



COUNTY OF EL DORADO, CALIFORNIA

BOARD OF SUPERVISORS POLICY

Subject: GENERAL NETWORK USAGE POLICY	Policy Number: A-19	Page Number: 1 of 9
	Date Adopted: XX/XX/XXXX	Effective Date: XX/XX/XXXX

I. PURPOSE

The purpose of this policy is to:

- A. Define the acceptable use of computer equipment and network resources for all Users of El Dorado County network resources.
- B. Protect both the User and El Dorado County from risk of exposure to litigation or other consequences of any misuse or unauthorized breach of government information systems.

II. POLICY

A. INTRODUCTION

The Information Technologies (IT) Department is responsible for establishing policies, procedures and standards for the overall management and administration of information technology programs for the County. This General Network Usage Policy applies to all users of El Dorado County information systems. It specifies policies regarding the integrity, security, and privacy of County data, network resources and computers. This document will assist users in understanding their responsibilities when using County computer workstations and network resources.

Agreement to the "County Computer Use Acknowledgement" statement when logging on to the County network constitutes understanding and acceptance of this policy in its entirety. See Section D.2 of this policy for more about the User Acknowledgement statement.

B. DEFINITION OF TERMS

Definitions of terms used frequently within this document:

Information Domain – the entire communications infrastructure (hardware, software, and data) that comprises the County's information technology network, excluding County communications infrastructure that is specifically for public use (such as the "EDC-Public-Wireless" WiFi network).

Network Resources – collective term for the capabilities and services provided within the County information domain. Examples of network resources include: virtual workstations; PCs; data storage; peripheral devices (printers, scanners, etc.); servers; internet connections; mobile devices (laptops, tablets, smartphones); voice telephony devices; and any other electronic information services accessed by Users in conducting their work.



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PHI (Protected Health Information) – information about a person’s medical history or condition. PHI is protected from unauthorized disclosure by HIPAA and other Federal laws.

PII (Personally Identifiable Information) – information that can be used to verify the identity of an individual for purposes of conducting financial or other transactions. Disclosure of PII may lead to fraud or identity theft.

User – a person who is granted official access to the County’s information domain. This definition includes County employees, contractors, vendors, and other public agency employees such as fire departments, community services districts, and multi-jurisdictional or joint operating authorities.

C. SCOPE OF THE POLICY

The policy applies to all network resources accessible by Users, as well as all authorized devices connected to the El Dorado County information domain. El Dorado County has an extensive communication infrastructure with network and computing resources that are required to administer and provide services to the public. All Users (as defined above) of county networks, computers, or other communications infrastructure are bound by this policy.

Some of the County’s communication infrastructure is provided for public use, such as open WiFi access within many County buildings, and internet access from computers in the Public Library. The scope of this policy covers network resources within the County’s information domain, and not necessarily the public-use segments of the infrastructure.

D. GENERAL USAGE POLICY

D.1 Use of Network Resources

The sole purpose of the County’s information domain is to support the ability of County staff to provide services for the public, in accordance with directives from the Board of Supervisors. Improper use of workstations or network resources can impede this ability, and result in lost or degraded services to the County residents. Furthermore, violation of laws, rules, or policies regarding the use of County information systems may result in disciplinary action, prosecution under the law, fines, and imprisonment. Users are responsible for understanding and following this and all other policies regarding the appropriate use of County equipment and the release of County data.



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All County-owned mobile computing devices such as smartphones, tablets and laptop computers are subject to every element of this General Network Usage Policy.

The County maintains equipment and software that reduces the potential impact of viruses and other malicious software. It is the responsibility of the User to follow all policy, procedures and standards to protect County network resources.

No User shall willfully or through negligence introduce a malicious program into the County information domain, nor shall any User employ port scanners or other intrusive software intended to undermine the stability and integrity of the County's network and attached resources.

Users shall not engage in procuring, viewing or transmitting material that is pornographic in nature or is in violation of sexual harassment or hostile workplace guidelines. In general, any material that may reasonably be considered offensive or may tend to bring the County into disrepute may not be stored in or accessed via the County's network.

D.2 User Privacy Policy

For security and network maintenance purposes, IT staff members may monitor equipment, systems and network traffic at any time. There is no reasonable expectation of privacy in the use of County network resources and any information stored on any County computer, terminal or network device, whether related to County business or to personal use.

