



# COUNTY OF EL DORADO, CALIFORNIA

## BOARD OF SUPERVISORS POLICY

Subject:  GENERAL NETWORK USAGE POLICY	Policy Number:  A-19	Page Number:  1 of 8
	Originally Adopted: 11/15/2005	Last Revised Date: <del>12/08/2020</del> <u>07/18</u> <del>25/2023</del>

### 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 (EDC) Network ~~r~~Resources.
- B. Protect both the User and El Dorado County from risk of exposure to litigation or other consequences resulting from misuse or an unauthorized breach of government information systems.

### II. POLICY

#### A. INTRODUCTION

The Information Technologies (IT) Department has primary responsibility for establishing policies, procedures, and standards for the overall management and administration of information technologies programs for the County. This General Network Usage Policy applies to all Users (defined below) of El Dorado County information systems. This document specifies policies that serve to protect and preserve the integrity, security, and privacy of County data, network resources, and computing systems. The intent of this document is to assist Users in understanding their responsibilities when using County issues computer workstations or any other computing resources to access El Dorado County networks, applications, or information repositories.

Agreement to the "County Computer Use Acknowledgement" statement presented to Users when logging on to the County network constitutes an explicit understanding and acceptance of this policy in its entirety, by the User. See Section D.2 of this policy for more information regarding the County Computer Use Acknowledgement statement.

#### B. DEFINITION OF TERMS

Definitions of terminology used within this document:

**Electronic Messaging** – any communications (email, SMS text messages, instant message, etc.) sent or received by Users via the use of ~~County-EDC r~~Network ~~r~~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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**Information Domain** – the entire communications infrastructure (hardware, software, and data) that comprises the County’s information technology network, including County communications infrastructure that is specifically for public use (the “EDC-Public-Wireless” Wi-Fi network).

**IOT Devices** – The Internet of Things (IOT) describes the network of physical objects – “Things” – that are embedded with sensors, software, and other technologies for the purpose of connecting and exchanging data with other devices and systems over the Internet.

**Network Resources** – collective term for the capabilities and services provided within the County information domain and cloud environments. Examples of network resources include:

1. ~~Virtual Workstations~~Cloud Environments (Software as a Service (SaaS), Storage, M365);
2. Desktop computer systems;
3. Data storage devices, appliances, or media;
4. Peripheral devices (printers, scanners, cameras, etc.);
5. Computer Servers;
6. Local area network facilities (LANs);
7. Wide area network facilities (WANs);
8. Internet connection facilities;
9. Mobile devices (laptops, tablets, smartphones);
10. Voice telephony devices;
11. Internet of Things (IOT) devices; and
12. Any other electronic information services or devices utilized or accessed by Users in performance of official duties.

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

**PII (Personally Identifiable Information)** – information 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.



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**User or EDC Computer User** – a person 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 EDC Computer Users, approved external users, as well as all authorized devices connected to the El Dorado County information domain. El Dorado County maintains an extensive communications infrastructure to support network and computing resources that are required to administer and provide services to the public.

The County also provides communication infrastructure that is available for public use, in the form of open Wi-Fi access within many County buildings, and internet access from computers in the Public Library. The scope of this policy covers usage of Network Resources within the County’s information domain, inclusive of EDC Computer User’s usage of the public Wi-Fi segments of the EDC network infrastructure using County-provided or issued equipment or devices.

County departments with their own network resources (e.g., EDSO) are not subject to the provisions of this policy, as they must maintain their own usage, security, and support policies. These departments are required to comply with and are following comparable Federal or State information security requirements imposed as a condition of their access to confidential and/or protected information.

### D. GENERAL USAGE POLICY

#### D.1 Use of Network Resources

Use of EDC Network Resources shall be for conducting County business. 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



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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.

Although the County maintains equipment and software solutions that reduce the probability of occurrence and potential impact of computer viruses and other malicious software, it is still the responsibility of all EDC Computer Users to maintain security awareness and to follow all policies, procedures, and standards in effect to protect County Network Resources. All Users of the County network are required to complete an annual security awareness training in addition to trainings required by regulations (e.g., HIPAA, DMV, IRS, and/or CJIS).

No User shall willfully, or through negligence, introduce a malicious program into the County information domain, nor shall any User connect to the EDC network and/or employ any technology components (software or hardware) designed to monitor, scan, or otherwise evaluate network-computing resources. If any EDC computer User believes there is a specific need to evaluate any portion of the EDC network, they are to make a request for such service in the form of a help desk ticket.

No EDC Computer Users shall engage in procuring, viewing, or transmitting material that is inappropriate in nature or is in violation of sexual harassment or hostile workplace guidelines, unless said activity is directly in alignment with official job duties and specifically authorized by the responsible department head. In general, any material that may reasonably be considered offensive shall not be accessed via the County's network.

