

# Response to Grand Jury Report

Report Title: **Mendocino County Policy 22 - Who Has Access?**

Report Date: June 17, 2016

Response by: Carmel J. Angelo, Chief Executive Officer

## Findings

I (we) agree with the findings numbered: N/A

I (we) disagree wholly or partially with the findings numbered: F 1, F 2, F 3, F 4

*Attach a statement specifying the findings or portions of the findings that are disputed, and include an explanation of the reasons therefor.*

## Recommendations

Recommendations numbered N/A have been implemented.

*Attach a statement describing the implement actions.*

Recommendations numbered R 1 have not yet been implemented, but will be partially implemented in the future.

*Attach a statement with the schedule for implementation(s).*

Recommendations numbered N/A require further analysis.

*Attach an explanation, and the scope and parameters of the analyses or studies, and a timeframe for the matter to be prepared for discussion by the officer or head of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.*

Recommendations numbered 2,3,4 will not be implemented because they are not warranted or are not reasonable.

*Attach an explanation.*

Signature: 

Date: August 11, 2016

## **Background Information**

It is highly unusual, if not unprecedented, that a Civil Grand Jury releases a report and then releases the “final” report two days later, with significant revisions, and no explanation or clarification of the report’s changes. Both reports indicate they were published to the public on the same date, June 17, 2016, when in fact the reports appear significantly different in intent and clearly have different findings, recommendations and required and requested responses. This type of action could be potentially justifiable if the change was truly administrative in nature and corrected a typographical error or other minor edits, but in this case it was much more than “some slight edits for accuracy sake” as presented by the Grand Jury Foreperson. Approximately 22% of the report’s 1,255 words were changed within two days and with no explanation. The Board of Supervisors, Executive Office, and the public deserve a response on why this very unusual process was followed by the Grand Jury. In order to provide the utmost clarity on the changes the Executive Office has provided a redline version of the Grand Jury Report entitled Mendocino County Policy 22 – Who Has Access?. The comparison document is created from the first released report (released to the Executive Office on June 15, 2016) with the changes in the most recent report (released on June 17, 2016) shown through redline edits.

The Grand Jury Foreperson sent the following email at 3:59 pm on June 15, 2016. *“Please find attached the final Mendocino County Grand Jury report concerning Policy 22, which has been reviewed and approved for release by County Counsel and the Presiding Judge. This report will be released to the public on Friday, 6/17/16.”*

The Grand Jury Foreperson sent this message at 12:16 pm on June 17, 2016, *“Please find the FINAL version of the report with today’s publish date, and with some slight edits for accuracy’s sake. (Please note that the DA and the Sheriff have been removed from the Requested Responses). It has been a pleasure working with, and for you all during this year’s Grand Jury Term.”*

**The Board of Supervisors, Executive Office and the public also deserve to know if County Counsel and the Presiding Judge reviewed and approved the significant changes to the report as seen in its final form.**

The report section entitled “Facts and Discussion” is rife with errors and omissions. The report seems to have based its findings on very limited and incomplete information. Allegations of abuse are troubling. Utilizing terms such as “dirty admin” and management abuse are grossly represented based on faulty facts and a lack of understanding of information technology systems and process. However, the most troubling aspect of the report is that the findings and recommendations are based on information that is entirely inaccurate, rendering very little value from the report.

Note: The Grand Jury requested, but did not require, a response from the Information Services Division Manager (Information Services is a Division of the Executive Office). The IS Division Manager reviewed the Grand Jury report and provided information on the technical inaccuracies throughout the report. The CEO’s response includes the information provided by the IS Division Manager.

## Findings

### **F1. Policy 22 is obsolete and requires updating and formal adoption by the BOS.**

The CEO disagrees wholly with F1. Policy #22 is not obsolete, the intention of the policy is to provide direction on the procurement of computers, software, and other information services equipment. In that context, the policy provides limited direction on the use of County hardware and software and the role of Information Services staff in its maintenance and oversight. The reference in the policy to use of County equipment for communications was not to establish policy on email use, but rather established the ownership of information transmitted and stored on County-owned equipment.

The Grand Jury makes reference to an update to Policy 22 that was presented to the Chief Executive Officer (CEO) in 2010, but was never brought to the Board for approval. Upon receipt of the June 15<sup>th</sup> version of the Grand Jury report the CEO requested a copy of the proposed revised version of Policy 22. This version of the policy that was provided by the Grand Jury Foreperson was dated 2009. There was a proposed revised version of Policy #22, the most recent version of which is dated May 18, 2010. The 2009 version provided by the Grand Jury was an earlier draft of the 2010 “version” and includes significant changes between versions (a total of 146 words were added or deleted between versions). The 2010 policy was prepared for Board of Supervisors consideration at that time, but due to the difficult labor bargaining environment, the Human Resources Director and County Counsel recommended to the CEO that she not advance the proposed revisions at that time. The revised policy was not brought to the bargaining groups for meet and confer or subsequently to Board for consideration since that time.

As mentioned above, much is made in the Grand Jury’s report about the proposed revisions to Policy #22, however the irony is the 2010 draft version does nothing to address the allegations upon which the report is drafted. Even if the allegations in the report were true, they would not have been resolved by the Board’s adoption of the proposed policy revisions to Policy #22. Based on this, it is difficult to understand why the Grand Jury provides such detail on the proposed revisions rather than identifying any facts to support the findings.

The most recent version of the Grand Jury report states, “In 2016, the CEO informally established a procedure for such access, but the updated policy has not been formally presented to, nor adopted by the Board of Supervisors.” There are several clarifications that need to be made from this language. The CEO procedure was established and implemented in April of 2015, not 2016. This was done based on the CEO’s concerns about the potential for abuse under the previous procedure which allowed management access to the Unlimited Mailbox upon request from a Department Head. The CEO established procedure, put in place in 2015, is summarized as: requests for access to the Unlimited Mailbox are submitted to the Information Services Division of the County Executive Office, the request is forwarded to the Assistant CEO for approval or denial, and the Assistant CEO then notifies the CEO of the request. Information retrieved during a search is then provided to the requesting department head. Further, the Grand Jury should understand the difference between a policy and a procedure. The sentence

referenced above conflicts the two. A policy is a framework established, generally by a legislative body, upon which procedures are created, generally by staff, in order to implement the said policy.

**F2. The current Unlimited Mailbox software does not adequately allow for super-user segregation of certain sensitive email accounts, e.g. Sheriff, DA, County Counsel, Board of Supervisors, Grand Jury.**

The CEO disagrees wholly with F2. As outlined above, the entire premise around the Unlimited Mailbox as described in the Grand Jury report, is erroneous. The Report appears to allege that all County management staff are “super-users”, or can be granted that access upon request. However, County management staff at-large, do not have privileges in the Unlimited Mailbox email archive beyond viewing their own mail history.

