

## 800 TECHNOLOGY

### 801 - ELECTRONIC COMMUNICATIONS

The County provides a variety of technological resources to its employees to improve public service and maximize efficiency. The purpose of this policy is to advise users regarding the use of information technology resources and the information that is created, transmitted, received, or stored on these resources. Information technology resources include, but are not limited to, desktop and laptop computers, the local and wide area networks, application software, data, electronic mail, Internet access, printers, fax machines, voice mail, cellular phones and telephones.

All employees who have access to information technology resources are required to read and comply with the County policy. Failure to do so may result in 1) revocation of access to information technology resources and/or 2) disciplinary action ranging from a reprimand to immediate discharge.

#### General Use

Information technology resources are the property of Sheboygan County and should be used for valid County business in an effort to improve public service and efficiency. Use of any of these resources should be treated like use of the telephone. Although occasional and limited personal use is acceptable, particularly in the case of emergencies, employees may **not** use any County information technology resources in any way that:

- interferes with employee work performance;
- denigrates the credibility or reputation of the County;
- interferes with County contractual relationships;
- disrupts service to the public;
- adversely impacts network performance;
- relates to political causes not related to County business; or
- is intended for personal monetary gain.

The County reserve the right to monitor Internet use, email, and other information stored on County computing resources to ensure that public resources are not being misused and to ensure that the information systems are operating as efficiently as possible.

Employees should not expect privacy with respect to information stored on County information technology resources. The County has the right and the ability to access all computer files and mobile devices, including and not limited to email messages, Internet activity, and voice mail files, without prior notification. The County may scan messages for the presence of viruses or to maintain system integrity. Supervisors, managers and department heads may access an employee's computer files, mobile devices, email messages, Internet activity or voice mail files if approved by the Human Resources Director and there is a business need.

Employees who leave employment, whether voluntarily or involuntarily, have no rights to the contents of their computer files, mobile devices, voice mail messages, or email messages and are not allowed access to the voice mail or email system.

### **Access and Passwords**

Access is granted to individual users to secure information and maintain accountability. Passwords, codes, and user names are the means by which individual access is granted and security is maintained. The use of passwords and codes to gain access to another employee's files is prohibited. To preserve security, users shall:

- limit computer and network access to properly authorized individuals;
- verify that any individual doing computer maintenance is authorized to do so;
- protect passwords and change them every 120 days;
- use passwords that contain a minimum of 8 mixed characters (upper and lowercase letters; numbers);
- avoid using passwords that contain names of persons, places or things that are closely identified with the user;
- refrain from sharing passwords or posting them in public view;
- change passwords if they become known to others;
- refrain from using another employee's sign-on;
- use the "Ctrl/Alt/Delete" keys to lock their screen when away from their desk; and
- sign off or log off when the PC or terminal is not in use.

Unauthorized access will be recorded and investigated. Any suspected misuse should be reported to a supervisor.

### **Software**

A standard suite of software is provided on all County computers to facilitate efficient support and compliance with copyright laws and license agreements. Only licensed and approved software will be supported. The installation and use of personal software, including screen savers and email backgrounds, on County computers is prohibited unless specifically authorized by the Information Technology Department.

### **Data**

Data is critical for effective decision-making and conducting business in a timely and effective manner. Electronically stored data and information, including email, is an asset of the County. Employees should strive to protect the integrity, accuracy, and confidentiality of data, as well as protect data from unauthorized access, use or destruction. Users of information technology resources should follow these data management practices:

- Refrain from accessing and using data and information in unauthorized ways.

- Handle copyrighted and licensed data and information appropriately.
- Refrain from storing confidential or sensitive data (including but not limited to health information, personally identifiable information and credit card numbers) on mobile devices (laptops, tablets, phones, iPads).
- Develop and maintain data according to established County standards.
- Follow procedures for dissemination of data.
- Store data on the network (S or H drive) whenever possible, and back up any data or files stored on PCs on a regular basis.
- Avoid storing County data on personal storage devices like jump drives or personal “Cloud” services like Dropbox.
- Inform supervised staff of data policies and proper data practices.

### **Hardware**

Computers and other electronic hardware are very expensive and should be properly maintained to prolong their life. Users of information technology resources should follow these measures to maintain hardware:

- Whenever possible, secure rooms in which computer equipment is located.
- In public or other highly accessible areas, computing resources should be secured or otherwise monitored to deter and prevent theft.
- A separate electrical outlet should be used for each computer.
- Locate computer hardware away from windows.
- Food and drink should be consumed and stored away from computer hardware.
- Keep computer hardware free of dust and dirt.
- Use anti-static sprays, carpets, and mouse pads to minimize static electricity.
- Report hardware issues to the Help Desk as soon as they are detected.

### **Email**

Employees are expected to conduct County business using the email accounts provided to them rather than their personal accounts.

Email is intended to facilitate effective communication. Email correspondence and communication should reflect appropriate workplace conduct and enhance employee performance. Messages stored on the County’s computer network are the property of the County and may be accessed by authorized personnel to monitor workplace efficiency and productivity.

Employees do not have a right to privacy with respect to email messages.

Email messages should not be used for personal gain, partisan political activity, the harassment of others, or any illegal activity. Users should also avoid sending and receiving or opening email that could be construed as scandalous, defamatory, libelous, sexually explicit, obscene, or in violation of intellectual property rights such as copyrights and trademarks. Users may not send email messages with the sender's identity forged or send email anonymously.

All email should be viewed as being written under County letterhead. Employees should refrain from discussing topics or conveying opinions that they would not put in written form or share with a wider audience. Keep in mind that public record laws generally apply to electronic transmissions in the same manner as they would to paper correspondence.