### **D.2 User Privacy Policy and Ownership of Network Resources**

All components of the EDC network resource, including voicemail, email, messages sent and received, files and records created or placed on any County file server, cloud environments, and all data placed onto or accessed by the County's computer network including internet access, are and remain either the property of, or under the control of, the County and not the User.

For security and network maintenance purposes, IT staff members may monitor and/or audit County-issued equipment, systems, and network traffic at any time. EDC Computer Users are hereby notified that there is NO reasonable expectation of privacy in the use of any County network resources (which include any telephone or voice messaging systems) or any information stored on



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any County computer, cloud environment, terminal, ~~or~~ network device, or voicemail system. The County reserves the right to retrieve and review any voicemail, email, directory, file, record, or Internet access records composed, set, accessed by, or received on its network resources. All communications on these network resources, including voice recordings, other audio, text, and images, may be disclosed to third parties or law enforcement, and/or may be used for any other lawful purpose.

Upon login to any County desktop, EDC Computer Users are presented with a monitoring statement and a prompt to acknowledge their consent to monitoring. Users must explicitly accept the statement before being presented with the login screen.

### D.3 User Access Credentials

All users must have credentials to authenticate the identity of the User when accessing the County's information domain. These credentials may consist of any combination of: ~~user name~~username, password ~~or a Personal Identification Number (PIN), the User's fingerprint~~, and a facility access card. All users are required to use Multi-Factor Authentication (MFA) to access County resources when off network.

Regardless of the credential type(s), the User is responsible for proper protection of the credentials from unauthorized theft, use, or disclosure. Users who fail to comply with the foregoing provision shall immediately have their access suspended or revoked and may be subject to disciplinary action. Additionally, in cases where detection of suspicious or anomalous behavior, user credentials may be suspended until further review or verification.

### D.4 Non-County Laptops and PCs

If a non-County entity such as a vendor, contractor, or outside agency requires internet connectivity from within an EDC County facility, access will be provided through the Public Wi-Fi Network maintained by the County. Alternatively, an outside entity may use a mobile service provider or non-County Wi-Fi, if available. Non-County computing devices shall not connect to the County's non-public network resources, unless specifically authorized and managed by the County IT department for official purposes.

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 establishing, maintaining, and monitoring the connection. All such connections will be immediately dismantled by the IT Department once they are no longer required.



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### D.5 Remote Access

Users who require frequent access from their home or other off-site locations must utilize an EDC issued and controlled device. If any EDC Computer User is issued an EDC ~~County~~ computing device for remote access, the User is obligated to protect the device in accordance with this policy and Telecommuting Policy E-12. User must complete the Telework agreement and process or the Job Class Remote Request form.

### D.6 Personal Use of Network Resources

To the extent permitted by the User's department head, incidental personal use of the County's Network Resources must not degrade or disrupt overall system performance, interfere with the User's duties, interfere with County operations, nor violate any law or any County policy, procedure, or regulation.

Notwithstanding the above, any personal use of the non-public internet network and the County's email network system is prohibited. As an alternative, Users may connect to and use the public Wi-Fi network from their personally owned devices. Users are responsible for exercising sound judgment and sensitivity to others when exchanging personal messages in or from the workplace.

#### D.6.1 Email Disclaimer

All County e-mail messages sent from the EDCGOV.US domain shall include the County approved a disclaimer as part of the e-mail signature, ~~and shall consist of the following language automatically inserted at the end of each message sent to a recipient outside the County email domain:~~

~~*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.6.2 State and Federal Laws

Use of the County's electronic communication system is subject to all applicable Federal and



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State communications and privacy laws.

Regulatory-protected classes of information (HIPAA, PII, PHI, etc.) must NOT be transmitted from the EDC network to any internal or external endpoint via unencrypted methods.

### D.6.3 Restrictions

Electronic communication may not be used for:

- Unlawful activities
- 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 workplace, 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.6.4 False Identity and 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 appropriately authorized—explicitly or implicitly by virtue of their roles and responsibilities—to do so.

Users who suspect the receipt of a forged message or altered communication should immediately open a ticket with the EDC IT helpdesk, report the incident, and ask for additional instructions.

## III. PROCEDURES

- A. The Information Technologies Director shall be responsible for the delivery of detailed processes, procedures, and guidelines to implement the General Network Usage Policy.



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- B. These supporting technology-specific processes, procedures, and guidelines are subject to changes as required and may be updated and re-published as necessary under the authority of the Director, Information Technologies (IT). Where changes are substantive, notifications of changes will be distributed to the affected EDC governmental communities.
- 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~~
- General Network Usage Procedures and Guides V4
- A-13 Computer & Network-Based Information Systems
- A-21 Electronic Messaging Retention Policy
- E-12 Telecommuting Policy
- Remote Job Class Requests & Requirements (sharepoint.com)
- External Users Access Request (sharepoint.com)

#### V. RESPONSIBLE DEPARTMENT

Information Technologies

#### VI. DATES (ADOPTED, REVISED, NEXT REVIEW)

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