The County email software is comprised of two separate, interrelated systems: GroupWise and the Unlimited Mailbox email archive. GroupWise is the main email system, active since 2003, responsible for delivering and receiving mail and providing individuals access to their mailboxes. Unlimited Mailbox is the email archiving system, installed in 2010, which holds historical email retrieved from GroupWise since Unlimited Mailbox’s installation.

Based on the facts surrounding email searches, there can be two interpretations of the Grand Jury’s use of the term, “super-user”. Discussion of access to email must differentiate between GroupWise and Unlimited Mailbox, and in this finding, the access methodologies and practices of the two systems are being confused and misrepresented.

One interpretation of super-user would be an individual that can search the Unlimited Mailbox archive (all emails stored on the County email servers). This authorization, described as Archive Mail Auditor, is granted to three individuals in the County system, the Information Services (IS) Division Manager and two of the IS Network Systems Analysts. The Unlimited Mailbox email archive, when searched by one of the three authorized Archive Mail Auditors, allows undifferentiated access to all archived mail, as is typically required to fulfill litigation and Public Records Act (PRA) requests. The “super-user” level of access is required to search the total archive of County-owned information.

Search requests for information under the Public Records Act (PRA), litigation related information, or management information are submitted through either County Counsel and/or the Executive Office and are approved for search of the Unlimited Mailbox by the Assistant CEO, who in turn notifies the CEO. Archive Mail Auditors then produce results which may be redacted by County Counsel to exclude confidential material that is part of those search results.

Upon request managers are allowed access to an employee’s GroupWise mailbox provided that they are a direct supervisor of that employee. This access does not extend outside of the specific requested employee, and is most commonly the result of an employee being on vacation or extended leave. Access to an individual user’s GroupWise mailbox can be controlled by the user, and by IS Network Systems Analysts. This is the system for which managers can request

access to an employee's mailbox, in case of absence, termination or investigation. Access can be granted to an individual employee's mailbox, without granting the manager access to any other employee's email. Granting access to a user's GroupWise mailbox does not grant access to the employee's archived mail or mail from any other employees in the Unlimited Mailbox system.

It is also important to note that the Grand Jury identifies a few departments that often handle sensitive information, "e.g. Sheriff, DA, County Counsel, Board of Supervisors, Grand Jury." While all County departments handle some sensitive information it cannot be assumed that when a department handles some sensitive information, all of the department's information must be segregated. In using the examples provided by the Grand Jury, each of those departments handles sensitive information in conducting County business, but not all of it is considered confidential. As an illustration, the Board of Supervisors has confidential email communications related to legal issues that are protected by attorney/client privilege. However the vast majority of the email communications are not sensitive and are considered to be public information. Likewise the entirety of the communications within the Sheriff's Office or County Counsel's office are not considered confidential. The Grand Jury's apparent assumption that a "segregation of certain sensitive email accounts" would be acceptable, is a step backward in providing the statutorily required public access and accountability of government operations.

**F3. The limitations of the County email software that allows unrestricted super-user access to employee email by County management puts the County at risk for violating the protected nature of some communications, lends itself to abuse by County management, and exposes the County to unnecessary liability.**

The CEO disagrees wholly with F3. Again, the current Unlimited Mailbox software does not allow County Department Heads or management unlimited access to the email system as alleged in the report.

Unrestricted access to the Unlimited Mailbox email archive is currently granted only to the three employees in Information Services who are Archive Mail Auditors. County managers who need information from the Unlimited Mailbox email archive submit their requests through the Executive Office; requests are then approved or rejected by the CEO's office. By current procedure, County managers can only search their individual mailbox in the Unlimited Mailbox Archive.

The nature of many aspects of County business includes the handling of protected information. The day-to-day responsibilities of County employees include the opportunity to violate the protections afforded the information and/or communications. The process instituted by the CEO in 2015, reduced the risk of any violations around sensitive information from the procedure in place previously.

The report makes several references to legal risks and exposure to unnecessary liability. While the Grand Jury does not provide any specifics on what risks or liability they foresee, the Chief Executive Officer believes there is minimal exposure under the current process.

**F4. The current bargaining ground rule that allows employee access to the County’s email system for the purposes of bargaining is in direct conflict with provisions of Policy 22, which does not permit email use for non-county business.**

The CEO disagrees wholly with F4. Finding #4 is both confusing and inaccurate. The finding references “The current bargaining ground rule...” The report does not specify a specific ground rule, likely because the County does not utilize formal “ground rules”, nor has it done so for at least eight years. Based on this information, it is impossible to determine the basis for the reference used to justify the finding. Further, the non-existent ground rules cannot be in conflict with Policy #22, because the policy does not address electronic communications in any significant way. The policy is intended to address procurement issues for information services equipment and infrastructure. Finally, bargaining *is* considered County business and email communication, within certain parameters, is allowed through County email. This is not in conflict with Policy #22 and it is certainly not in conflict with bargaining ground rules that do not exist.

## **Recommendations**

**R1. Policy 22 be updated by the IT department in cooperation with County Administration and adopted by the BOS as soon as possible. This policy update should define the circumstances by which email access is requested and granted, and must require maintenance of a log of all such transactions. (F1 – F3).**

Recommendation #1 has not yet been implemented, but will be partially implemented in the future. While the Chief Executive Officer disagrees with the Grand Jury’s Finding #1, the CEO does allow that a new policy and/or formal procedure, or an expanded intent of the existing Policy #22, related to the use of rapidly expanding technology would be beneficial to provide direction on its use for County business. This policy could include formalization of the existing procedure implemented by the CEO in 2015 related to employee email access. The CEO also agrees that the procedure should include a mechanism for logging requests for email access, both to an employee’s GroupWise mailbox and to the Unlimited Mailbox Archive.

Neither the current Policy #22, nor the proposed revised version of Policy #22 done in 2010, are adequately comprehensive in order to address the enormity of technological advances. Therefore the CEO will take the following steps:

1. Prepare a formal written procedure for access to an employee’s GroupWise mailbox and access to communication in the Unlimited Mailbox Archive which will be shared with County department heads and elected officials within 60 days.
2. Initiate a policy review committee that will review Policy #22 and make recommendations for revisions and/or expansion of the policy to include current and emerging technology and business practices. The review will be based on the County’s Leadership Initiative, which will establish a committee of representatives from each department to craft the proposed revisions. While the length of time required to complete the review is expected to be longer by using this democratic process, the result will be

improved. The CEO will direct the committee to prepare recommendations to present to the Board of Supervisors for consideration within 12 months.

