

**COUNTY OF SANTA BARBARA
INFORMATION TECHNOLOGY ADMINISTRATIVE MANUAL**

SUBJECT:	ACCEPTABLE USE POLICY	ITEM NUMBER:	ITAM-0550
OWNER:	DEPARTMENT OF GENERAL SERVICES	ADOPTION DATE:	MM/DD/2019
APPROVER(S):	COUNTY BOARD OF SUPERVISORS	REVIEW DATE:	MM/DD/2022
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I. Purpose

This policy establishes the permissible access and use of County Information Technology resources, ensuring consistency with County policies and any applicable compliance, regulatory and legal requirements.

II. Audience

The audience for this policy is all County employees, contractors and third parties who access County networks or systems.

III. Scope

This policy applies to anyone doing business as the County and/or in support of the County that is provisioned access to County networks or systems. This includes employees, contractors, consultants, temporaries, and other workers at the County, including all personnel affiliated with third parties.

IV. Definitions

1. Bandwidth: bandwidth describes how much information can be or is being carried in a given time period (usually per second) over a wired or wireless communications link.
2. Data: information stored in an electronic format (such as text documents, spreadsheets, emails, databases, and other files). Data also includes any other information generated by computing resources, such as paper reports or faxes.
3. Information Technology (IT): the technology involving the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data.
4. Network: a group of computers and other communication devices connected via electronic means (including physical wiring or wireless access points) to enable sharing and accessing of data. Networks can be characterized in terms of spatial distance as local area networks (LAN), metropolitan area networks (MAN), and wide area networks (WAN).
5. Personal Use: the use of County computer equipment and services for any purpose other than the user's County-related job duties.
6. Portable Media: a component that can be inserted into and removed from a system, and that is used to store data or information (e.g., text, video, audio, and/or image data). Such components are typically implemented on magnetic, optical, or solid-state devices (e.g., flash/thumb drives, external hard disk drives, and flash memory cards/drives).
7. Streaming Media: Audio and/or video files transmitted over a network in a continuous fashion.

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8. Telecommuting: the use of electronic communication to work outside the traditional office or workplace, usually at home or in a mobile situation.
9. Third-party: a supplier of goods or professional services which is independent of the customer.
10. User: users include all employees, temporaries (including extra help and interns); and volunteers of the County, contractors, vendors; and their employees and agents affiliated with the County; and any other authorized person utilizing County computing resources.

V. Policy

All computing resources provided by the County or supported by the County are for the purpose of conducting the business of the County. The County reserves the right to set permission for use and accessibility rights to all computing resources as it deems necessary. It is the responsibility of any user of the County computing resources to read, understand, and follow this policy and any related policies (see below), if applicable. If in doubt as to the propriety of the use of these resources, it is the user’s responsibility to inquire as to acceptable uses prior to accessing these resources. Questions concerning whether a particular use is acceptable or unacceptable shall be referred to the department director or designee.

Computing resources are provided by Santa Barbara County (“the County”) to enhance the ability of the user to:

- Perform job duties
- Research job-related topics
- Increase productivity
- Gain opportunities for professional growth

The adherence to this policy will benefit the County in the following ways:

- Workforce efficiency
 - Improve the quality, productivity and general cost-effectiveness of the County’s work force.
 - Protect services and resources from abuse (network bandwidth, storage of data).
- Secure computing environment
 - Ensure that County data is stored and exchanged in secure ways, and that it retains integrity, availability, and confidentiality (where appropriate), by protecting the County’s computing resources from prohibited activities that could undermine the County’s security scheme.
- Liability protection
 - Protect the County and its employees from liability and harm due to unauthorized activities by users of the County’s computing

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resources.

A. Types of Use

- Internet Use – Access to the Internet is a privilege and no right or guarantee exists to its use. Internet privileges can be revoked at any time at the discretion of departmental management.
- Personal Use – Reasonable and incidental use of County computing resources for personal purposes is acceptable, except as otherwise prohibited by law, so long as such use does not interfere with the performance of work duties, the effective delivery of services or result in any cost to the County. In addition, the use must comply with the County Information Security Policies, and any additional department-specific security policies.
- Prohibited Use – Performing, facilitating or assisting in, the following activities are prohibited regarding the use of County computing resources:
 - Illegal activities such as fraud, theft, child pornography, copyright infringement, etc.
 - For personal profit, including commercial activities and solicitation, or conducting or pursuing personal business interests or those of another organization.
 - To conduct political activities as defined by Civil Service Rule 1801, “Political Activities of Officers and Employees”.
 - To engage in gambling.
 - To access, create, transmit, print, download or solicit material that is or may be construed to be:
 - harassing, demeaning or defamatory toward any individual or group as set forth in the County’s Anti- Discrimination Policy or in state or federal law, or;
 - sexually explicit, obscene, hateful, harmful, malicious, threatening, hostile, abusive, vulgar, defamatory, profane, or racially, sexually or ethnically objectionable.
 - Any attempt to bypass, defeat or attack established security mechanisms.
 - Any unauthorized addition or modification to the network (e.g. adding a wireless access point or network switch).
 - Hacking, spoofing, tampering, trespassing, probing, eavesdropping, monitoring, packet sniffing, wiretapping, cracking, recording, breaching, surveying, intercepting, data theft/stealing, data gathering, electronic assessments, and excessive loading or congesting of networks or computers.
 - To gain, or attempt to gain, unauthorized access to any County computers or network, or to obtain proxy rights to another user’s email or

