

Information Technology Policy



YADKIN COUNTY
NORTH CAROLINA

**Adopted By:
The County of Yadkin Board of Commissioners March 19, 2018**



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County of Yadkin
Information Technology Policy
Yadkin County, North Carolina
Adopted March 19, 2018



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Article I: Definitions

This list of definitions is how the term relates to this document.

VoIP

Voice over IP telephone, the county desktop telephone system.

Cell Phone

Basic portable cellular telephone.

Smart Phone

Portable cellular telephone that can access the Internet.

Landline

Desktop telephone, not portable.

Pager

A digital device that signals the user when a message is received, this device only receives.

Email

Messages distributed by electronic means from one computer user to one or more recipients via a network.

Network Resources

Shared resources, also known as network resources, refer to computer data, information, or hardware devices that can be easily accessed from a remote computer through a local area network (LAN) or enterprise intranet.

Internet Resources

In general, Web pages and documents on the Internet that provide useful information. While an online resource is typically data and educational in nature, any support software available online can also be considered a resource.

Electronic Communication System(s)

Any system used to convey information electronically from one person to another.



Article II: Scope of Policy

This policy covers the use of all technology resources owned, leased, used, managed or operated by the County of Yadkin. It includes, but is not limited to pagers, computer software, all computer systems of any size and function and their attached peripherals, landline telephones, cellular telephones, faxes, voice mail systems, electronic messaging systems (i.e., email), network resources, and Internet resources.

This policy applies to any user of County technology resources and applies at all times and all places, whether the user is on or off the job site.

This policy also covers the creation and use of personal web pages or sites on any electronic communications device where individuals are allowed to express themselves and seek communication with other individuals for personal relationships, friendships, or just pen pal correspondences.

All County technology resources are the property of the County and are provided to enable employees and officials to provide services in a timely, efficient and effective manner. Any activity, use, or action that is inconsistent with this Policy is prohibited. Because technology systems are constantly evolving, the County of Yadkin requires all employees to use a common sense approach to the rules set forth in this policy, complying with not only the letter but also the intent of this policy.

This Policy delineates acceptable uses of County technology resources and specifies certain prohibited uses. It also serves as notice to employees and officials that there is no expectation of personal privacy in the use of County technology resources. This Policy is intended to illustrate the range of acceptable, unacceptable and prohibited uses of County technology resources and is not exhaustive.

This policy is intended for internal use by all County employees defined as full-time, part-time and temporary. Failure to adhere to this policy places the employee at risk for legal liabilities, potential embarrassment and disciplinary action up to and including dismissal.

This is an enforceable policy in accordance with article 2, section 6 of the Yadkin County personnel policy.



Article III: Department Directors

Section 1: Policy Administration

Each Department Director shall administer this policy and ensure that it is fully implemented. It shall also be the responsibility of each Department Director to ensure his or her department abides by the requirements and guidelines set forth in this document.

Section 2: New Hire or Separation Notification

Each Department Director shall designate the responsibility of “new hire or separation notification” utilizing the appropriate method as determined by County management. This will include notification to several departments as they apply to the employee.

Immediately upon separation, suspension or termination of an employee, access to all technology systems shall be suspended and access to the employee’s email and job specific files will be given to another employee designated by the Department Director (or designee).

Article IV: Expectation of Privacy

Section 1: Privacy

Technology users shall have no expectation of privacy in anything they create, store, send or receive using the County’s computer equipment. Supervisors, Department Directors, IT Director and the County Manager have the authority to inspect and access the contents of any equipment, files or email, for reasons to include but not limited to a network slowdown; system hardware or software problems; reasonable suspicion of a crime or violation of policy or breach of security; the need to perform work or provide a service when an employee is not available; and general system failure.

Section 2: Monitoring

The County has the right to monitor and log any and all aspects of its computer system and equipment including but not limited to Internet sites visited by users, file downloads and all communications sent and received by users in any form. All communication system users acknowledge that the County may, at its discretion, inspect, use, audit, or disclose any electronic communications and/or data without notice to the employee.

Employees must also be aware that the County may utilize monitoring software (including key logger software if deemed appropriate for the situation) that make it possible to identify and block access to Internet sites that it deems inappropriate in the workplace in order to administer this policy.

