

<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 ROLSE OF INFORMATION SERVICES AND THE ROLE OF DEPARTMENTAL IT PERSONNEL <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ADOPTED: June 5, 1990 SUPERSEDED: February 14, 1995 AMENDED: April 14, 1998 AMENDED: December 1, 1998 SUPERSEDED: June 27, 2000 AMENDED: December 2, 2003</p>	<p>ADOPTED BY: Minute Order  SUPERSEDED BY: Resolution #95-040  AMENDED BY: Minute Order  AMENDED BY: Minute Order  SUPERSEDED BY: Minute Order  AMENDED BY: Minute Order</p>

INTRODUCTION

The County of Mendocino uses 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 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.

When in doubt regarding implementation of this Policy, departments should contact Information Services 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.

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Information Technology (IT) – The hardware and software used in computer systems and office automation. As used in this Policy, this reflects 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 and 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)(1).

SECTION I - ACQUISITION

This section covers the acquisition of all proposed application software and/or computer hardware systems, including generalized personal computer (PC) word processing, spreadsheet, database, etc. software. This

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section applies regardless of funding source. The rationale for this Policy is that County procurement of computer hardware and application software systems need to comply 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.

1. Exceptions: Implementation of state-mandated systems, (such as the Social Services ISAWS system), will require flexibility in the implementation of this Policy and supporting procedures. These situations will need to be evaluated on a case-by-case basis with Information Services to identify 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: Major proposed procurement of application software and/or computer hardware for new systems or major enhancements to existing systems must be submitted to Information Services and to the Information Technology Committee for review and recommendation. A proposal needs to describe the problem or need that the new system or 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. Information Services will work with departments to analyze technical requirements and develop proposals.

Proposed systems, after being reviewed and recommended by Information Services and the Information Technology Committee, will be referred to the Board of Supervisors for final review and approval. Information Services will assist departments in this process.

Departments not receiving a favorable recommendation from IS and/or the ITC in support of a project are free to address the Board as to the merits of the proposed IT-related endeavor.

3. Minor System Procurement: Minor computer hardware and software additions or enhancements to existing application systems must also be reviewed by Information Services to ensure continuing compliance with County guidelines. However, in these situations, submission to the Information Technology Committee is not required. Information Services 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: General Services is responsible for the purchasing of computer hardware and software through the standard requisition/purchase order process. General Services will not process a requisition/purchase order unless it is supported by documented approval from Information Services.

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.

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SECTION II - 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 Information Services. 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 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

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appropriate department head upon request. All employees should take proper measures to ensure messages are sent to appropriate persons only. If an employee receives a message meant for another employee, the recipient should immediately delete the message and inform the sender of the error.

6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. Additional standards and/or guidelines may be established by individual department heads.

SECTION III – THE ROLE OF THE INFORMATION TECHNOLOGY COMMITTEE

The Information Technology Committee (ITC) serves as a technology advisory committee to the County Administrative Officer. The ITC investigates and recommends technologies for county-wide use and assists departments from a business practices/workflow perspective.

SECTION IV – THE ROLE OF INFORMATION SERVICES

This section addresses the role of Information Services and the delivery of IT services in the County.

1. Information Services is charged with the delivery of IT services to all County departments. To the greatest extent possible, Information Services shall appoint and manage IT support staff.
2. The 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.

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3. 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 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 the 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, at least once 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.