**R2. The County acquire email software that adequately allows for super-user segregation of certain sensitive email accounts and provides management access to employee email only under circumstances as defined by County policy. (F1- F3).**

Recommendation #2 will not be implemented because it is not warranted. The CEO believes that the current software in place allows for the adequate segregation of accounts and access, however establishing a mechanism for logging requests and a more formal policy and procedure would be beneficial for clarity and accountability.

**R3. The County adopt in its revised Policy 22, a best business practice to restrict the Mail Auditor function to one vetted employee. (F1-F3).**

Recommendation #3 will not be implemented because it is not warranted and is not reasonable. It is never a best business practice in the information technology sector to confine access to, or knowledge of, any system to one employee, quite the reverse. The minimum number of persons for any specific level of access or knowledge is two. It is not a good idea to have any system depend on a single individual. Alternatively, it is likely to increase the risk for abuse with a large pool of employee's being granted access. There are currently three IS staff with the Archive Mail Auditor capability, and the CEO believes this procedure balances the County's operational demands with the necessary accountability.

**R4. The County's bargaining agent and the union consider modifying the mutually agreed-upon ground rules to prevent unlimited employee use of the County's email system for the purpose of bargaining, at the earliest opportunity. (F4).**

Recommendation #4 will not be implemented because it is not warranted. The County does not utilize formal bargaining ground rules, and relies on applicable state and federal laws to guide the bargaining process. Further, bargaining is considered County business and use of the County's email system for that purpose is allowable. Additional clarity on the eligible use of the County's email system and other resources for bargaining are outlined in the various employee Memorandums of Understanding (MOU).

#### **Attachments:**

- 1. Comparison of Grand Jury Report "Mendocino County Policy 22 Who Has Access?" (June 15<sup>th</sup> to June 17<sup>th</sup> "Final" version)**
- 2. Comparison of Policy #22 – Board of Supervisors 2003 Adopted Version and 2010 Administrative Draft Version**
- 3. Comparison of Policy #22 – 2009 Administrative Draft (Grand Jury's version) and 2010 Administrative Draft Version**

**NOTE: This document is a comparison between the Grand Jury Report released on June 15<sup>th</sup> and the “Final” Report released on June 17<sup>th</sup>**

## **MENDOCINO COUNTY POLICY 22**

### **WHO HAS ACCESS?**

#### **SUMMARY**

The County’s current Information Technology (IT) policy 22 regarding the use of technology and management access to employee email is outdated and should be updated to provide better controls over how and when that access is granted. The current County email software provides such access only in an unrestricted fashion – a County manager who is granted access receives the ability to access ALL County email accounts, including those containing confidential and/or privileged communications. The obsolete policy 22 and the current email system places the County at risk of inappropriate access to those communications, and may lend itself to abuse, and possible legal consequences.

#### **BACKGROUND**

The Grand Jury undertook this investigation after learning of certain allegations.

#### **METHODOLOGY**

The Grand Jury conducted interviews with former and current County employees including the Chief Executive Officer, (CEO), and IT Services Department, and with the *Unlimited Mailbox* Software Engineer. The Grand Jury also reviewed relevant County policies and documents. One Jury member was recused from this investigation.

#### **FACTS AND DISCUSSION**

Mendocino County has one email system, *Unlimited Mailbox*, purchased in 2010 from the County Counsel’s budget that is owned, controlled, and maintained by the County. The Manager of IT administers this system and has ‘super user’ access to the Mail Auditor function in the software. ~~Typically~~ No employees can access the email of another employee without such super-user permissions or the employee’s password. Prior to



departmental consolidations in April 2015 when the CEO's office assumed management of the IT department, the IT department operated under the General Services Division. In the past, department heads and other management staff requested, and were given access by IT staff, as a super-user, to the email accounts of their employee's for the purposes of monitoring or investigating their department employee's proper company use of the system. ~~It was revealed during a recent interview, that there is an informal process change being established which will require Management employees to route these requests for approval through the CEO's office. When requested, the Grand Jury discovered that no log of email access requests or granted permissions currently exists or is maintained either by IT or the CEO's office.~~

Some legitimate reasons for monitoring an employee's account include: job-seeking, shopping, harassment of any kind, gambling, pornography, other illegal activities, and selling of products over the Internet. Such monitoring is legal and common, and the County regularly informs employees that it may occur. Mendocino County Policy 22 addresses the County administration and IT use. Policy 22 states that:

The County owns or has an unlimited right to access any and all information and data stored on County-owned, -leased, or -controlled computers, equipment, or networks. County management reserves the right to access any information or data, including electronic mail, stored on County-owned, -leased, or -controlled computers.

Policy 22 further states:

All County-employee access to the Internet using County-owned, -leased, or -controlled computers, use of County owned, -leased, or -controlled computer and networked equipment, including centralized systems, servers, personal computers, local area networks, and wide area network equipment shall be for County business purposes only. However, employees may engage in reasonable incidental personal use, to the extent permitted by the employee's department head, as long as such use does not detract from an employee's productivity, duties, services to the public or to the County, violate any law, or any County policy, procedure, or regulation.

Because of the inability of the County email ~~system~~ software to segregate super-user access to specific accounts, access management to employee email is unrestricted. Super-user email access is all or nothing. While in place, any County manager who is granted access, has complete and total access to **all** email accounts in the County system. This leaves the County exposed to legal risks and potentially creates the opportunity for a ‘dirty admin’ to abuse the email system. As a super-user with access to the mail auditor function. Any County manager may obtain unrestricted access to highly sensitive and confidential messages within the Offices of the County Counsel, the District Attorney, Human Resources, the Sheriff, and the Board of Supervisors and Grand Jury, to name some examples.

The Grand Jury received allegations that this system of unrestricted access has led to abuses. County IT staff reported that the *Unlimited Mailbox* software used by the County provides no tool for proving or disproving those allegations via computer logs or other devices. However, the *Unlimited Mailbox* software engineer testified that there is a binary log feature ~~which~~ that can’t be altered or deleted, that would capture any such access. Further, the software allows for complete re-creation of an employee’s email box on a specific date that would allow further investigation of such allegations. It is common that such uses of the email software occur for Public Records Act Requests for information.

County Policy 22 was adopted in 2003 and is now thirteen years old. In 2010, IT ~~drafted~~ management stated that a revised Policy 22 was drafted and presented to the CEO. ~~The CEO took no action on the draft.~~ The Grand Jury could find no evidence that the CEO presented this to the BOS for adoption. Neither the 2003 version of the policy nor the proposed 2010 draft establish any protocols or procedures regarding County management access to employee email accounts. In 2016, the CEO informally established a procedure for such access, but the updated policy has not been formally presented to, nor adopted by the Board of Supervisors. This informal policy requires department heads and other managers who wish access to employee emails to obtain prior approval from the CEO or designee. When requested, the Grand Jury discovered that no log of email access requests or granted permissions currently exists or maintained either by IT or the CEO’s office.