Article V: Technology and Public Records

Section 1: Public Records

All employees should be aware that all electronic communication is a public record like any other public document in accordance with North Carolina Public Records Laws (NCGS 132).

Any employee that needs clarification about North Carolina Public Records Laws should contact their supervisor, Department Head, or the Technology Department for assistance.

Any employee that needs assistance creating an archive plan should contact the Technology Department.

Electronic Communications is as defined below, but not limited to:

1. Email
2. Text messages
3. Chat messages
4. Social media applications
5. Instant Messaging

Therefore, any communications created or received on the County system are to be assumed to be public documents and thus may be subject to legal requests for public disclosure, including what users may incorrectly think of as personal and private.

Even your personal cellphone if you conduct County Business with it.

Example: If you exchange text messages with someone and the content of that message is County Business, then you are responsible for maintaining an archive of those messages per North Carolina Public Records Laws.

Employees are the custodian of their own public records.

Any employee receiving a public records request should immediately notify their Department Head & the County Manager.

As the physical custodian of the emails you make and receive using your government-issued or personal devices, you have an obligation to retain them (when retention is required) and to provide access to them in response to public records requests.

If you have emails that are the subject of a records request, you have a legal responsibility to provide access to them under the public records law (unless an exception applies).

This is the case even if they reside on your personal device or in your personal email account.

And this is the case even if they are “short term” records that could have been discarded. If they still exist at the time of the request, you must provide them.



Section 2: TEXT MESSAGING

Yadkin County Technology Department strongly discourages conducting County Business via text messages due to the complexity of archiving them. Any text message in which the content in any way conducts County Business is a public record and is required to be archived. It does not matter if it's a personal or county owned device, it's the content of the message that determines whether or not it is a public record.

Detailed public record information may be reviewed at the North Carolina Office of Archives and History website.

Article VI: Copyright Protection

Employees should respect the legal protection provided by copyright and licensing of programs and data when using electronic communications.

Article VII: Technology Standards

1. Connections to the county network may be made only with permission of the Technology Department.
2. The IT Department will establish and set forth standards for all hardware, software, networking, and other support systems associated with information technology. Departments procuring equipment, software, or other services must consult with and insure that these standards are met.
3. The IT Department will neither support nor maintain equipment, software, or the network connectivity of equipment or systems procured by other departments that fail to meet established standards.
4. No modification to hardware or software on desktop computing units is to be permitted without the expressed knowledge and consent of the IT Department. Users must consult with the IT Department prior to changing or modifying any file configurations.
5. Software and other applications are not to be loaded without the expressed knowledge and consent of the IT Department. All user procured software must be lawfully acquired and used in a manner consistent with governing copyright law. The use of software in an unlawful manner will subject the user to disciplinary action and possible criminal penalties.
6. Attempting to access and/or use another person's password is prohibited.
7. Computer resources are not unlimited. Network bandwidth and storage capacity have finite limits and all users have a responsibility to conserve these resources. As such, the user must not deliberately perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to: configuration of a web browser's home or default page to allow online continuous flow of information, such as stock quotes, photographs, or sports scores; participation in

Internet or browser-based chat rooms or news groups; sending or forwarding chain letters; downloading Internet-based computer games; uploading or downloading large files; accessing streaming audio and/or video files; creating unnecessary loads on the County's system associated with non-business-related uses of the Internet and spending excessive amounts of time on the Internet for any purpose whether business or otherwise.

Article VIII: Internet/Computers

The Internet is a resource granted to employees and employees are encouraged to use the Internet to its fullest potential in order to provide effective County services of the highest quality and to discover innovative and creative ways to use resources as well as to enhance staff development.

At all times when an employee is using County of Yadkin technology or technology resources, he or she is representing the County. The same good judgment should be applied in all resource use as in written correspondence, verbal discourse or in determining appropriate conduct. While in the performance of work-related functions, while on the job, or while using publicly-owned or publicly-provided technology resources, County employees are expected to use them responsibly and professionally in accordance with the following guidelines.

