

WOODBURY COUNTY, IOWA

Acceptable Use – Technology Policy

Last Update Status: May 2023

PURPOSE

This policy outlines the acceptable use of computer equipment and electronic communication. These rules help protect the County’s employees and data from serious risks, including virus attacks, compromise of network systems and services, public relations issues, and legal issues.

The goal of publishing an Acceptable Use Policy is to protect the County’s employees, partners, and data against damaging actions committed either unintentionally or intentionally.

Internet/Intranet/Extranet-related systems, including, but not limited to, computer equipment, software, operating systems, storage media, network accounts, electronic mail, and WWW browsing, are the property of Woodbury County.

It is a team effort to maintain an effective security program. All employees and affiliates working with information or information systems must participate in safe security behaviors daily. Users are responsible for understanding these guidelines and conducting business accordingly. Additional training will be provided upon request to aid that understanding. Any lack of specifics within this policy does not imply a lack of employee responsibility, should specific actions necessitate managerial review or redress.

SCOPE

This policy applies to the use of information, electronic and computing devices, and network resources used to conduct Woodbury County business or interact with internal networks and business systems, whether owned or leased by Woodbury County, the employee or a third party. All employees, contractors, consultants, temporary workers, and other workers at Woodbury County and its subsidiaries are responsible for exercising good judgment regarding the appropriate use of information, electronic devices, and network resources under Woodbury County policies and standards and local laws and regulations. This policy applies to all employees, elected officials, contractors, consultants, temporary workers, and other workers at Woodbury County, including all personnel affiliated with third parties. This policy applies to all equipment owned or leased by Woodbury County.

RESPONSIBILITY

It is the responsibility of all County employees to be familiar and maintain compliancy with this policy. Department Directors and Elected Officials will work with supervisors to ensure employees are informed of this policy. The County reserves the right to monitor electronic communication without prior notification to employees. Woodbury County will verify compliance with this policy through various methods, including but not limited to business tool reports, internal and external audits, and feedback to the policy owner.

DEFINITIONS

Principle of least access - every module (such as a process, a user, or a program, depending on the subject) must be able to access only the information and resources that are necessary for its legitimate purpose.

POLICY/PROCEDURE

General Use and Ownership

- Proprietary information stored on electronic and computing devices remains the sole property of Woodbury County, whether owned or leased by Woodbury County, the employee, or a third party.
- Employees are responsible for promptly reporting the theft, loss, or unauthorized disclosure of the County's proprietary information.
- Employees may access, use, or share Woodbury County proprietary information only to the extent it is authorized and necessary to fulfill your assigned job duties.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should follow departmental policies for personal use, and if there is any uncertainty, employees should consult their supervisor or manager.
- For security and network maintenance purposes, authorized individuals within Woodbury County may monitor equipment, systems, and network traffic at any time.
- Woodbury County reserves the right to audit networks and systems periodically to ensure compliance with this policy.

Security and Proprietary Information

- All mobile and computing devices that connect to the internal network must comply with the principle of least access.
- Providing access to another individual, deliberately or through failure to secure access, is prohibited.
- You must lock the screen or log off when the device is unattended.

- Postings by employees from a County email address should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Woodbury County unless posting is during business duties. Employees should only use Woodbury County accounts for work-related services and platforms.
- Employees must use extreme caution when opening email attachments from unknown senders, which may contain malware.

Unacceptable Use

The following activities are, in general, prohibited. Employees may get an exemption from these restrictions during their legitimate job responsibilities (e.g., systems administration staff may need to disable a host's network access if that host is disrupting production services).

Under no circumstances is an employee of Woodbury County authorized to engage in any illegal activity under local, state, federal, or international law while utilizing Woodbury County-owned resources.

The electronic communications systems may be used for minor, incidental personal uses, as determined by management, that is not intentional misuses. Personal use shall not directly or indirectly interfere with the County's business services, interfere with job performance, directly or indirectly interfere with another user's duties, or burden Woodbury County with more than a negligible cost.