The County will not add personal email addresses to network distribution lists. It is up to the department to ensure delivery to such recipients.

### **Email Storage and Retention**

As part of the County's ongoing commitment to ensure full compliance with the state's public records law, the County implemented a new email archival system on June 28, 2006. All email activity in the employee's County email account from this date forward is being archived for a standard period of seven (7) years, unless otherwise governed by the County's record retention ordinance.

Items Archived: Inbox (email from both Internet and internally, including all attachments)

Items Not Archived: Calendar, Contacts, Drafts, Journal, Notes, Any Personal Folders, Tasks

Since this includes ALL messages, employees may want to notify their friends and family that any email they send you will be archived and kept for seven (7) years. Deleting messages and "emptying the trash" will not keep these messages from being archived.

### **Internet**

Internet access is provided to employees to use as a resource to perform their jobs more effectively and efficiently and as such, may be monitored by authorized personnel.

Permissible uses of the internet at the County include:

- disseminating information to the public;
- improving communications with the public;
- maintaining currency on professional standards, regulations, and training; and
- conducting research and analysis for work related projects.

Non-permissible uses of the internet at the County include:

- accessing web sites that are not work related;
- accessing a web site where a fee is charged without the explicit consent of an employee's supervisor or a department head;
- accessing or distributing sexually explicit, pornographic or other indecent or obscene material;
- streaming audio or video (including but not limited to Pandora and Netflix) that is not work related; or
- violating copyright and trademark laws and regulations.

### **Web Page Maintenance**

The accuracy and currency of information is critical to the utility of the Sheboygan County website. Departments should keep their webpages updated and review them on a regular basis. The Information Technology Department will assist departments with more complex or major page changes.

### **Telephone**

Employees are provided access to telephones for work-related communication. Occasional and limited personal use is acceptable, particularly in the case of emergencies, but it should not, in any way, affect work performance or service to the public.

- Employees shall not use County telephones for personal monetary gain.
- Employees should never make personal long distance phone calls that are charged to the County.

### **Cellular Telephones and other Mobile Devices**

Some County employees' responsibilities may require them to carry a cellphone. So they do not have to carry a second cellphone for personal use, that employee's department head may approve the issuance of a County phone for both official and personal use. All expenses incurred due to the employee's personal use will be reimbursed to the County.

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone for business use are expected to refrain from using their phone while driving. Safety must come before all other concerns. Following additional safety rules:

- Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safety stop the vehicle before placing or accepting a call.
- Ask a passenger to place or take a call, or let calls go into voice mail.
- Wait until you are stopped to make a call.
- Never take notes or look up phone numbers while driving.
- Never engage in texting or emailing while driving.

Any employee using a County cellular telephone or other mobile device capable of

voice or data transmission (e.g. iPad) must sign a Cellular Telephone Usage Agreement, which must also be approved by the employee's department head, or by the County Administrator. The Cellular Telephone Usage Agreement will specify whether the device will be used strictly for County business or whether any personal use will be allowed.

If the Usage Agreement specifies the device be used strictly for County business, monthly logs will be provided to the employee's direct supervisor, manager or department head. An employee who uses a device for personal use must reimburse the County for any personal use and may also be subjected to disciplinary action.

If the Usage Agreement provides for personal use, the employee will provide a good faith estimate of the personal use as opposed to County business. This estimate will be reviewed at least annually and may be revised from time to time as needed. The Agreement will also provide for a payment through payroll deduction by the employee to the County, based on the good faith estimate.

If charges for personal use incurred for any quarter are substantially higher than the good faith estimate (approximately 20% or more), the employee will reimburse the cost of the excess personal use for that quarter, and the estimate will be revised for future use.

Use of a County telecommunications device remains subject to all of the privacy expectations described elsewhere in this policy, and employees are reminded that data resulting from both personal and County uses of the device, including call records, data transmission records, voice mail, and texts, may all be considered public records subject to possible disclosure, and are all available for review by management at any time.

Nothing in this policy or in the Cellular Telephone Usage Agreement should be construed to permit an employee to conduct any personal business on County time. No use of any County communications device for a for-profit business of any type will be permitted even if personal use is allowed under this policy. Violation of either of these provisions may subject an employee to disciplinary action.

This policy provides only for reimbursement to the County for non-County uses of equipment. No reimbursement will be provided to employees for use of employee-owned telecommunications equipment for County purposes.

To ensure the security and integrity of County data, all County issued cellphones and mobile devices must be protected with a passcode. If a County issued cellphone or mobile device is lost or stolen, its owner should immediately contact the Help Desk to report the loss.

An employee who possesses a County-owned cellular telephone or other electronic device will return the device to the person designated before leaving County employment for any reason.

### **Personal Use of Social Media**

Any creation or use of County-sponsored social media must comply with the Sheboygan County Social Media Policy.

If an employee identifies himself or herself as a County employee through use of social media on a personal level, the employee's profile and any related content should be consistent with how the employee wishes to present himself or herself to colleagues, supervisors, and the public.

Employees may not use their Sheboygan County email address for their login to their personal social media profiles, unless approved by the department head and the Information Technology [Director](#).

Employees shall not use Sheboygan County logos, marks, or insignia on personal social media.

### **Personal Cell Phones**

While at work, employees are to exercise the same discretion in using personal cellular phones as they do for company phones. Excessive personal calls, texts and emails during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. The County encourages a reasonable standard of limiting personal calls during work time. Employees are therefore asked to make personal calls on non-work time when possible and to ensure that friends and family members are aware of this policy. Flexibility will be provided in circumstances demanding immediate attention. The County will not be liable for loss of personal cellular phones brought into the workplace.