The Grand Jury learned that the current bargaining ground rules for negotiating successor labor contracts contains language contrary to Policy 22. Specifically, the ground rules currently allow union members to use the county's email system for union communications.

## FINDINGS

F1. Policy 22 is obsolete and requires updating and formal adoption by the BOS

F2. The current *Unlimited Mailbox* software does not adequately allow for super-user segregation of certain email accounts, e.g. Sheriff, DA, County Counsel, Board of Supervisors, Grand Jury.

F3. The limitations of the County email software that allows unrestricted super-user access to employee email by County management puts the County at risk for violating the protected nature of some communications, lends itself to abuse by County management, and exposes the County to unnecessary liability.

F4. The current bargaining ground rule that allows employee access to the County's email system for the purposes of bargaining is in direct conflict with provisions of Policy 22, which does not permit email use for non-county business.

## RECOMMENDATIONS

The Grand Jury recommends that:

R1. Policy 22 be updated by the IT department in cooperation with County Administration and adopted by the BOS as soon as possible. This policy update should define the circumstances by which email access is requested and granted, and must require maintenance of a log of all such transactions. (F1-F3).

R2. The County acquire email software that adequately allows for super-user segregation of certain sensitive email accounts and provides management access to employee email only under circumstances as defined by County policy. (F1-F3).

R3. The County adopt in its revised Policy 22, a best business practice to restrict the Mail Auditor function to one vetted employee. (F1-F3).

R4. The County's Bargaining agent and the union consider modifying the mutually agreed-upon ground rules to prevent unlimited employee use of the County's email system for the purpose of bargaining, at the earliest opportunity. (F4).

### **Required responses:**

Pursuant to Penal codes §933 and §933.05, responses are required from the following:

Board of Supervisors - (All Findings and Recommendations)

Chief Executive Officer – (All Findings and Recommendations)

~~County Counsel – (All Findings and Recommendations)~~

### **Requested response:**

Pursuant to Penal codes §933 and §933.05, responses are requested from the following:

~~District Attorney – Findings (1-3) and Recommendations (1-2)~~

~~Sheriff – Findings (1-3) and Recommendations (1-2)~~

County Counsel – (All Findings and Recommendations)

IT Manager – Findings (1-3) and Recommendations (1-3)

Reports issued by the Civil Grand Jury do not identify individuals interviewed. Penal Code §929 requires that reports of the Grand Jury not contain the Name of any person or facts leading to the identity of any person who provides information to the Civil Grand Jury.

<p>MENDOCINO COUNTY POLICY #22</p>	<p>INFORMATION TECHNOLOGY (IT) POLICY: ACQUISITION, OWNERSHIP AND USE OF COMPUTER HARDWARE AND SOFTWARE, THE ROLE OF THE INFORMATION TECHNOLOGY COMMITTEE, THE <del>ROLE</del> <b>USES</b> OF <del>INFORMATION SERVICES AND THE ROLE OF DEPARTMENTAL IT PERSONNEL</del> <b>THE GENERAL SERVICES AGENCY (GSA)/INFORMATION SERVICES DIVISION</b> <i>(Previous Policy Title: acquisition, ownership, and use of computer hardware and software)</i></p>
<p>ADOPTED: June 5, 1990 SUPERSEDED: February 14, 1995 AMENDED: April 14, 1998 AMENDED: December 1, 1998 SUPERSEDED: June 27, 2000 AMENDED: December 2, 2003 SUPERSEDED: May 18, 2010</p>	<p>ADOPTED BY: Minute Order  SUPERSEDED BY: Resolution #05-040  AMENDED BY:  AMENDED BY:  SUPERSEDED BY:  AMENDED BY:  SUPERSEDED BY: Minute Order</p> <div data-bbox="805 491 1260 779" style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>NOTE: This document is a comparison between the 2003 Board adopted version of Policy #22 and the 2010 DRAFT revisions.</b></p> </div>

INTRODUCTION

The County of Mendocino ~~uses~~ **utilizes** significant computer and network technology resources to provide services to citizens and to conduct its administrative and operational functions. The purpose of this ~~computer~~ Policy is to ensure appropriate County business use of these ~~information technology~~ IT resources and to manage information technology acquisition and support costs.

This Policy also helps ensure that computer resources are used in a manner that provides for data security and prevention of computer crime, and that the County's use of vendor software abides by license agreements and copyright statutes. This Policy is intended to enhance support, reduce down time, provide greater flexibility to technological changes, increase cross-training, augment understanding of shared data sets, and furnish a coordinated ~~C~~ county-wide "vision" of information technology.

Given the rapid rate of change in information technology (IT), this Policy serves as a statement of intent and will need to be modified as conditions warrant. It is important that each County employee abide by this Policy. Employee violations of this Policy may be cause for disciplinary action, up to and including, termination.

The responsibility for compliance with this policy lies with each Department Head and it is the responsibility of departmental management to develop internal procedures consistent with this policy to insure compliance.

When in doubt regarding implementation of this Policy, departments should contact ~~GSA/Information Services~~ **Division**, ~~to determine if procurement will require Information Services approval and/or submission to the Information Technology Committee. This informal contact with Information Services may expedite a proposed procurement.~~

Glossary

~~A glossary is provided to act as a reference and to add clarity to the meaning of this Policy.~~

~~Information Services (IS) — The Information Services Division of the County Administrator's Office.~~

~~Information Technology (IT) — The hardware and software used in computer systems and office automation. As used in this Policy, this reflect the type of work done, and not the reporting relationship between employee and supervisor.~~

~~Major System — Hardware, software, data conversion, user training, support personnel, first-year maintenance, or a combination thereof that exceeds \$10,000 in cost.~~

~~Minor System — Hardware, software, data conversion, user training, support personnel, first-year maintenance, or a combination thereof that does not exceed \$10,000 in cost.~~

~~Operating System — The software that is loaded in order for applications to run. Common examples are: DOS, Windows 95/98, Windows NT, Windows 2000, Linux, and UNIX.~~

~~Application — A program that provides a level of functionality for a specific task. Common examples are: spreadsheets (Excel), databases (Access), and word processing (Word) programs. These are the programs that are frequently found in software training classes.~~

~~Super-user — A departmental staff person whose normal job does not require IT-related activities, but, for whatever reason (s), has a greater than average understanding of a particular application. Due to this enhanced skill set, this person may assist other users with a particular program (s).~~

