity through a user identifier and password.

DOMAIN – A domain contains a group of computers accessed and administered with a common set of rules. Bonanza is the common name of the Collin County domain.

MAIL CLIENT – A locally installed software program used to access email and which may apply local rules created by the user to manage email messages.

5.0 REVISION HISTORY

Date	Revision #	Description of Change
11/11/2003	1.0	Initial creation - CDivers
06/01/2004	1.1	Revised - CDivers
05/26/2005	1.2	Revised – Dan Kennedy

09/01/2010	1.3	Revised – Security Team
12/28/2010	1.4	Revised – CDivers – Added "Release of Reliability" statement for all personal equipment. Added I Pad's to equipment list.
1/10/2013	1.5	GElliott – Rewrite of general policy, insertion/alignment with other policy positions
4/21/2014	1.6	GElliott – Inclusion of new password policy; Policy Document 003 - Desktop Password Policy
12/3/2014	1.7	GElliott – Added clause about network data retention and EO/DH responsibility to ensure data saved in the system of record
11/2/2015	1.8	GElliott – Added clause for privacy waiver
7/1/2017	1.9	GElliott – General revisions and wording changes
4/11/2018	2.0	GElliott – Modified content and layout based on reference documents available from NOREX
4/18/2018	2.0	GElliott – Incorporated feedback from Commissioner Thomas
8/21/2018	2.0	GElliott – IT management review
1/17/2019	2.1	GElliott – Added email assignment clause to item 7