



Technology Use

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1.0 POLICY

This policy covers the use of all technology resources belonging to the County of Lee. It includes, but is not limited to pagers, all computer systems of any size and function and their attached peripherals, phones, cellular phones, faxes, voice mail systems, e-mail systems, network resources and Internet resources. All technology resources, owned by the County of Lee, are in place to enable the County to provide its services in a timely and efficient manner. This is the primary function of these resources and any activity or action that interferes with this purpose is prohibited. Because technology systems are constantly evolving, the County of Lee requires its employees to use a common sense approach to the rules set forth below, complying not only to the letter, but also with the spirit of this policy. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

2.0 DEFINITIONS

- 2.1 E-mail:** The distribution of messages, documents, files, software or images by electronic means over a phone line or network connection. This includes internal e-mail, external e-mail and Internet e-mail.
- 2.2 Internet and the World Wide Web:** An interconnected system of networks that connects computers around the world via the TCP/IP protocol.
- 2.3 Intranet:** A privately maintained computer network that can be accessed only by authorized persons, especially members or employees of the organization that owns it.
- 2.4 Group Policy:** A collection of settings that define what a system will look like and how it will behave for a defined group of users.

3.0 PROCEDURE / RULE

- 3.1 Information Access and Ownership:** All technology resources and all information transmitted by, received from, or stored on the County of Lee systems are the property of the County of Lee and as such, are subject to inspection by County officials. The County reserves the right for business purposes to enter review and monitor the

information on all systems, including voice mail, electronic mail and information stored on computer systems or media, without advance notice. This might include investigating theft, unauthorized disclosure of confidential business or proprietary information, personal abuse of the system or monitoring workflow or productivity.

3.2 Sexually Explicit Material: Access of any sexually explicit material will not be tolerated. The display of any kind of sexually explicit image or document on any County system is a violation of our policy on harassment. In addition, sexually explicit material may not be archived, stored, distributed, edited or recorded using the County network or computing resources.

3.3 Transmission of Confidential Information: Any time information is transmitted through electronic media, there is the possibility that it could be intercepted. Therefore, no confidential County of Lee information may be transmitted electronically without the prior approval of the County Manager. If the employee is uncertain whether the information is confidential, err on the side of caution and obtain approval before transmitting.

If the County of Lee determines that an employee has used technology resources in a manner that violates this policy or other County policies, the County will take appropriate disciplinary action up to and including dismissal.

3.4 Personal Use: Personal use of a County owned technology resource by County employees is allowed with the following restrictions:

- A.** Employee should be aware that personal use of a County owned technology resource is still subject to all the rules in this policy including inspection and monitoring.
- B.** There must be no cost to the County.
- C.** Use must be conducted on employee's own time. However, personal telephone calls on non-cellular phones or personal e-mail on an occasional basis may be permitted providing that they do not interfere with a County employee's obligation to carry out County duties in a timely and effective manner. Lee County employees shall not use Lee County technology resources for political purposes, to conduct private commercial transactions, to engage in private business activities, or for unlawful or prohibited activities as defined by federal, State, and local laws or regulations.
- D.** Use must not interfere with other employees performing their jobs or undermine the use of County resources for official purpose.
- E.** Some technology resources such as cellular phones are billed from the first minute of use (both local and long distance) and are not allowed to be used for

personal use except in an emergency. In the event of emergency use, the employee is expected to reimburse any charges to the County.

- F. Individuals who are not employees of the County of Lee (including an employee's family or friends) are not allowed to use the County's technology resources.

Personal use of County resources by an employee neither expresses nor implies sponsorship or endorsement by the County of Lee.

- 3.5 **Security:** Each employee is responsible for all actions taken while using his/her user profile, password or access code. Therefore, these are not allowed to be shared with anyone else (including other employees of the County of Lee – other than supervisors, with consent of the County Manager, and IT employees), at any time. They must not be written down and stored, posted anywhere, programmed into a macro or stored on the computer system in an encrypted form.

All PCs, laptops and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 20 minutes or less, or by logging-off (control-alt-delete for Win2K/XP users) when the host will be unattended.

Postings by employees from a Lee County email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Lee County, unless posting is in the course of business duties.

Except as provided elsewhere in this policy, the examination, modification, copying or deletion of files and/or data belonging to other employees without their prior consent is prohibited.