The lists below are by no means exhaustive but attempt to provide a framework for activities that fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent, or other intellectual property, or similar laws or regulations. Violations include, but are not limited to, the installation or distribution of "pirated" or other software products that were not appropriately licensed for use by Woodbury County.
- Unauthorized copying of copyrighted material, including, but not limited to, copyrighted music, and installing any copyrighted software for which Woodbury County or the end user does not have an active license is strictly prohibited.
- Accessing data, a server, or an account for any purpose other than conducting Woodbury County business, even if you have authorized access, is prohibited.
- Exporting software, technical information, encryption software, or technology in violation of international or regional export control laws is illegal. The appropriate management should get consulted before the export of any material that is in question.
- Introducing malicious programs into the network or server (e.g., viruses, worms, Trojan horses, email bombs, etc.).
- Revealing your account passwords to others or allowing the use of your accounts by others. This includes family and other household members when working from home.

- Using Woodbury County computing asset to actively procure or transmit material that violates sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Employees make fraudulent offers of products, items, or services from any of Woodbury County accounts.
- Making statements about warranty, expressly or implied, unless it is a part of regular job duties.
- Effecting a security breach, including, but not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access unless these duties are within the scope of regular duties. For this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Port scanning or security scanning is prohibited unless approved and performed by the Information Security Team.
- Network monitoring is prohibited unless this activity is a part of the WCICC-IT employee's regular job/duty or unless the activity is explicitly approved by the Network Manager.
- Performing any circumvention of user authentication or security of any host, network, or account.
- Introducing honeypots, honeynets, or similar technology on Woodbury County network.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command or sending messages of any kind with the intent to interfere with, or disable, a user's terminal session via any means, locally or via the Internet/Intranet/Extranet.
- Providing information about, or lists of, Woodbury County employees to parties outside Woodbury County.
- Damaging computer equipment intentionally, or unintentionally by using excessive force.

Email and Communication Activities

Users must realize they represent the organization when using organizational resources to access and use the Internet. Employees are responsible for the context of all communications. Whenever employees state an affiliation to the company, they must also clearly indicate that "the opinions expressed are my own and not necessarily those of the organization."

- Sending unsolicited email messages, including sending "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone, or paging, whether through language, frequency, or size of messages.

- Transmission of any improper communication that is pornographic, derogatory, defamatory, or obscene.
- Unauthorized use or forging of email header information.
- Solicitation of email for any other email address other than that of the poster's account, with the intent to harass or to collect replies.
- Work email accounts used for signing up for non-work-related accounts such as online shopping or social media.
- Creating or forwarding "chain letters," "Ponzi," or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within the County's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Woodbury County or connected via the County's network.
- Access to Woodbury County resources, including organizational email, from outside the US will only be granted with prior approval by a direct supervisor.

Social Media

- Posting on social media by employees, whether using the County's property and systems or personal computer systems, is also subject to the terms and restrictions outlined in this Policy.
- Limited and occasional use of the County's systems to engage in posting is acceptable, if it gets done professionally and responsibly, does not otherwise violate the County's policy, is not detrimental to the County's best interests and does not interfere with an employee's regular work duties.
- Posting from the County's systems is subject to monitoring.
- Employees are prohibited from revealing Woodbury County confidential or proprietary information when engaged in social media.
- Employees shall not engage in any posting on social media that may harm or tarnish the image, reputation, or goodwill of Woodbury County or any of its employees. Employees are prohibited from making discriminatory, disparaging, defamatory, or harassing comments when posting.
- Employees may also not attribute personal statements, opinions, or beliefs to Woodbury County when engaged in social media. If an employee is expressing their beliefs or opinions on social media, the employee may not, expressly, or implicitly, represent themselves as an employee or representative of Woodbury County. Employees assume all risks associated with posting on social media.
- Apart from following all laws pertaining to the handling and disclosure of copyrighted or export-controlled materials, the County's trademarks, logos, and any other Woodbury County intellectual property may also not be used in connection with any social media activity.