

# ALLEGAN COUNTY EMPLOYEE HANDBOOK

<b>Category:</b> Other Policies and Information
<b>Number:</b> N/A
<b>Approved:</b> March 24, 2005, supersedes and combines prior policies
<b>Subject:</b> ACCEPTABLE USE POLICY

1. **PURPOSE:** This policy delineates acceptable use of any resource of the Allegan County Information System.
2. **APPLICATION:** Applies to all County employees or anyone else authorized to use any resource of the Allegan County Information System.
3. **DEFINITIONS:**
  - 3.1 **ACIS (Allegan County Information System).** Any individual resource or combination of resources that is considered a technology related asset to the County of Allegan. This includes but is not limited to: PC's, laptops, PDA's, printers, network hardware and infrastructure, software, email, internet access, telephones, voicemail, domain names, wireless devices and networks, facsimiles, etc.
  - 3.2 **Users.** Any Allegan County employee or other individual that gains access to any portion of the Allegan County Information System, including but not limited to County employees, Court employees, elected officials, appointed officials, contracted staff, volunteers, public members, and outside agencies.
4. **POLICY:**
  - 4.1 Allegan County promotes use of the ACIS that enables employees to perform County missions and encourages its employees and anyone else authorized to use our system to develop applicable skills and knowledge. It is expected that users will use the ACIS to improve their job knowledge; to access scientific, technical, and other information on topics which have relevance to the County; and to communicate with their peers in other Government agencies, academia, and industry. Users should be aware that when access is accomplished using Internet/Intranet addresses and domain names registered to the County of Allegan, they might be perceived by others to represent the County. Users are advised not to use the ACIS for any purpose that would ever reflect negatively on the County or its employees.
  - 4.2 The use of the ACIS is a privilege not a right. Allegan County may limit, suspend, or revoke any user's access to the ACIS at any time. Inappropriate use of the ACIS may subject a user to legal proceedings or criminal charges. County employees in violation of this policy are subject to disciplinary action up to and including termination.

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- 4.3** Any data composed, stored, sent, or received using the ACIS is the property of the County of Allegan. The County of Allegan reserves the right to monitor and use this data as deemed necessary. There should be no expectation of privacy when communicating using the ACIS. (Content of voice mail and email sent to and from court employees will not be reviewed without the permission of the court).
- 4.4** Users are encouraged to consider face to face conversations for informal communication and written documents for formal communication as alternative to email and Internet usage.
- 4.5** All users of the ACIS will be required to read and sign an Acceptable Use Policy Acknowledgment Form, which can be obtained in the Human Resources Department. County employees refusing to sign the Acceptable Use Policy Acknowledgment Form will be denied the use of any equipment related.
- 4.6** Any requests for exception to the provisions of this policy must be submitted in writing by the applicable department head to the Director of Information Services for consideration.
- 5.** Activities not permitted include but are not limited to:

  - 5.1** Engaging in any unlawful activities or any other activities that would in any way bring discredit to Allegan County.
  - 5.2** Engaging in any activity that would compromise the security of the Allegan County Information Systems. This includes, but is not limited to :

    - 5.2.1** Sharing or disclosing of login usernames and/or passwords with other users or any member of the public.
    - 5.2.2** Allowing unauthorized users access to private and/or sensitive files.
    - 5.2.3** Allowing unauthorized users access the ACIS without prior approval from Information Services.
    - 5.2.4** Eavesdropping or attempted hacking of any resource of the ACIS.
  - 5.3** Engaging in any Internet or email activity that would create liability for the County of Allegan. This includes, but is not limited to :

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- 5.3.1** Using Allegan County provided Internet access or email for purposes that are not beneficial to or directly related to Allegan County business. This includes sending and receiving personal messages to\from County email accounts. (This includes sending messages using any email account to a known Allegan County address.)
  - 5.3.2** Allowing any other individual to use any ACIS account or resource that has been assigned to a specific user.
  - 5.3.3** Misrepresenting one's identity to compose or intercept messages.
  - 5.3.4** Using the ACIS for gambling, betting pools or investment clubs.
  - 5.3.5** Using the ACIS in any way that violates copyright laws.
  - 5.3.6** Engaging in personal commercial activities on the ACIS, including offering services or merchandise for sale or ordering services or merchandise from online vendors.
  - 5.3.7** Sending or participating in email chain letters.
  - 5.3.8** Participating in news groups, chat sessions, instant messaging, or email discussion groups without approval from the Information Services Department.
  - 5.3.9** Creating email accounts or web space on the ACIS for personal use. Any types of accounts that are not provided by the Information Services Department are not permitted on the ACIS.
  - 5.3.10** Opening and/or executing email attachments that are not directly related to Allegan County business and/or approved by Information Services prior to opening.
- 5.4** Relocating (from the location designated by Information Services), opening, defacing, applying excessive force to, or misusing any ACIS resource for any purpose. The user will be held financially responsible for any and all repairs and/or replacements necessary as a result of misuse or loss.
- 5.5** Requests for equipment and services must be submitted by an Allegan County Department head, or County Administrator to the Information

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Services Director. Maintenance of equipment and services shall be the responsibility of the Information Services Department.

