

Section 1 – Scope of Department

1.1 Purpose and Responsibilities

The Information Technology Department shall, under the direction of the County Commissioners and County Manager, develop, manage and maintain an integrated network of computer resources in order to provide data and information processing services to County Agencies and authorized users.

The I.T. Department has been assigned the responsibility of planning for and acquiring all computer systems, software and related equipment or services necessary to carry out the business of the County and purchased with County funds. The I.T. Department will review and approve the purchase, lease or use of all computer systems, components, software or related equipment or services, regardless of the source of funds.

Computers, software and related equipment used by any County department or agency, except those purchased and maintained by other government agencies, become assets of the I.T. Department and are maintained as part of the I.T. Department inventory. The I.T. Department will track the licensing of software for all departments and ensure that software is used in compliance with all applicable licensing agreements and laws.

The I.T. Department is responsible for properly installing all computer systems, software or equipment acquired and ensuring compliance with all County policies and vendor instructions concerning the equipment and its installation.

The Information Technology Department shall be the central point of management for all computer systems, equipment, software and related services for all County departments and agencies. As such, the I.T. Department will directly provide or coordinate from outside sources the necessary maintenance, update and repair functions for all computers, software or related equipment for all County departments and agencies.

1.2 Guiding Principles

All services, functions and work performed by the Information Technology Department are done with the following “Guiding Principles” in mind. These principles form the basis of our existence and guide the efforts, decisions and direction of the members of the department:

Serve the public interest. The I.T. Department seeks to meet the needs of Hoke County citizens by improving the existing levels of service or adding new services not already provided to the public. While the cost-effective use of information technology and the improved management of information resources are considered desirable goals in and of themselves, they must also be viewed as tools to achieve the overall mission of providing services to the citizens of this County.

Improve the productivity of the County Government workforce. The application of innovative technology in the office allows workers to use computer-based tools to perform their work more efficiently. Computer-based information technology tools can provide high-speed information creation, storage, retrieval, analysis, and distribution. The key to dramatically improving productivity in the County government workforce is in implementing information technology in conjunction with re-engineering the work process throughout County agencies.

Reduce the annual rate of cost increases in operating County government. Hoke County must use information technology to reduce the rate of growth in County operating expenditures. This is done by making wise use of technology for processing, managing, and communicating information. Today, with increasingly large sums spent on technology, but overall resources declining, we must be vigilant to ensure that investments are made wisely, mindful that technology is a tool to help achieve business goals and not an end by itself.

1.3 Department Goals

Together, the overall mission and guiding principles form a set of constant and prime goals that the department as a whole and each department member seeks to fulfill in their daily activities.

- Provide appropriate computing resources to all County departments in support of the overall County and individual department goals and objectives.
- Seek to improve or expand the electronic and internet based services and capabilities provided to the employees and citizens of Hoke County.
- Ensure that county technology assets are obtained, used, retained and retired properly.
- Maintain a skilled, well-trained staff that can provide superior support to all departments and agencies in a harmonious and cooperative manner.
- Evaluate new technology and emerging developments for potential improvements to the efficiency of work and services provided by the County.

Section 2 – General Policies

2.1 Hardware

Hardware is defined as the physical pieces of equipment that make up the computer systems, network and related peripherals forming the Hoke County data network.

All hardware, systems, peripherals or related equipment must be approved by the I.T. Department prior to its purchase, installation or connection to the network. Any hardware purchased, installed or connected without this approval may not be maintained or supported by the I.T. Department and may be removed from the network or any attached systems.

The I.T. Department supports and maintains the hardware, systems, peripherals or related equipment for all County agencies or departments. Support or maintenance services includes, but is not limited to: testing, removing, replacing and upgrading faulty parts, computers and other related equipment or systems.

Systems and hardware covered by warranty or service contract will be repaired or replaced according to the specific instruction of the warranty or service contract. In such cases the I.T. Department will provide the support directly or act as a liaison between the County and the outside agency or vendor providing the parts or service.

Hardware or systems that are not covered by warranty or service contract may be maintained directly by the I.T. Department or, at the discretion of the I.T. Department, be maintained or repaired by an outside vendor. Costs associated with the support of hardware or equipment not under warranty or service contract will be paid by the department or agency requesting the service.

