

NEW CASTLE COUNTY

PERSONNEL POLICY

NUMBER 4.06

PAGE 1 of 5

DATE 12/13/18

SUBJECT: COMPUTERS AND TECHNOLOGY

APPROVED:



OBJECTIVE: To establish a uniform policy for the use of computers, network systems, and other related technologies included but not limited to: hand-held cell phones, smartphones, games, iPhones, two-way communication devices, iPads and laptop/netbook computers by employees throughout New Castle County Government.

STANDARD: The County's computer system, including all related equipment, software, and data is the property of New Castle County Government and is provided only for authorized users. All data contained on the County's computer system is the exclusive property of the County and may be accessed, monitored, reviewed, copied, stored, or modified by the County in any way and at any time. All use must be in accordance with this policy. Illegal, unethical, inappropriate, or unauthorized uses are strictly prohibited.

USE OF COMPUTER SYSTEM: Access to and use of the County's computer system, including email and internet access, is a privilege, not a right, and is granted by the appropriate elected official or department general manager (County Official) to employees. Usage shall be extended, restricted, or limited as needed to accomplish the business purposes of the County. The policy that directly relates to the acceptable and reasonable use of cellular equipment is referenced Personnel Policy 5.13, Mobile Communication Devices.

Because excessive or unnecessary activity on the County's computer system can result in reduced performance of the system, users are expected to be reasonable and exercise good judgment and must not perform acts that waste computer resources or unfairly monopolize resources to the exclusion of others. These acts include, but are not limited to, sending mass mailings or chain letters, spending excessive amounts of time on the internet, playing games, engaging in on-line chat groups, uploading, downloading or storing large files or screen savers, accessing streaming audio or video files, social networking including Facebook, blogging, tweeting, or otherwise creating unnecessary loads on the County's computer system.

The County's computer system may not be used in connection with compensated outside work for the benefit of organizations unrelated to the County. The use of the County's computer system for unauthorized commercial purposes, personal gain, or illegal activity is prohibited.

Each user is responsible for ensuring that their use of the County's computer system, including email and internet access, is consistent with this policy, any other applicable County policy, and appropriate business practices.

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DG Hayes Arrington

HARASSMENT: In accordance with Section 27 of the New Castle County Discipline Policy, and in order to maintain a workplace that is free of harassment, the County prohibits the use of the computer system, including email and internet, in ways that are illegal, disruptive, offensive, and/or disrespectful to others. These uses include, but are not limited to, criminal conduct and the viewing, display, transmission, forwarding, downloading or storage of images or comments that are sexually explicit or that otherwise could reasonably offend someone, especially on the basis of race, gender, ethnicity, religious or political beliefs, national origin, age, disability, sexual orientation, or other classes or groups protected by law.

PHYSICAL SECURITY OF COMPUTER ASSETS: Users will ensure that the components of the computer system such as desktop computers, monitors, laptop computers, printers, servers, and software, which are assigned to or regularly used by them, are maintained and used in a manner consistent with their function and so that the possibility of damage or loss is minimized. Users will not allow any other person to access, in any manner, their assigned computer equipment unless that person is specifically authorized by an appropriate manager.

Desktop or permanent computer equipment will not be removed from County premises without the prior written authorization of the appropriate County Official. Portable computing equipment such as laptop computers, mobile office assistants and cell phones will be maintained under the direct control of the user to whom they are issued. Employees must report any and all lost or stolen computer assets in their possession to management immediately. Damage to or loss of these or other components of the computer system caused by negligence or violation of this policy may result in the responsible party being charged for repair or replacement costs.

SYSTEM ACCESS: Users will be required to create and maintain IDs and passwords as instructed. Users shall not use the ID or password of another or provide his or her ID or password to another, unless appropriate for training or maintenance. Users are personally responsible for all activities on their user ID, including security of their own passwords, and may be subjected to disciplinary action or loss of privileges for misuse of computers or computing systems under their control.

OWNERSHIP OF INFORMATION AND DATA: All information and data generated or gathered by any person using components of the computer system shall be the exclusive property of the County. Such information or data shall not be transferred, given, or

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loaned to any other organization or outside individual without the express written approval of an appropriate manager. New Castle County will destroy all hard drives on all County computers and technology devices before trading, donating, selling or any other method of disposing of the asset/equipment itself.

MONITORING: The County may access, inspect, or monitor all components of the computer system, including County owned, leased, or controlled computers, computer devices, networks, mobile office assistants, cell phones, pagers, computer facilities, storage devices, software products, data files, email, or internet usage at any time for any reason.