~~PC Technician — A person with the ability to support personal computers (PCs) in a networked environment. This person may provide limited application support, but a PC Technician focuses mainly on hardware, operating system, and network connectivity issues.~~

~~Systems Analyst — A person with the knowledge, training, expertise, and experience to design, plan, implement, and upgrade a system and/or network to provide on-going analysis to supervisors or managers regarding current computing environments and future computing environments. Programming and system design may also be done by this person.~~

~~Senior Systems Analyst — A person with the same or greater technical skills as a Systems Analyst but the with additional responsibility of supervising others.~~

~~Departmental IT Personnel — A person with skills similar to a PC Technician, Systems Analyst, or Senior Systems Analyst who works in a department, other than Information Services, to provide IT support for that department.~~

~~Incidental Personal Use — Occasional, incidental, and minimal use of computer equipment for personal use which is consistent with Government Code section 8314 (B) (4).~~

SECTION I – THE ROLE OF THE GSA/INFORMATION SERVICES DIVISION

This section addresses the role of the GSA/Information Services Division and the delivery of IT services in the County:

1. The GSA/Information Services Division is charged with the delivery of IT services to all County departments. ~~To the greatest extent possible, The GSA/Information Services Division~~ shall appoint and manage all GSA IT support staff.
2. Any departmental positions classified as an IT position shall remain in effect until said positions become vacant. Upon these vacancies, said positions will revert back under the reporting authority of the GSA/Information Services Division (except for those assigned to the Sheriff's Office). The Sheriff's Office will maintain its own internal IT support, unless otherwise agreed to by the Sheriff and the GSA Director.
3. The GSA Director ~~of Information Services,~~ or his/her designee, may award various levels of authority to different departments, when justified, based upon an assessment of the technical services required to support the systems of the department and the IT skill level of supporting staff.
4. ~~Information Services may, at its discretion, conduct assessments of the technical services and the IT skill levels of supporting staff. The result of an assessment may cause Information Services to modify the delivery model of IT services in the County, including the assignment of departmental IT personnel.~~

SECTION II – THE ROLE OF THE INFORMATION TECHNOLOGY COMMITTEE

The Information Technology Committee (ITC) serves as a technology advisory committee to the County Administrative Officer Chief Executive Officer. ~~The ITC investigates and recommends technologies for county-wide use and assists departments from a business practices/workflow perspective. The ITC considers the recommendations as provided by the GSA/Information Services Division and recommends technologies for County-wide use.~~

The ITC will be facilitated by the GSA Director and staffed by a Deputy CEO, and one representative from the GSA/Information Services Division.

The IT Committee will be made up of nine Department Head-level representatives from:

- Executive Office
- Auditor-Controller's Office
- Human Resources
- General Services Agency

- Health and Human Services Agency
- Sheriff's Office
- Public Resources Coordinating Council
- Justice Policy Council (serves as the Coordinating Council)
- General Government Coordinating Council (a non-internal services department)

Responsibilities of the ITC are as follows:

1. Periodically establish, review, and/or amend the County information technology principles, policies and strategies to guide the acquisition and use of information technology.
2. Recommend to the Chief Executive Officer, information technology priorities and projects consistent with the adopted information technology principles, policies, strategies and business priorities.
3. Oversee the development of a five year information technology strategic plan which is reviewed and updated annually.
4. Provide overall guidance of major technology projects.
5. Consider the recommendations as provided by the GSA/Information Services Division and recommend technologies for County-wide use.

SECTION III – THE ROLE OF DEPARTMENT SPECIFIC IT SUPPORT

This section is applicable only when a determination has been made by the GSA/Information Services Division that personnel are required to support department applications.

1. If the GSA/Information Services Division determines that IT personnel are required to support department applications, resource allocation shall be determined on a case by case basis. GSA/Information Services Division employees, regardless of physical location, will continue to report directly to the GSA/Information Services Division.
2. Any GSA/Information Services Division employee working to assist the Sheriff's Office IT staff must pass a full background investigation.
- 4-3. Those personnel positions funded from "restricted" revenue sources shall be dealt with on a case-by-case basis so as not to place any department in violation of funding restrictions.

SECTION V – THE ROLE OF DEPARTMENTAL IT PERSONNEL

~~This section is applicable only when a determination has been made by IS that departmental IT personnel are required to support departmental computer systems. If such a determination is made, the departmental IT personnel shall be employees of their respective departments.~~



1. ~~No departmental IT positions/staff request shall be presented to the Board of Supervisors without approval of the Director of Information Services or his/her designee.~~
2. ~~The Director of Information Services, or his/her designee, shall have the authority to comment upon and advise in the hiring of departmental IT personnel and to participate in on-going evaluations of departmental IT personnel.~~
3. ~~Departmental IT personnel and IS staff shall have mandatory meetings, as least one per quarter, to update appropriate staff, to discuss automation needs, and to review current progress of IT projects in the County.~~
4. ~~Those departmental IT positions funded from "restricted" revenue sources shall be dealt with on a case-by-case basis so as not to place any department in violation of funding restrictions.~~

#### SECTION IV – ACQUISITION

This section covers the acquisition of all proposed ~~application software and/or computer hardware systems, including generalized personal computer (PC) work processing, spreadsheet, database, etc. software. IT related systems.~~ This section applies regardless of funding sources. The rationale for this ~~Policy is that County section is to ensure~~ procurement of ~~computer hardware and application software systems need to comply IT related equipment and/or systems complies~~ with County standards and guidelines in order to facilitate networking and system integration ~~, where applicable,~~ to provide for effective training and support, and to be consistent with the County's ~~IT Strategic Long range Plan policies. All IT related acquisitions must comply with competitive bidding guidelines and all applicable County policies.~~

1. Exceptions: Implementation of state-mandated systems, ~~(such as the Social Services ISAWS system),~~ will require flexibility in the implementation of this Policy section and supporting procedures. These situations will need to be evaluated on a case-by-case basis with the GSA/Information Services Division to identify identifying any areas of incompatibility with County computer hardware, software, or network standards and guidelines, and determine whether or how these systems will be integrated with other County systems.
2. Major System Procurement:
  - a. Major proposed procurement of ~~application software and/or computer hardware IT related equipment~~ for new systems or major enhancements to existing systems must be submitted to the GSA/Information Services Division and to the Information Technology Committee for review and recommendation. A proposal needs to describe the problem or need that the new system of major enhancement will address. Departments need to develop a detailed justification for the proposed system. This justification

should include a five-year cost/benefit analysis. The GSA/Information Services Division will work with departments to analyze technical requirements and develop proposals.