Costs associated with maintaining a warranty (beyond initial warranty period) or service contract on a particular piece of hardware, system, peripheral or other equipment not directly covered by the I.T. Department is the responsibility of the department or agency using the particular hardware or equipment.

The I.T. Department at its own discretion, may move or transfer hardware, systems, peripherals or related equipment within the same department or between departments in order to make the best use of the equipment, improve network infrastructure, reliability or work flow.

2.2 Software

Software is defined as the programs, code, documentation and media written to make a computer system perform a specific function.

Computer software shall be used only in accordance with the licensing agreement of the software developer. All County employees are encouraged to read the agreement accompanying software as all license agreements are not the same. Unauthorized use or reproduction of licensed software is prohibited.

The I.T. Department will license the use of software that is used by all County departments. This normally will occur at the time of purchase of new systems, but may happen periodically to maintain license agreements and adjust for the transfer of systems or personnel. The I.T. Department will ensure compliance with all applicable licensing agreements and copyright laws for these programs and software packages.

Programs and software packages that are not used by all departments will be purchased or licensed by the individual department that requires the software. The individual department must ensure compliance with all applicable licensing agreements and copyright laws for that particular software.

All software must be reviewed and approved by the I.T. Department prior to its installation or use. Software licensed, purchased, installed or used without this review or I.T. Department approval may not be supported and may be removed from the network or any attached systems.

The I.T. Department has a limited ability to develop and program custom software applications. Anyone may make a request for a custom application and the I.T. Department, in its sole discretion, will determine if an application will be developed. The decision to proceed with the development of a custom application is determined by several factors. These factors include: The need for a custom application, the complexity of the application, the future support/updating requirements and the I.T. Department's ability to support/update the application. Any custom application developed by the I.T. Department, its code and supporting documentation becomes the property of the County and can only be used for the specific, County work related purpose it was intended. Any unauthorized use or duplication of the program(s) and/or code from a custom application is prohibited.

2.3 Support

Support is defined as any necessary actions by the I.T. Department that works to maintain the users, systems, equipment and software that make up the Hoke County network in order to resolve failures, ensure optimum system capabilities and maximize user efficiency.

Support for equipment and hardware is made up of preventative maintenance and repair/replace maintenance. The I.T. Department will routinely check and monitor equipment and systems in an attempt to prevent failures. In the event of a failure, the I.T. Department will head the effort of replacing or repairing the faulty equipment.

The I.T. Department's support and maintenance of software or a software package is limited to installation, updating/upgrading and assurance of proper functionality. Due to the large number of products and options, the I.T. Department cannot guarantee support in the usage of a particular piece of software.

Support, maintenance, modifications, improvements and updates to custom developed applications will be made only by the I.T. Department. In its sole discretion, the I.T. Department may end support for a custom application, stop producing updates/upgrades for an application, discontinue making changes and/or improvements to an application and remove the application from all systems.

General and direct support for users of the Hoke County network is among the highest priorities for the I.T. Department, but opens a much broader scope of support possibilities. While impossible to develop a comprehensive list of every user support issue that may arise, the I.T. Department provides all user support with the same goal in mind: to sustain and facilitate the effective use of computer resources and improve all users understanding and proficient use of the network systems, equipment and applications.

All support calls and requests that come into the I.T. Department will be prioritized as they are received and balanced with current support requests, ongoing projects/resources and future projects/resources. In general, support requests will be handled on a first come, first served basis. However, priority will be given to support requests or needs that are of a more critical nature or affect a greater number of users.

The I.T. Department will attempt to provide 24 hour a day support and service for County agencies and departments that need it. However, due to schedules and other personnel concerns, 24 hour support cannot be guaranteed. A pager number will be provided to the County Manager and Directors of departments that operate beyond the standard workday or that might require emergency support. The County Manager or Department Director can request emergency support by calling the pager number.

At its own discretion, the I.T. Department may declare some computer hardware or software obsolete. An item of hardware or software can be declared obsolete when, in the opinion of the I.T. Department, that particular item or model is past its useful lifespan and the cost effective use, support or maintenance of that item becomes prohibitive. Any item or model that is declared obsolete may not be supported repaired or maintained by the I.T. Department. A department or agency, with I.T. Department approval, may choose to have an outside or third-party vendor support or repair equipment that has been declared obsolete. Any cost incurred to support such equipment is the exclusive responsibility of the department or agency that requested the service.