- 5.6** Users are required to return all equipment upon leaving Allegan County employment. Users who do not return equipment will have the equipment deactivated and will be billed for the cost of the equipment and any charges incurred after leaving employment.
- 5.7** Downloading and/or installing any type of software, County approved or unapproved, on County computers. This includes freeware, shareware, trial-ware, demo-ware, personally owned software etc. All types of software must be approved and installed by the Information Services department. This includes, but is not limited to screen savers, and other installable graphical enhancements.
- 5.8** Installing County-owned software on home computers without expressly receiving written permission from the Information Services Department.
- 5.9** Using, accessing, retrieving, sending, printing, or intentionally displaying or distributing data containing the following: obscenity, profanity, pornography; expressions of animosity or bias against individuals, groups or organizations, material in violation of regulations prohibiting sexual harassment or other non-business like activities. (In general, any information that exceeds the bounds of generally accepted standards of good taste and ethics.)
- 5.10** Altering computer settings for personal use. These settings include desktop wallpaper and icons, screen savers, menu colors, and fonts unless approved by an authorized representative of the Information Services Department.
- 5.11** Storing data in locations other than the storage location designated by Information Services. For example, data must not be solely stored on local computer hard disks or any removable media.
- 5.12** Any removable media containing files or programs must be virus scanned before loading.
- 5.13** Engaging in any unapproved and/or excessive bandwidth use. This includes listening to or viewing streaming audio and video from the Internet/Intranet (without authorization from Information Services) and playing of games.
- 5.14** Engaging in any non-County directed fundraising activity, endorse any non-County provided product or services, or using any Information System resources to engage in or support any political activity, campaigns, etc.

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## 5.15 Misusing wireless communications:

- 5.15.1 While at work, employees are expected to exercise the same discretion in using wireless communication devices as is expected for the use of County phones; County provided wireless communication devices are not intended for personal use. Flexibility may be provided in circumstances demanding immediate attention, with the authorization of the department head. Use of personal cell phones during working hours (with the exception of scheduled lunch and breaks) is prohibited; exceptions for family emergencies must be approved by a department head.
- 5.15.2 Employees whose job responsibilities include regular or occasional driving of a County owned vehicle, or their own privately owned vehicle and are being reimbursed for mileage, who are issued a wireless communication device for business use are to refrain from using these devices while driving, with the exception of deputies while actively engaged in an emergency dispatch. Employees who are charged with traffic violations or cause an accident resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions as they are acting outside the scope of this policy.
- 5.15.3 Users are responsible for reimbursing any costs incurred by the County for personal calls and/or usage that result in charges beyond the standard monthly fee or rate plan.
- 5.15.4 Conversations over wireless communication devices are not confidential, and can be monitored by outsiders; therefore, members must use appropriate discretion when discussing legal, financial, and human resource topic on wireless phones.

## 6. **RESPONSIBILITIES:**

- 6.1 Supervisors of County employees will have the initial authority in determining whether an employee requires Internet/Intranet skills to accomplish their assigned duties. Supervisors have the responsibility for:
  - 6.1.1 Advising employees of their responsibilities as a result of this policy.
  - 6.1.2 Enforcing this policy.

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- 6.1.3** Initiating the first step in determining whether or not an employee's behavior is acceptable.
  - 6.1.4** Working closely with Information Services to resolve any issues that may arise under the scope of this policy.
- 6.2** Users are responsible for:
- 6.2.1** Following established security policies and procedures outlined in this policy in their use of the ACIS. They will also refrain from any practices that might jeopardize the integrity of the ACIS.
  - 6.2.2** Learning about Internet/Intranet etiquette, customs, and courtesies, including those procedures and guidelines to be followed when using remote computer services and transferring files from other computers.
  - 6.2.3** Familiarizing themselves with any special requirements for accessing, protecting, retaining, and utilizing data, including Privacy Act materials, copyrighted materials, and procurement sensitive data.
  - 6.2.4** Conducting themselves in a way that reflects positively on the County, while utilizing the ACIS.
- 6.3** The Director of Information Services is responsible for:
- 6.3.1** Establishing, maintaining, monitoring, and reporting on aspects of this policy. This includes maintaining system security and integrity by initiating the appropriate course of action relative to each specific violation or threat.
  - 6.3.2** Managing access to ACIS resources.
  - 6.3.3** Educating users on complying with this policy as well as answering questions and interpreting compliancy.