- b. Proposed systems, after having gone through an appropriate competitive procurement process, and after being reviewed and recommended by the GSA/Information Services Division, and the, will be taken to the Information Technology Committee, and Chief Executive Officer for review and subsequently will be referred to the Board of Supervisors for final review and approval. The GSA/Information Services Division will assist departments in this process.
- c. Departments –Heads not receiving a favorable recommendation that disagree with the recommendations from the GSA/Information Services Division IS and/or the ITC are in support of a project are free to address the Board Chief Executive Officer as to the merits of the proposed IT-related endeavor.

3. Minor System Procurement: Minor IT related computer hardware and software additions or enhancements to existing application systems must also be reviewed by the GSA/Information Services Division to ensure continuing compliance with County guidelines. However, in these situations, submission to the Information Technology Committee is not required. GSA/Information Services Division approval is required for purchases of minor PC hardware upgrades, peripheral devices, or minor PC software packages to ensure such packages are in compliance with current County standards and guidelines.

4. Fixed Asset Procurement Procedure and Inventory: The General Services Agency is responsible for the purchasing of computer hardware and software-IT related equipment through the standard requisition/purchase order process. The General Services Agency will not process a requisition/purchase order unless it is supported by documented approval from the Board of Supervisors and the GSA/Information Services Division.

General Services will maintain an inventory of computer hardware installed throughout the County. County departments will be responsible for ensuring that all installed software has the appropriate legal software license.

#### SECTION V – OWNERSHIP AND USE OF COMPUTER HARDWARE AND SOFTWARE

1. Computer hardware and application software systems purchased with County general funds are the property of the County, not of individual departments, and may be subject to reallocation as the needs of the County change. The reallocation of these resources requires the approval of the involved department(s) and the GSA/Information Services Division. In the event of a disagreement, the County Executive Office will retain the right to resolve any and all disputes. Depending on original sources of funding and present value of

equipment, reallocations may involve transfers of funds. The need for interdepartmental financial transactions will be determined on a case-by-case basis. Systems purchased with special funds or through grant funding and Federal/State share funding arrangements may not be subject to reallocation.

~~2.—All County computers and networked equipment property ownership rights are vested in the County of Mendocino and are subject to the controls, policies, and procedures established by the Board of Supervisors and the County Administrative Executive Office. Policies also apply to computers and networked equipment supplied and governed by other jurisdictions, such as, but not limited to, the State of California. These jurisdictions may have controls, policies, and procedures that supersede the County of Mendocino.~~

~~3.—All County employee access to the Internet using County-owned, leased, or controlled computers, use of County-owned, leased, or controlled computer and networked equipment, including centralized systems, servers, personal computers, local area networks, and wide area network equipment shall be for County business purposes only. However, employees may engage in reasonable incidental personal use, to the extent permitted by the employee's department head, as long as such use does not detract from an employee's productivity, duties, service to the public or to the County, violate any law, or any County policy, procedure, or regulation.~~

~~4.—Under no circumstances may E-mail or any computer owned, leased, or controlled by the County be used to harass or to discriminate against anyone be they employees or the public. County-owned, leased, or controlled computer equipment may not be used to prepare or to transmit messages of a sexual or discriminatory nature, including, but not limited to, slurs, offensive jokes, or other offensive language; nor shall they be used for personal business solicitation or gain, or to transmit "chain letter" messages, or in any other manner that is in violation of any law, policy, procedure, contractual obligation, or regulation.~~

~~5.—At this time, e-mail is not an assured means of confidential communication. Employees who wish to transmit County business messages of a special or confidential nature, such as confidential client information, should take appropriate measures to assure that confidentiality is maintained, including assessing whether or not it is advisable to send the information by conventional means such as County courier or U.S. Mail.~~

~~The County owns or has an unlimited right to access any and all information and data stored on County-owned, leased, or controlled computers, equipment or networks. County management reserves the right to access any information or data, including electronic mail, stored on County-owned, leased, or controlled computers. Any passwords shall be provided to the appropriate department head upon request. All employees should take proper measures to ensure messages are sent to appropriate persons only. If an employee received a message meant for another employee, the recipient should immediately delete the message and inform the sender of the error.~~

~~5. County employees are responsible for taking appropriate measures to protect the confidentiality of their personal user profile and password information used to maintain the security of County-owned, leased, or controlled computers and data.~~

~~6.2. Department heads are responsible for ensuring that County employees take appropriate measures, using County-licensed virus protection software, to minimize the introduction of viruses from various sources, including the Internet and removable media.~~

~~7. All software installed or run from diskette or CD on County-owned, leased, or controlled computers must adhere to the terms and conditions of the respective licenses. Such software installations or software executions from diskette or CD must be authorized by the appropriate department head.~~

6.3. The County owns or has unlimited right to access any and all information and data stored on County resources, except for those that are restricted due to State or Federal Statute. County management reserves the right to access any information or data, including electronic correspondence stored on County resources, except for those that are restricted due to State or Federal Statute.

7.4. All software installed on County resources must adhere to the terms and conditions of the respective licenses. Such software installations or software executions must be authorized by the GSA/Information Services Division.

8.5. Installation of County licensed software on an employee-owned personal computer is prohibited except as expressly provided for by the software license agreement and authorized by the ~~appropriate department head~~ GSA/Information Services Division.

9.6. GSA/Information Services Division staff are authorized to conduct operational audits of County resources to ensure that County policies and procedures are being followed.

10. Employees are prohibited from downloading and/or storing personal photos, videos and media files on County resources. This does not apply to personal photographs and media approved by the Department Head for use in departmental publications.

~~11. Information Services Division staff is authorized to conduct operational audits of County-owned, leased, or controlled computers and networked equipment to ensure that County policies and procedures are being followed.~~

~~7.~~

~~12. Additional standards and/or guidelines may be established by individual department heads.~~

8. Large format files (training videos, etc.) should be stored on external media so as not to take up excessive space on shared and/or personal drives.

SECTION VI – SECURITY

1. Employees shall not give their passwords to ANY other individual, including the employee's department head.
2. No employee shall request or attempt to acquire another employee's passwords.
3. Employees must log off any computer or other form of electronic data system when they leave any such computer or system unattended.
4. Employees shall not attempt to bypass physical or logical security measures. The use of social engineering, cameras, hardware or software keystroke loggers, network sniffing devices or any other device or means that is later determined to be nefarious may be grounds for disciplinary action up to and including termination.
5. The GSA/Information Services Division reserves the right to enforce mandatory password changes.

SECTION VII – ELECTRONIC COMMUNICATION

Electronic communication includes, but is not limited to, email, instant messaging, web-browsing, and file transfer protocols.