INSTALLATION AND USE OF SOFTWARE: All software purchased, licensed, or developed by the County is the exclusive property of the County and may not be transferred, given, or loaned to any other organization or outside individual without the express written approval of the appropriate County Official.

All software shall be installed by the Office of Administrative Services, Information Systems. The use of software not provided by the County must be approved in writing by the appropriate County Official along with filing of the corresponding license in Information Systems. No software shall be loaded onto or used on any component of the County's computer system that is not properly licensed, with the license duly recorded in Information Systems. The unauthorized duplication of software constitutes piracy and is expressly prohibited.

PERSONAL USE OF COMPUTER HARDWARE AND SOFTWARE: The County's computer system is provided for and intended to be used primarily for business purposes relating to the County. While incidental personal use of this hardware and software is permissible, such usage must be fully in accordance with all other aspects of this policy and not interfere with the County's needs or operations. As used in this policy, "incidental use" means occasional, personal use normally taking place during breaks or use outside of assigned work hours. It also includes contributions to the County's portal bulletin board in accordance with the documented board's directions.

ELECTRONIC MAIL: Any email created, sent, or received using the County's computer system is the property of the County, which the County may access or monitor at any time. The use of encryption, the labeling of an email as private, personal or confidential, the deletion of an email, or any other such process or action, shall not diminish the County's rights in any manner.

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The County may reveal the contents of any email to any party that it deems appropriate. The County shall reveal the contents of any email when required by subpoena, search warrant, discovery request in civil litigation, or other law or regulation. Only County authorized encryption may be utilized. All personal passwords or encryption keys applied to any County property must be on file with the appropriate County Official prior to their utilization.

INTERNET USAGE: Any information created, sent, or received using the internet is the property of the County, which the County may access or monitor at any time. The County reserves the right to monitor, filter, or review, at any time, any internet usage provided through the County's computer system. The County may reveal the nature and extent of internet usage to any party that it deems appropriate. The County shall reveal the nature and extent of internet usage when required by subpoena, search warrant, discovery request in civil litigation, or other law or regulation.

Excluding incidental personal use, the County's internet access will be utilized only for activities in furtherance of assigned County business. Users shall not visit any site that might damage the County's image or reputation in any way. The posting of comments or statements on web pages, newsgroups, or in chat rooms should be done with great care. Users shall establish that their use of material found on the internet does not violate a copyright, trademark, or patent.

WIRELESS NETWORK ACCESS: New Castle County has implemented a new countywide wireless solution in all County buildings and offices. It is important to note that all Internet traffic on the County wireless networks can be monitored and audited if necessary. Below are the 3 types of wireless access. Each user of wireless access is responsible for ensuring that their use of the system is consistent with this policy.

NCCDE_Internal : The internal wireless network is reserved for fully managed New Castle County computers that automatically connect to internal County systems. For example, access to personal drives and shared drives where data is stored within the County internal network.

NCCDE_AU: The authenticated network (AU) is for devices such as County issued smart phones, laptops used in vehicles and other devices used for County business purposes to connect directly to the Internet. The AU network will require the users to enter their personal County issued email address and network password before they can

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access the Internet. The AU network will allow your device to automatically reconnect to the wireless network when you reenter the County building office without having to enter your credentials each time.

NCCDE_Public: The public network is designed for guests and visitors and will be made available in select areas of the building such as conference rooms and common waiting areas. This network requires the user to accept the terms and conditions of use. Devices such as tablets or computers that utilize this network will have to accept the terms and conditions after three hours of continuous use. Each time the device disconnects the user will have to accept the terms and conditions again. The password for this network will be made public the full-time staff so they can give the information to their guests.

There will be additional wireless networks established for specific business purposes and will follow the same policies and rules as the internal, AU and public networks.

REQUIRED ACTION: County Officials and managers, as defined in this policy, will be responsible for the compliance of all their employees with this policy, as follows: 1) Determine and authorize which individuals should have access to the County's computer system, including email, internet access, and various software products; 2) Use the tools and information provided by the County to devise on-going procedures and to assure regular periodic reviews of the use of the computer system, including email and internet usage; 3) Enforce the provisions of this policy through performance appraisals and the County discipline policy to which shall include use of the New Castle County Discipline Policy when corrective action is warranted.

Established: 02/20/01
Revised: 07/01/02
Revised: 12/03/03
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