1. Respect the privacy of other users. Do not intentionally seek information on, obtain copies of, or modify files, data, or passwords belonging to other users without obtaining explicit permission to do so.
2. Employee users are responsible for safeguarding their own computer access and are directly accountable for all activity connected to their user ID.
3. Each employee is responsible for maintaining the security and integrity of data and equipment with which he or she has been entrusted.
4. Passwords should be kept confidential and not shared with coworkers. Passwords should be memorized and not be written down where they may be found.
5. Passwords shall be changed at any time a user believes his or her password has been compromised and affected management notified.
6. Any file, program or document received on any media, through the Internet or through file transfer must be checked for viruses immediately to prevent an infection of an individual computer or an entire network. Be cautious when receiving an unexpected email message containing an attachment. Do not open email if you have any doubt about the type of file, content or sender.
7. All media should be stored in protective cases in a secure location when not in use. Media should be kept away from all heat sources, direct sunlight any sources of extreme cold, and all liquids.
8. Never touch the magnetic surfaces of storage media or protective sliding shields. Never place any clip on any storage media – if media must be attached to a document, place the media in an envelope and attach the envelope.
9. Keep all media away from magnets or equipment that may produce magnetic fields such as magnetic paper clip holders, speakers, electric pencil sharpeners, etc.
10. Employee users shall disclose to their Department Directors any suspected or confirmed unauthorized use or misuse of technology resources.

11. No privately-owned computer systems, laptop computers or peripherals may be added to the County system without prior authorization from the Department Director.
12. Employee users must logoff all computer systems at the end of each work day.

Article IX: Telephones/Cellular Phones/Mobile Devices

Section 1: Perception

The telephone systems (landlines and cellular phones) are a primary source for accomplishing the County's business. Providing service to internal and external customers is always a priority.

Remember that public perception is extremely important, and when using landline or cellular telephone systems employees must abide by the County's policy on sexual harassment and use common sense, professionalism, propriety, ethical behavior, confidentiality, and everyday courtesy.

Section 2: Personal Use

Personal use should be limited and long distance calls on landlines are prohibited. Personal use is deemed excessive use when it prevents an employee from managing customer inquiries, complaints and requests for service in a timely manner or if it interferes with the employee's ability to accomplish his or her responsibilities.

Section 3: General Telephone Rules

The use of cellular phones while driving County vehicles is potentially hazardous and is discouraged, especially when driving conditions are poor or traffic is heavy.

1. Only necessary calls should be made or received while driving and the calls should be kept brief.
2. If an employee must place a call while driving, it is advised that he or she pull off the road and park.
3. To minimize the risk of accidents, County employees should not use **personal** cellular telephones while operating County vehicles and the use of **County** cell phones should be kept to a minimum.
4. Get to know your cell phone's features such as speed-dial and redial. Always use hands-free devices, such as ear/mike accessory, speaker phone and/or phone cradle (accessories will be provided for county owned phones only. It is the responsibility of the employee to provide accessories for personal cell phones).
5. In all cases, adherence to current laws regarding cell phone use and distracted driving will prevail.

Section 4: Voice Mail

Telephone voice mail messages on both systems should be checked regularly and all calls should be returned promptly. Voice mail, like email, has storage limits. Contact the Technology Department for assistance in alternate methods of storing audio messages.

Section 5: Cellular Data Usage

Smart Phones and Air Cards are associated with a data plan from the provider. The available data on these devices is limited and should not be used for personal use. Employees should not connect their personal device to any Hotspot or Air card without permission from the Technology Department.

Article X: Printers/Copiers/Fax Machines

Section 1: Personal Use

Photocopy machines, printers and facsimile machines shall be used for the transaction of County Business only. Any personal use must be pre-approved by the Department Director and reimbursement for personal use should be arranged prior to use. Reimbursement rates are established in the County Fee Schedule.

Section 2: Copyright Protection

Unauthorized copying of copyrighted material is strictly prohibited.

Section 3: Central Network Printing

The County uses network printers/copiers/fax machines for efficiency through a contractual arrangement. Desktop printers and scanners are not allowed without approval by the IT Director and the County Manager.

Section 4: Equipment Care

Equipment should be treated with care and respect. Employees should not sit or lean on machines, or have food and drink around any County equipment or peripherals that could cause damage or destruction.

Article XI: Personal Use of Technology Resources

Section 1: Proper Use

Use of County technology resources for operating a personal business or soliciting of any kind is prohibited. This includes any private or personal for-profit activities (i.e. consulting for pay). Furthermore, no employee shall use County resources to engage in commercial advertising, political, civic or religious causes or activities, solicitation or fund-raising.