All hosts used by the employee that are connected to the Lee County Internet/Intranet/Extranet, whether owned by the employee or Lee County, shall be continually executing approved virus-scanning software with a current virus database. Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code. This is to prevent viruses from infecting the County's entire network. Each individual employee is responsible for the prevention of the spread of viruses. The Internet provides easy access to software distributed by companies on a trial basis. The free access does not indicate that the software is free or that it may be distributed freely. Applicable software copyright laws must be followed. In addition, software may not be loaded onto any County of Lee computer system, through any of the above methods, without prior approval of the County of Lee IT Department. This includes shareware, freeware, personal software or Internet distributed programs. Many of the above security policies will be automatically enabled as part of the Lee County "group policy" settings that will be enacted on LAN connected systems. However, any systems not

included in this group policy are not void of compliance to the aforementioned security measures.

3.6 Appropriate Use: At all times when an employee is using County of Lee technology resources, he or she is representing the County. Use the same good judgment in all resource use that you would use in written correspondence or in determining appropriate conduct.

A. While in the performance of work-related functions, while on the job or while using publicly owned or publicly provided technology resources, County of Lee employees are expected to use them responsibly and professionally. They shall make no intentional use of these resources in an illegal, malicious, inappropriate or obscene manner. Inappropriate use exposes Lee County to risks including virus attacks, compromise of network systems and services, and legal issues. Data transmissions from Lee County's network to/from the Internet are subject to screening and review by approved personnel. While Lee County's network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of Lee County. Because of the need to protect Lee County's network, management cannot guarantee the confidentiality of information stored on any network device belonging to Lee County.

B. While sending or forwarding e-mail, either internally or externally, all employees shall identify themselves clearly and accurately. Anonymous or pseudonymous posting is expressly forbidden.

County of Lee employees have a responsibility to make sure that all public information disseminated via the Internet is accurate. Employees shall provide, in association with such information, its source and the date at which it was current and an electronic mail address allowing the recipient to contact the staff responsible for making the information available in its current form.

4.0 E-Mail As Public Records: The North Carolina Public Records Law declares that all records and information, regardless of physical form, made or received by county government employees in connection with the transaction of public business are public records which may be inspected and copied by any person for any reason. E-mail messages sent and received by Lee County employees in connection with the transaction of County business are, therefore, public records and their retention, disclosure, and disposition will be governed by the Public Records Law and the Lee County Records Retention and Disposition Schedules, as approved by the Department of Cultural Resources.

- A.** The Lee County Information Technology Department will cause to be automatically affixed to each e-mail message sent through the county e-mail system a statement notifying the recipient(s) that the message is subject to the Public Records Law and may be disclosed to third parties.
- B.** The Lee County Information Technology Department will utilize an e-mail message archive appliance that will capture immediately and store all e-mail messages sent or received through the Lee County e-mail system. The appliance also shall provide indexing and searching capability to allow Lee County to fully and accurately respond to requests made under the Public Records Law for e-mail messages and other responses as may be required by law. All e-mails will be stored on the appliance or other storage media for at least ten years.
- C.** Lee County employees are strongly discouraged from using personal e-mail accounts to conduct official Lee County business. If a personal e-mail account is used to conduct Lee County business, employees are required to forward copies of all such e-mail messages, both those sent and those received, to their Lee County e-mail account or to the official custodian of the records. Employees who do not have a Lee County e-mail account shall print out such e-mail messages and retain them in accordance with the Public Records Law and the Lee County Records Retention and Disposition Schedules or promptly forward copies to the official custodian of the records. When an employee is uncertain about whether an e-mail message concerns the transaction of County business, a copy shall be forwarded to the employee's County e-mail account or provided to the records custodian and the employee shall promptly consult with the County Attorney about whether the e-mail message must be retained.
- D.** Lee County employees shall not use Instant Messaging (IM), Short Messaging Services (SMS), mobile e-mail devices (such as BlackBerry, iPhone, or DROID) or other alternate messaging technologies to conduct Lee County business unless approval has been obtained in advance from the Director of the Lee County Information Technology Department. Employees approved to use an alternate messaging technology shall retain e-mail messages concerning the transaction of County business in compliance with this policy, the Public Records Law and the Lee County Records Retention and Disposition Schedules and also employ such security measures as may be directed by the Director of the Lee County Information Technology Department. These security restrictions shall include, but not be limited to, activating the audit log on the alternate technology.

5.0 APPENDIX / APPENDICES

None.