1. All electronic correspondence should be written, transmitted, and stored with the same care and discretion as hard copy communications. All electronic correspondence generated using County resources are considered a public record.
2. Under no circumstances may County resources be used to harass or to discriminate against anyone, or be used to prepare or transmit messages of an inappropriate nature, including, but not limited to, sexual references, slurs, offensive jokes, or other offensive language. Nor shall they be used for personal business solicitation of gain, or in any other manner that is in violation of any law, policy, procedure, contractual obligation, or regulation.
3. All County-employee access to the Internet using County resources shall be for County business purposes only. Employees will be held accountable to the GSA/Information Services Division Computer Usage Guidelines, which will be periodically electronically presented to employees for review and agreement.
4. The electronic distribution of documents is subject to the same laws, policies and practices that apply to other means of communication. This includes, but is not limited to, product endorsements, copyright laws, software licensing, patent laws, record retention, and proper business correspondence practices.

5. Receipt, creation, or transmission of any material in violation of Federal or State laws, Federal or State regulations, or County ordinances, policies or procedures is prohibited.
6. Authorized users must exercise good judgment before sending any messages and documents containing potentially SENSITIVE, CONFIDENTIAL, or RESTRICTED information, or use appropriate controls to protect it from disclosure to unauthorized persons(s).
7. Do not forward SENSITIVE, CONFIDENTIAL, or RESTRICTED County data/information to any party outside of the County without prior approval of the information owner.
8. Countywide electronic messages are reserved for officially approved Mendocino County publications.
9. Employees are prohibited from using County resources for the following purposes:
  - a. Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate County purposes.
  - b. Engaging in private or personal business activities.
  - c. Maintaining, organizing, or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms", or private/personal/instant messaging.
  - d. Misrepresenting oneself or the County.
  - e. Violating the laws and regulations of the United States in any way while using County equipment or networks.
  - f. Deliberately propagating any virus, worm, Trojan horse, trap-door program code or other code or file designated to disrupt, disable, impair or otherwise harm either the County's networks or systems or those of any other individual or entity.
  - g. Intentionally causing congestion, disruption, disablement, alteration, or impairment of County networks or systems.
  - h. Downloading non-business related applications.
  - i. Using County email to receive or distribute political propaganda.
10. GSA/Information Services Division retains the right to block access deemed inappropriate.
11. Retention policies and procedures will be determined by County Counsel, the Executive Office, and the GSA/Information Services Division pursuant to applicable State and Federal law.

GLOSSARY

The Glossary is provided to act as a reference and to add clarity to the meaning of this Policy.

Application – A program that provides a level of functionality for a specific task. Common examples are spreadsheets (Excel), presentation (Power Point), and word processing (Word) programs. These are programs that are frequently found in software training classes.

County Resource – County-owned, -leased, or -controlled computers, including centralized systems, servers, personal computers, wireless devices, local area networks, and wide area network equipment

Incidental Personal Use – Occasional, incidental, and minimal use of computer equipment for personal use, which is consistent with Government Code section 8314 (B) (1).

Information Services Division – The Information Services Division of the General Services Agency

Information Services Division Computer Usage Guidelines – Procedural guidelines provided to all County employees that outlines proper usage and procedures related to computer and/or IT equipment.

Information Technology (IT) – The hardware, software, and network services used in computer systems, office automation, and telephone communications.

Information Technology Committee (ITC) – A committee appointed by the Chief Executive Officer comprised of representatives of the Coordinating Councils, CEO and GSA Director and/or his or her designee.

Major System – Hardware, software, data conversion, user training, support personnel, first-year maintenance, or a combination thereof. Refer to Mendocino County Policy No. 1 for Purchasing Policy guidelines concerning contractual amounts that need to be approved by the Board of Supervisors.

Minor System – Hardware, software, data conversion, user training, support personnel, first-year maintenance, or a combination thereof. Refer to Mendocino County Policy No. 1.



<p style="text-align: center;">MENDOCINO COUNTY POLICY #22</p>	<p style="text-align: center;">INFORMATION TECHNOLOGY (IT) POLICY: ACQUISITION, OWNERSHIP AND USE OF COMPUTER HARDWARE AND SOFTWARE, THE ROLE OF THE INFORMATION TECHNOLOGY COMMITTEE, THE ROLES OF THE GENERAL SERVICES AGENCY (GSA)/INFORMATION SERVICES DIVISION</p>
<p>ADOPTED: June 5, 1990 SUPERSEDED: February 14, 1995 AMENDED: April 14, 1998 AMENDED: December 1, 1998 SUPERSEDED: June 27, 2000 AMENDED: December 2, 2003 SUPERSEDED: May 18, 2010</p>	<p>ADOPTED BY: Minute Order</p> <p>SUPERSEDED BY: Minute Order</p> <p>AMENDED BY: Minute Order</p> <p>AMENDED BY: Minute Order</p> <p>SUPERSEDED BY: Minute Order</p> <p>AMENDED BY: Minute Order</p> <p>SUPERSEDED BY: Minute Order</p> <div style="border: 1px solid black; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p><b>NOTE: This document is a comparison between the 2009 DRAFT version of Policy #22 utilized by the Grand Jury and the 2010 DRAFT revisions.</b></p> </div>

INTRODUCTION

The County of Mendocino utilizes significant computer and network technology resources to provide services to citizens and to conduct its administrative and operational functions. The purpose of this Policy is to ensure appropriate County business use of IT resources and to manage information technology acquisition and support costs.

This Policy also helps ensure that computer resources are used in a manner that provides for data security and prevention of computer crime, and that the County's use of vendor software abides by license agreements and copyright statutes. This Policy is intended to enhance support, reduce down time, provide greater flexibility to technological changes, increase cross-training, augment understanding of shared data sets, and furnish a coordinated County-wide "vision" of information technology.

Given the rapid rate of change in information technology (IT), this Policy serves as a statement of intent and will need to be modified as conditions warrant. It is important that each County employee abide by this Policy. Employee violations of this Policy may be cause for disciplinary action, up to and including, termination.

The responsibility for compliance with this policy lies with each Department Head and it is the responsibility of departmental management to develop internal procedures consistent with this policy to insure compliance.

When in doubt regarding implementation of this Policy, departments should contact the GSA/Information Services Division.

SECTION I – THE ROLE OF THE GSA/INFORMATION SERVICES DIVISION

This section addresses the role of the GSA/Information Services Division and the delivery of IT services in the County:



1. The GSA/Information Services Division is charged with the delivery of IT services to all County departments. The GSA/Information Services Division shall appoint and manage all GSA IT support staff.
2. Any departmental positions classified as an IT position shall remain in effect until said positions become vacant. Upon these vacancies, said positions will revert back under the reporting authority of the GSA/Information Services Division (except for those assigned to the Sheriff's Office). The Sheriff's Office will maintain its own internal IT support, unless otherwise agreed to by the Sheriff and the GSA Director.
3. The GSA Director or his/her designee, may award various levels of authority to different departments, when justified, based upon an assessment of the technical services required to support the systems of the department and the IT skill level of supporting staff.