Upon log-in to any County desktop, Users will be presented with an acknowledgement of consent to monitoring statement. Users must explicitly accept this statement by either clicking or pressing any key before being able to proceed to the log-in screen.

D.3 User Access Credentials

All Users shall be assigned credentials that will be used to authenticate the identity of the User when accessing the County's information domain. These credentials may consist of any combination of: user name, password, a Personal Identification Number (PIN), the User's fingerprint, a facility access card, or a key-code generator consisting of either a smartphone app or a physical device.

Regardless of the credential type, the User is responsible for proper protection of the credentials from unauthorized theft, use, or disclosure. Users who fail to comply with the



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foregoing provision shall immediately have their access suspended or revoked, and may be subject to disciplinary action.

D.4 Use and Ownership of Data

All data created, processed, or stored in the County's information domain is the property of El Dorado County. Some of that data is considered public. However, certain Federal and State legislation, policies, and regulations impose special requirements to safeguard certain types of data. To comply with these regulations, technical and procedural controls have been implemented to prevent loss and restrict access to these data types. Even with such safeguards in place it is still the responsibility of Users to protect County information from unauthorized disclosure or use.

Users shall not seek to exploit or otherwise abuse any data accessible within the information domain for their own personal gain. Users must take all reasonable precautions to ensure privacy is maintained under the law while handling information in any form, including but not limited to voice recordings, digital media, paper, photographs, and microfiche.

D.4.1 Data Protection

Federal and State regulations require any computers processing certain protected classes of information (PII, PHI, etc.) to have their hard drives encrypted. Any authorized portable media devices such as USB drives that are used to store or transport protected classes of information must also be encrypted.

No User may attempt to access computer systems or network resources unless proper authorization has been granted by the department head. Any attempt to maliciously alter, erase, damage, destroy or make otherwise unusable or inaccessible any data, software, computer, or network system may constitute a felony, and may result in any combination of disciplinary action and/or prosecution and fines, including litigation costs and payment of damages under applicable Local, State, and Federal statutes.

Due to their portable nature, mobile devices such as laptops and tablets are much more prone to loss or theft. Users of these devices are required to practice due diligence in loss prevention of the physical device and data contained within. All County-owned portable devices must be encrypted, contain software designed to recover lost or stolen devices, and have the ability to be incapacitated by remotely erasing all County data on the device. All protected data on remote or mobile devices



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remains the property of El Dorado County; intentional destruction or misuse of the data or the device is prohibited.

D.4.2 Retention and Preservation of Electronic Data

Preservation of electronic data is required when an individual knows or should reasonably know—by official notification or other communications—that the probability of litigation exists, or the process of discovery pursuant to litigation exists. Electronic communication and any associated attachments shall be preserved by all reasonable means until notified in writing by County Counsel that the litigation period has passed and that electronic communication pertaining to litigants no longer needs to be preserved. Preservation may include any and all electronic communication relating to possible litigation being copied onto readable media and delivered (with signed receipt) to County Counsel for later use. Users may be subject to criminal liability if they do not exercise reasonable and prudent precautions in preserving potential evidence, including electronic communication.

Every User has a duty to preserve evidence in litigation. Destroying documents relevant to threatened or ongoing litigation may result in legal actions against that User and against the County.

Additionally, Users shall preserve electronic data and communications in accordance with the County records retention schedule.

D.4.3 Removable Data Storage Devices

Unauthorized portable storage devices (USB drives and external hard drives, smartphones, cameras, iPods, and tablets) may not be connected to any county computer or network device. To reduce the risk of malware infections, only County-approved portable storage devices may be used. If a portable storage device is required for County business, the IT Department will assist the User. Further details are in [General Network Usage and Access Procedures and Guidelines](#).

D.5 Use of Personally Owned Software & Equipment

Some Users may be assigned a Virtual Desktop. Users can access their virtual desktops on any compatible device (personally owned smartphone, tablet, laptop or PC). Virtual desktop access from personal devices may be limited by Department policy.

Technical support for the use of personally owned devices will be provided on a reasonable effort basis only. The IT Department cannot guarantee the usability of personally owned



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devices, and assumes no responsibility for changes or problems that may result in personal data loss or damage to personally owned devices.

Personally owned software, or any other software not specifically authorized or licensed for County use may not be installed on County-owned workstations or mobile devices.