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- impersonate another’s user account (“spoofing”) without supervisor approval.
- To access or modify data or programs for which users do not have authorization or explicit consent from the owner of the data/information, or from an appropriate level of management.
- To sabotage any County computing resources or data.
- To knowingly introduce, distribute, propagate or download computer viruses or other contaminants.
- To release or distribute information deemed confidential by law or County policy.
- Personal use of streaming media (e.g. music, videos, etc).
- Downloading files of any type from the Internet for personal use without explicit departmental approval.
- Sending “SPAM” messages (unsolicited email messages, usually to a large number of recipients, including
- the sending of junk mail or other advertising material to individuals who did not specifically request such material).
- Creating or forwarding unsolicited email such as "chain letters" "pyramid" schemes of any type.
- Forwarding email containing sensitive County data to personal email accounts (such as Gmail, Yahoo, iCloud, etc.).

Knowledge of employees involved in any of these prohibited activities must be reported to the appropriate departmental personnel.

B. Ownership, Privacy, and Confidentiality

- Ownership – All information generated, transmitted or stored by users on County computing resources is the property of the County. Any media purchased by the County or produced using County resources remains the property of the County. Unauthorized duplication or violation of copyright is prohibited. County data accessed or stored remotely remains the property of the County. County data stored on the remote computer remains the property of the County, and shall not be stored longer than needed.
- No Right of Privacy – Users have no proprietary interest and no expectation of privacy in their use of County computing resources, or in any data created, stored, or transmitted using County computing resources. The County reserves the right to monitor and report on all activity related to the use of County computing resources (including network, internet, and email usage); this monitoring may be performed without consent or knowledge of the individual user. The County also retains the right to access, examine and review:
 - any data created, stored, and transmitted using County computing

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resources, and;

- any County data stored on a user’s personal computer in accordance with the “Home and Travel Use” section of this policy.

- Confidentiality – The County recognizes that certain agencies have a duty of confidentiality imposed by law. For those agencies in the event that computing resources and/or data must be accessed, confidentiality shall be maintained.
- Application of Public Records Act – All information created or received for work purposes and contained in County computing resources are public records and are available to the public, unless an exception to the Public Records Act applies. Any request to provide public record information shall be referred to management. This will help insure that confidential or private data is not accidentally exposed and that the cost of providing the data will be recovered. This information may be purged or destroyed only in accordance with the departmental records retention schedule. Users shall familiarize themselves with their departments’ records retention schedule.

C. Licensing – County computer equipment shall only have properly licensed software and hardware that is expressly allowed and approved by departmental policy, and implemented via departmental procedures. Software downloads shall be authorized by the department, and shall be consistent with the security policies of the department, as well as the County Information Security Policies.

D. Home and Travel Use – Home use includes telecommuting from the user’s home. Travel use is any mobile computing away from the workplace, including field use (such as client visits, seminars, trips). Users that telecommute or travel using laptops and/or other computing resources provided by the County are responsible for safeguarding the data that resides on the resource, and ensuring that access to the resource is limited to authorized personnel.

E. Equipment

- County-Issued IT Equipment – It is recommended that remote users have dedicated equipment for County access, preferably provided by the County. Personal and business use should not be mixed (due to the difficulties in protecting equipment used by non-County people, such as family members). However, some resources and equipment, such as perimeter routers, if used appropriately, may be shared among personal and business computers without additional risk to the County.
- Home IT Equipment – In the event that dedicated County computers are not provided, users may use personal equipment to conduct County

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business, as authorized by the Department. Users that use their home personal computers (PCs) for remote access to the County shall have their PC configurations reviewed and approved by their system administrator prior to accessing any County-owned resources. The PC configuration shall include proper protection of the business data from other users (with user accounts and passwords, file permissions, and/or other means). Detailed guidance is located in the County “Secure Computing Policy”, referenced in the “Related Policies” section 4.

- Portable Media and Data Transfer – Media shall not leave the physical department premises, and data shall not be transmitted electronically outside the County network, without explicit departmental permission. Departments may further restrict the transport of data as required by their business needs. Data shall only be transported in support of County business. Transported data shall be returned or destroyed promptly after it is no longer needed. Data shall be properly disposed of in accordance with the County Information Security Policies and the user’s departmental policies. Copying the data, in any form, is expressly prohibited unless explicitly authorized by the owning department. Those to whom the data is entrusted are responsible for securing the data from unauthorized access of any form including physical and electronic. Authorization to view and/or use the transported data is limited only to the intended recipients.

1. Applicable Rules, Laws, and Regulations:

- i. California Public Records Act (PRA)
- ii. Health and Information Portability Accountability Act (HIPAA)

2. Exceptions: N/A

3. Non-Compliance: Employees who fail to adhere to this policy may be subject to disciplinary action. Contractors and third parties that fails to adhere to this policy may face contractual penalties for breach of contract.

4. Related Policies:

- i. County of Santa Barbara, Social Media Policy
- ii. County of Santa Barbara, Civil Service Rule 1801, “Political Activities of Officers and Employees”
- iii. County of Santa Barbara, Information & Communications Technology (ICT), Email Policy
- iv. County of Santa Barbara, ICT, Secure Computing Policy
- v. County of Santa Barbara, ICT, Tablet Use Agreement

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5. Referenced Documents:

6. Revision History:

VERSION	CHANGE	AUTHOR	DATE OF CHANGE
1.0	Initial Release	Thomas Gresham	07/12/2019
2.0	Incorporated suggestions from Policy Committee and ICT	Thomas Gresham	08/30/2019