#### SECTION II – THE ROLE OF THE INFORMATION TECHNOLOGY COMMITTEE

The Information Technology Committee (ITC) serves as a technology advisory committee to the Chief Executive Officer. The ITC considers the recommendations as provided by the GSA/Information Services Division and recommends technologies for County-wide use.

The ITC will be facilitated by the ~~Assistant County Executive Officer~~ GSA Director and staffed by a Deputy CEO, and one representative from the GSA/Information Services Division.

The IT Committee will be made up of nine Department Head-level representatives from:

- Executive Office
- Auditor-Controller's Office
- Human Resources
- General Services Agency
- Health and Human Services Agency
- Sheriff's Office
- Public Resources Coordinating Council
- Justice Policy Council (serves as the Coordinating Council)
- General Government Coordinating Council (a non-internal services department)

Responsibilities of the ITC are as follows:

1. Periodically establish, review, and/or amend the County information technology principles, policies and strategies to guide the acquisition and use of information technology.
2. Recommend to the Chief Executive Officer, information technology priorities and projects consistent with the adopted information technology principles, policies, strategies and business priorities.

3. Oversee the development of a five year information technology strategic plan which is reviewed and updated annually.
4. Provide overall guidance of major technology projects.
5. Consider the recommendations as provided by the GSA/Information Services Division and recommend technologies for County-wide use.

#### SECTION III – THE ROLE OF DEPARTMENT SPECIFIC IT SUPPORT

This section is applicable only when a determination has been made by the GSA/Information Services Division that personnel are required to support department applications.

1. If the GSA/Information Services Division determines that IT personnel are required to support department applications, resource allocation shall be determined on a case by case basis. ~~IT personnel~~ GSA/Information Services Division employees, regardless of physical location, will continue to report directly to the GSA/Information Services Division.
2. Any GSA/Information Services Division employee working to assist the Sheriff's Office IT staff must pass a full background investigation.
3. Those personnel positions funded from "restricted" revenue sources shall be dealt with on a case-by-case basis so as not to place any department in violation of funding restrictions.

#### SECTION IV – ACQUISITION

This section covers the acquisition of all proposed IT related systems. This section applies regardless of funding sources. The rationale for this section is to ensure procurement of IT related equipment and/or systems complies with County standards and guidelines in order to facilitate networking and system integration to provide for effective training and support, and to be consistent with the County policies. All IT related acquisitions must comply with competitive bidding guidelines and all applicable County policies.

1. Exceptions: Implementation of state-mandated systems will require flexibility in the implementation of this section and supporting procedures. These situations will need to be evaluated on a case-by-case basis with the GSA/Information Services Division identifying any areas of incompatibility with County computer hardware, software, or network standards and guidelines, and determine whether or how these systems will be integrated with other County systems.
2. Major System Procurement:
  - a. Major proposed procurement of IT related equipment for new systems or major enhancements to existing systems must be submitted to the GSA/Information Services Division. A proposal needs to describe the

problem or need that the new system of major enhancement will address. Departments need to develop a detailed justification for the proposed system. This justification should include a five-year cost/benefit analysis. The GSA/Information Services Division will work with departments to analyze technical requirements and develop proposals.

- b. Proposed systems, after having gone through an appropriate competitive procurement process, and after being reviewed and recommended by the GSA/Information Services Division, will be taken to the Information Technology Committee and Chief Executive Officer for review and subsequently referred to the ~~Chief Executive Officer and~~ Board of Supervisors for final review and approval. The GSA/Information Services Division will assist departments in this process.
  - c. Department Heads that disagree with the recommendations from the GSA/Information Services Division and/or the ITC are free to address the Chief Executive Officer as to the merits of the proposed IT-related endeavor.
3. Minor System Procurement: Minor IT related hardware and software additions or enhancements to existing application systems must also be reviewed by the GSA/Information Services Division to ensure continuing compliance with County guidelines. GSA/Information Services Division approval is required for purchases of minor PC hardware upgrades, peripheral devices, or minor PC software packages to ensure such packages are in compliance with current County standards and guidelines.
  4. Fixed Asset Procurement Procedure and Inventory: The General Services Agency is responsible for the purchasing of IT related equipment through the standard requisition/purchase order process. The General Services Agency will not process a requisition/purchase order unless it is supported by documented approval from the Board of Supervisors and the GSA/Information Services Division.

#### SECTION V – OWNERSHIP

1. Computer hardware and application software systems purchased with County general funds are the property of the County, not of individual departments, and may be subject to reallocation as the needs of the County change. The reallocation of these resources requires the approval of the involved department(s) and the GSA/Information Services Division. In the event of a disagreement, the County Executive Office will retain the right to resolve any and all disputes. Depending on original sources of funding and present value of equipment, reallocation may involve transfers of funds. The need for interdepartmental financial transactions will be determined on a case-by-case basis. Systems purchased with special funds or through grant funding and Federal/State share funding arrangements may not be subject to reallocation.

2. All County computers and networked equipment property ownership rights are vested in the County of Mendocino and are subject to the controls, policies, and procedures established by the Board of Supervisors and the County Executive Office.
3. The County owns or has unlimited right to access any and all information and data stored on County resources, except for those that are restricted due to State or Federal Statute. County management reserves the right to access any information or data, including electronic correspondence stored on County resources, except for those that are restricted due to State or Federal Statute.
4. All software installed on County resources must adhere to the terms and conditions of the respective licenses. Such software installations or software executions must be authorized by the GSA/Information Services Division.
5. Installation of County licensed software on an employee-owned personal computer is prohibited except as expressly provided for by the software license agreement and authorized by the GSA/Information Services Division.
6. GSA/Information Services Division staff are authorized to conduct operational audits of County resources to ensure that County policies and procedures are being followed.
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3. All County-employee access to the Internet using County resources shall be for County business purposes only. Employees will be held accountable to the GSA/Information Services Division Computer Usage Guidelines, which will be periodically electronically presented to employees for review and agreement.
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5. Receipt, creation, or transmission of any material in violation of Federal or State laws, Federal or State regulations, or County ordinances, policies or procedures is prohibited.
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  - f. Deliberately propagating any virus, worm, Trojan horse, trap-door program code or other code or file designated to disrupt, disable, impair or otherwise harm either the County’s networks or systems or those of any other individual or entity.
  - g. **Intentionally** causing congestion, disruption, disablement, alteration, or impairment of County networks or systems.
  - h. Downloading non-business related applications.
  - i. Using County email to receive or distribute political propaganda.
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