

Information Technology Policy – Acceptable Use

I. POLICY: The Kent County Board of Commissioners authorizes County employees and contractors to use information technology for the performance of work consistent with the County’s statutory, regulatory, and procedural requirements. The acquisition, use, operation, and protection of the County’s computing environment and the information generated or stored thereon shall be conducted by County employees and contractors in compliance with all applicable laws and regulations, and County policies and procedures. Use of industry best practices will be strongly encouraged as applicable.

II. PRINCIPLES:

1. Statutory References: The Kent County Board of Commissioners may establish rules and regulations in reference to managing the interests and business of the County under Public Act 156 of 1851 (MCL 46.11 (m)).

2. County Legislative or Historical References: This policy supersedes all prior Acceptable Use policies including but not limited to those adopted by the County Board of Commissioners through Resolution 2-23-12-20. This policy is intended to be read in conjunction with separate human resources or personnel policies that may address the obligations of county employees and their performance of employment related work or separate policies on wireless communication devices or records retention.

3. Operational Guidelines – General:

3.a. Scope of Policy: This policy pertains to use of the County’s Computing Environment by employees, contractors, and others duly authorized. While certain aspects of this policy may affect citizen interaction with the County’s Computing Environment (i.e., accessKent website), the public is excluded from its scope. Also excluded from the scope of this policy is use of telephones, either stationary or mobile, County-owned or personally-owned, for their ordinary purpose of making telephone calls.

3.b. Transaction of County Business By County Employees: All County business within the scope of this policy that is transacted electronically by

County Employees, County Elected Officials, or contractors working on behalf of the County shall be performed only through facilities or applications supplied by or through the County, which include e-mail and other messaging capabilities. Any exceptions to this requirement must be sought by written request to the County Administrator / Controller.

- 3.c. Ownership of Computing Environment:** The County owns the hardware and software resources that comprise the County's Computing Environment or is contractually permitted to control usage of applications or capabilities provided by third parties.
- 3.d. County's Computing Environment:** The term "Computing Environment" includes physical and logical networks, servers, personal computing devices (networked and stand-alone), storage, software, and related equipment owned or controlled by the County. This term also covers applications or capabilities that are hosted or controlled by third parties under contractual agreements with the County (e.g., cloud-based applications or storage). To the extent that the County's telephone system and connected equipment is used to store and manipulate information (as opposed to actual voice communication uses), it is also included as part of the County's Computing Environment. The term "Computing Environment" does not include equipment owned by individual County employees or other third parties, which equipment may be used by such employees or third parties to access the County's Computing Environment after permission is granted under the Information Technology Procedures for Remote Access. Devices provided by the County that interact with the County's computing environment, including, but not limited to, portable storage devices, wireless devices such as notebook computers, netbooks, tablet-based computers, and data-enabled cellular telephones (smart phones), are within the term "Computing Environment" and are covered by this Policy.
- 3.e. County-Owned Devices:** The County has the right to determine what levels of support and access are offered for various types of County-owned computing devices. As device types and capabilities proliferate different levels of support and access may be offered.
- 3.f. Personally-Owned Devices:** The County has the right to determine if and in what manner personally-owned devices are allowed to interact with the County's Computing Environment. There is no obligation on the part of the

County to allow interaction with any specific personally-owned device type, make, or model. Where interactions are allowed between personally-owned devices and the County's Computing Environment, there is no obligation on the part of the County to support proper functioning of the personally-owned device. The County may take steps to protect County data on a personally-owned device, up to and including remotely triggering actions that permanently erase all information on the device. The County may also require that certain software be installed on a personally-owned device before access to the County's Computing Environment by that device is permitted.

- 3.g. Monitoring of Computing Environment:** The County retains the right to monitor and control all access and activities within the Computing Environment. Users should have no expectation of privacy when using or accessing the County's Computing Environment.
- 3.h. Use of Computing Environment:** Use of the County's Computing Environment is a privilege, not a right, and may be revoked at any time.
- 3.i. Remote Use of Computing Environment:** Use of the County's Computing Environment remotely is a convenience. Non-County time spent using the County's Computing Environment remotely, unless specifically ordered by an employee's supervisor, does not constitute compensable County work time.
- 3.j. Copyrighted Material and Intellectual Property Rights:** The County's Computing Environment is not to be used to obtain, store, create, or use illegal copies of copyrighted materials. This prohibition includes, but is not limited to, illegal copies of music, videos, or software. Illegal copies of software or content are subject to immediate deletion upon discovery.
- 3.k. Use of Remote Access:** Remote access may be allowed pursuant to the Information Technology Procedures for Remote Access. Remote access required by vendors, consultants, and other non-County entities may require the execution of a written agreement. Remote access is defined as "connecting to the County's Computing Environment from any point external to that Environment." The Remote Access Procedures are not intended to address the use of County Internet web sites intended for the general public, such as www.accesskent.com.

- 3.l. **Prohibited Use:** The County’s Computing Environment will not be used for sending or receiving solicited communications or material which violates policies contained in the Human Resources Policies and Procedures Manual. Such communications or materials include, but are not limited to, those which are illicit, defamatory, obscene, sexually oriented, racially offensive, religious, threatening, or discriminatory. The prohibition contained in this paragraph is not intended to be applied to, to preclude, or to prevent the use of the County’s Computing Environment for legitimate County purposes including but not limited to law enforcement, judicial functions or health care related services.

- 3.m. **Violations of Policy:** Violations of policy will be brought to the attention of the appropriate department director, Information Technology director, the Human Resources Department and/or law enforcement for appropriate action.

- 3.n. **Data Stewardship:** Maintenance of data is the responsibility of the County departments, agencies, or judiciary that generate the information.

- 4. **Operational Guidelines – Additional:**
 - 4.a. **Software Licensing:** Only software that is properly licensed may be installed within the County’s Computing Environment. Use of unauthorized, unlicensed, or improperly licensed software is not acceptable. For County-supplied Windows-based devices, only County-licensed software may be installed. Software that is unlicensed or is determined to be improperly licensed is subject to removal, with or without notice to the user.

 - 4.b. **Internet Filtering:** In order to promote effective and secure use of the Computing Environment, restrictions may be placed on the use of Internet services.

 - 4.c. **Configuration:** All maintenance of the Computing Environment shall only be performed by authorized technical staff.

 - 4.d. **Network Connectivity / Access:** The County Administrator/Controller is authorized to determine and enforce requirements for connections of any devices including, but not limited to, servers, workstations, and external

connections to the County's Computing Environment. External connections include those coming from portable devices including notebook computers, netbooks, tablet-based computers, and data-enabled cellular telephones (smart phones).

- 4.e. Security Administration:** The County/Administrator/Controller is authorized to determine and enforce requirements for computing security including, but not limited to, system administration, passwords / passphrases, account management, data encryption, and security awareness.
- 4.f. Access Authorization and Approval:** Access to the County's Computing Environment (but specifically excluding areas of the Computing Environment generally open and available to the public) by individuals, whether employees, contractors, vendors, or others, shall only be permitted pursuant to the Information Technology Procedures for Acceptable Use.
- 5. Exceptions:** The County Administrator/Controller is authorized to make exceptions to this policy.
- 6. Implementation Authority:** Upon adoption of this policy, the Board of Commissioners authorizes the County Administrator/Controller to establish any procedures and standards necessary for implementation.
- 7. Periodic Review:** The County Administrator/Controller will review this policy at least every two years and make any recommendations for changes to the Legislative and Human Resources Committee.