D.6 Non-County Laptops and PCs

If a non-County entity such as a vendor, contractor, or outside agency requires internet connectivity from within a County facility, such access will be via the public WiFi network maintained by the County. Alternately, the outside entity may use a mobile service provider or non-County WiFi, if available. Non-County laptops and PCs shall not be connected to the County network resources.

If access to County network resources is required from a vendor, contractor, or outside agency device, the IT Department must be notified and will be responsible for setting up the connection. All such connections will be disabled by the IT Department after they are no longer required.

D.7 Remote Access

Users who require frequent access from their home or other off-site locations should do so via their virtual desktop. If Users are issued a County laptop, tablet or smartphone for remote access, they must protect the device in accordance with Section D.4.1 of this policy.

D.8 Personal Use of Network Resources

Users may engage in reasonable incidental personal use of the County's computer systems, to the extent permitted by the User's department head, as long as such use does not: degrade overall system performance; detract from a User's productivity, duties, and service to the public or the County; violate any law or any County policy, procedure, or regulation; or tarnish the image of the County or contribute to the disrepute of the County. Users are responsible for exercising good judgment regarding the reasonableness of personal use on personal time.

D.9 Electronic Messaging

Electronic messaging is defined as any communications (email, SMS text messages, instant message, etc.) sent or received by Users via the use of County network resources. This definition also includes any transactional information and any attachments associated with such messages, as well as the content of the message itself.



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D.9.1 Email Disclaimer

All County e-mail shall include a disclaimer as part of the e-mail signature, and shall consist of the following language that is automatically inserted at the end of each message that is sent to a recipient outside the County network resources:

CONFIDENTIALITY NOTICE: This electronic communication with its contents may contain confidential and/or privileged information. It is solely for the use of the intended recipient(s), except as otherwise permitted. Unauthorized interception, review, use, or disclosure is prohibited and may violate applicable laws including the Electronic Communications Privacy Act. If you are not the intended recipient, or authorized to receive for the intended recipient, please contact the sender and destroy all copies of the communication. Thank you for your consideration.

D.9.2 Personal Use of Email

Incidental personal use of the County's electronic communication system is permitted, as long as:

- It is not excessive
- Does not degrade network performance
- Does not interfere with the County's normal business practices
- Does not interfere with the assigned duties of the User
- Does not violate other County policies

Users should exercise sound judgment and sensitivity to others when exchanging personal messages in the workplace. Personal use of network resources is addressed in Section D.7 of this policy.

D.9.3 State and Federal Laws

Use of the County's electronic communication system is subject to all applicable Federal and State communications and privacy laws. Regulatory-protected classes of information (HIPAA, PII, EPHI, etc.) must NOT be transmitted via unencrypted email or instant message, either as message text or as file attachments.

D.9.4 Restrictions

Electronic communication may not be used for:

- Unlawful activities



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- Advertising (unsolicited electronic communication commonly referred to as “Spam”)
- Uses that violate departmental, County, State or Federal policies, such as, but not limited to, obscenity, sexual harassment, hostile work place, etc.
- Any other use which interferes with computing facilities and services of the County
Note: this list is indicative rather than inclusive of restrictions, and electronic communication may be prohibited for reasons other than those specifically mentioned.

D.9.5 False Identity & Representation

Users shall not employ a false identity in sending electronic communication or alter forwarded electronic communication out of the context of its original meaning.

Users shall not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the County unless they are appropriately authorized—explicitly or implicitly—to do so.

III. PROCEDURE

- A. The Information Technologies Director shall be responsible for the delivery of detailed procedures and guidelines to implement the General Network Usage Policy.
- B. These supporting technology-specific procedures and guidelines are subject to more frequent change and may be updated and re-published as necessary under the authority of the Director, Information Technologies (IT).
- C. In the event there is a question regarding compliance with this Policy or the supporting Procedures and Guidelines, the Chief Administrative Officer (CAO) shall be responsible for interpreting said Policy and/or Procedures and Guidelines and shall make the final determination regarding compliance.

IV. REFERENCES

[C - 17-0518 General Network Usage Procedures and Guidelines 07-18-17.pdf](#)

V. RESPONSIBLE DEPARTMENT

Information Technologies



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VI. DATES ISSUED AND REVISED; SUNSET DATES:

Issue Date:	11/15/2005	Sunset Review Date:	N/A
Revision Date:	07/18/2017	Sunset Review Date:	07/17/2020