Use of the County communications systems by employees for personal use must be restricted to occasional use that does not interfere with the conducting of County Business. Personal use should be limited to personal time (meal time, before or after work) and personal use of the Internet and email should be minimal.

Email must not be used to advertise, notify or announce any personal item for sale or to give away.

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

Personal use of personal cellular phones and personal email accounts while working is only allowable in cases where there is no alternative form of communication and the need for personal use is immediate and compelling. If personal email accounts are accessed through County-owned equipment, they are subject to the requirements of this policy.

Section 2: Cost

Personal use of any County technology resources must be at no cost to the County.

Section 3: Interference

Personal use must not interfere with other employees performing their jobs, undermine the use of the County's resources for official purposes nor violate any policies, provisions, guidelines or standards of the County.

Article XII: Personal Web Pages and Internet Sites

County employees are also citizens and as such, employees are protected by the First Amendment right to free speech. However, the Pickering Test as established in *Pickering v. Board of Education* 391 U.S. 563 (1968) will be utilized to determine if the First Amendment protection applies. Employees should use discretion when posting information on their personal social networks and should not make any posts on their personal accounts utilizing County owned property.

Section 1: Reference to the County

Employees who have personal web pages or other types of Internet postings that promote and allow individuals to express themselves and seek communication with other individuals for personal relationships, friendships or just pen pal correspondences (such as YouTube, My Space, Facebook, Hall Pass, etc.) which can be accessed by the public shall use appropriate discretion in their use of references to the County of Yadkin and not discredit themselves or the County.

Unless approval has been received in writing by his or her Department Director, an employee shall not identify themselves directly or indirectly as an employee of the County of Yadkin nor have photographs or other depictions of the County of Yadkin buildings, vehicles, uniforms, emblems, or the County seal on personal web pages or internet sites (excludes professional sites, such as Linked In). An employee wishing to use any such references, photographs and/or depictions shall:

- 1) Submit a request in writing to their Department Director;
- 2) describe the proposed reference to the County and its purpose;

3) Provide any verbiage, graphic, photograph, artwork, etc. to be used.

Employees may not post any sexual, violent, racial, ethnically derogatory material, comments, pictures, artwork, video, or any other reference along with any County-approved reference.

Employees should consider the possible adverse consequences of internet postings, such as future employment and public or private embarrassment.

Changes made to a previously approved web page, site or posting must be submitted for re-approval through the same approval process as described above.

Article XIII: System Security

Section 1: Responsibility

While the Technology Department is tasked with the security of the county's technology resources, it is the responsibility of all users to maintain and protect the security of the County's technological infrastructure.

Section 2: Lock Workstations

Any unattended computer must be locked! Under no circumstances should any computer be left in the unlocked state while the user is not at their work station.

Section 3: General

Users may not change, copy, delete, read, or otherwise access files or software without permission of the custodian of the files or the IT Department.

Users may not bypass accounting or security mechanisms to circumvent data protection schemes.

Users are not permitted to modify any software without the permission of the IT Department.

Every user will endeavor to protect user IDs, passwords, and system access information.

Employees are not permitted to convey passwords to anyone or group inside or outside of the County without the expressed approval of the IT Department.

Users are only permitted to access systems and files established for their use and approved by the IT Department. Attempts to access other user files, the server, or the network operating systems not approved by the IT Department will subject the user to disciplinary action.

Section 4: Violations



All users and employees are to report immediately to the IT Department any observed or suspected violation or risk to system security. In connection with inquiries into possible abuses, the County reserves the right to examine files, programs, passwords, accounting information, printouts, or other computing material without notice.

Section 5: Physical Security

All employees with mobile devices (ex: laptops, phones, air cards) are responsible for their physical security. The devices should be in a secured environment.

Mobile Devices should never be exposed to extreme temperatures. Never leave a device in a vehicle during extreme heat or cold.

Section 6: User Accounts

All full time employees will have a user account created for them. Part time employees will only have a user account if deemed necessary by their Department Head and approved by the Technology Department. All public safety employees, full time and part time, shall have a user account.

Users are to have valid, authorized accounts and may only use those computer resources, which are specifically authorized. Users may only use their account in accordance with its authorized purpose.

Users are responsible for safeguarding their personal account.

Users are not to let another person use their account unless authorized by the IT Department for a specific purpose.

Section 7: Passwords

All passwords shall consist of no less than 8 characters and must contain 3 of the 4 criteria listed.

- Upper Case
- Lower Case
- Numbers
- Special Characters

Passwords must be changed every 90 days.

The password policy is subject to change dependent upon the security environment.

Article XIV: Email



Email accounts are provided for all full time employees for conducting County Business. Email for part time employees will be determined by their Department Head and approved by the Technology Department.

All public safety employees, full and part time shall have a county email account.

Article XV: Virus Protection

Every computer user is to remain vigilant and alert to the possible transmittal and infection of a computer virus.

Appropriate anti-viral software will be maintained by the IT Department and loaded on every PC or workstation connected to the network. Stand-alone units capable of remote access to the network are to be loaded with the same antiviral software application.

Upon detecting any virus, users are to cease activity immediately and to report same to the IT Department. IT Department personnel will assess the situation and will either lead or direct the effort to clear the virus.

Article XVI: Network Connectivity

Direct connection to the local area network (LAN) and remote access to the LAN will be provided as determined appropriate and deemed economically feasible.

NOTE: Any remote access will need Department Head and the IT Director approval.

Article XVII: Network File Service

As deemed appropriate, network drives are created for computer users to provide for the security, integrity, accessibility, and sharing of one's files and data. It is recommended that "mission critical" files be stored to a network drive.

Any personal files are prohibited from being stored on any County owned drive or equipment. Any obvious personal files are subject to deletion without notice. (Ex: music, pictures, etc.)

Article XVIII: Employees of the Sheriff and Register of Deeds

The Sheriff of Yadkin County and the Register of Deeds of Yadkin County respectively consent to the employees of the Sheriff of Yadkin County and Register of Deeds of Yadkin County signing and being subject to and abiding by the terms and conditions of the Yadkin County Information Technology Policy as a condition of initial and continued employment with the Sheriff of Yadkin County and Register of Deeds of Yadkin County; however, notwithstanding, the Sheriff of Yadkin County and Register of Deeds of Yadkin County shall retain the exclusive right to hire, discharge and supervise the respective employees of their offices, as described in

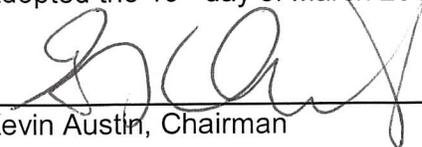
County of Yadkin
Information Technology Policy
Yadkin County, North Carolina
Proposed March 19, 2018



North Carolina General Statutes 153A-103. These employees may be subject to departmental specific personnel policies.

Adopted by Yadkin County Board of Commissioners

Adopted the 19th day of March 2018.



Kevin Austin, Chairman

3-19-18
Date



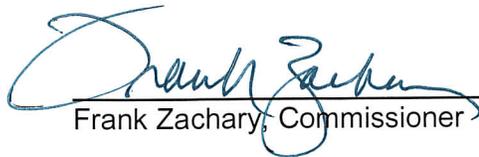
David Moxley, Vice-Chairman

03-19-2018
Date



Gilbert Hemric, Commissioner

3-19-18
Date



Frank Zachary, Commissioner

03-19-2018
Date



Marion Welborn, Commissioner

03-19-18
Date



County of Yadkin Information Technology Policy Acknowledgement Form

I, _____, have read the *County of Yadkin Information Technology Policy* and agree to comply with all of its terms and conditions. I understand and agree that all of the technology resources, including but not limited to, Computers, Telephones Systems, Network Infrastructure, Electronic Mail [“E-mail”] Addresses and services, Software, Registered Domain Names as well as Internet Addresses and access, is the property of the County of Yadkin and all usage must be conducted in a **professional manner and County Business per the Information Technology policy only.**

I acknowledge the County of Yadkin reserves the right to monitor, log, access, and review all activity, without notice, and, therefore, I have **no expectation of privacy** in the use of these resources. I understand that such monitoring may include printing and reading all electronic mail and data stored or transmitted to or from the County’s technology resources and any information saved to their computer or the network

Finally, I understand that violation of this Policy may subject me to discipline, up to and including, termination of employment and criminal prosecution.

Employee Name

Date

Employee Signature

Department