2.4 Services

The primary service provided by the County I.T. Department is an integrated data network of computing resources. This network is designed for the efficient storage and retrieval of information to improve the services provided to the citizens of the County.

All users of the network are expected to use it in a responsible and professional manner and make no intentional use of these services in an illegal, malicious or obscene way. All users have a responsibility to make sure that all information contained in and disseminated by the network is accurate. Employees and authorized users may make reasonable personal use of the network or individual network services as long as the direct, measurable cost to the County is negligible or zero, and there is no negative impact on the performance of the network or interference with the completion of job duties.

The I.T. Department may provide email services and accounts to County employees or authorized users. Any email system operated by the I.T. Department and its contents are the property of Hoke County and may be released, under certain circumstances and in accordance with applicable law, to County officials, law enforcement or to the public. The purpose of the County email system is to assist in the performance of County business. Incidental personal use of the email system may occur, but such usage must not interfere with efficient and timely completion of County business activities or negatively impact the performance of the network.

The I.T. Department may provide employees and authorized users of the network access to the internet or World Wide Web. Any internet access made available by the County or I.T. Department is for use in conducting County business and providing services to the citizens of the County. Incidental or personal use of the internet access may occur as long as such usage does not interfere with efficient and timely completion of County business activities or adversely affect the performance of the network.

The I.T. Department will operate a unified anti-virus service. The purpose of this service is to protect the County data network from data loss or operational slowdown from a computer virus infection. Users should remain alert to the possibility of receiving a computer virus and notify the I.T. Department immediately if they suspect a virus or receive notification about a virus. Users should not attempt to circumvent or disable any aspect of the anti-virus service, nor should any user knowingly spread or create a computer virus.

The I.T. Department will host, operate and maintain the official web site for Hoke County government. This web site will provide most of, and act as a central point for, County electronic and web based services. Individual departments or agencies will not maintain any other websites unless authorized by the County Commissioners and the I.T. Department. The I.T. Department and designated "webmasters" are the only persons authorized to post or change information on the web site. Links to other web content not located on the County web site should not point to content that would embarrass the County or degrade the County's positive image. The web site should be kept up to date

with a consistent look and feel to all pages. A consistent and standardized navigation scheme will be used to allow users to quickly find the information they seek.

The Information Technology Department will promote "user self sufficiency" by establishing a working environment whereby agencies and users will be encouraged to perform simple data processing tasks at their own sites and become proficient in the use of computer systems and software utilized in their day-to-day work. The I.T. Department can make available the necessary data, provide the tools, training, and any necessary assistance to enable users to attain greater self-sufficiency.

Section 3 – Standard Operating Procedures

3.1 Naming Conventions

User accounts, logins and email accounts will consist of the user's first initial and last name. If this combination is not available due to an existing user, the next option is to add the user's middle initial. If this fails to produce a unique user name then it can be created using any combination of letters from the first or middle names along with the last name as long as the result is unique and can be readily identified.

Computer names should be unique and identify the general function or location of that particular computer. Priority should be given to short names over long names and unless absolutely necessary, only the numbers 1-9 and the letters A – Z should be used.

3.2 Data Security and Backup

The confidentiality, integrity and availability of the data and information stored or passed over the Hoke County network must be protected. The systems and applications that process and store the information also need to be protected.

The I.T. Department will assess risks to the data, systems and applications and shall implement effective measures to protect the network and information from unauthorized access.

Information that is deemed sensitive should be controlled in such a manner that it is unavailable to those who do not have the necessary permission to access it.

A data backup and disaster recovery plan shall be developed and implemented by the I.T. Department with the goal of having redundant copies of critical files, data and systems so that in the event of an emergency or outage, that systems or data can be restored to full operational capacity with as little downtime as possible.

Whenever electronic storage media are moved from an authorized data user to an unauthorized data user or removed from the custody of a County department or agency, the data contained on the media must be permanently removed by destroying the media, degaussing or by using a wipeout utility. Any utility used for this purpose must be approved by the National Standards and Technology (NIST) or meet the U.S. Department of Defense (DOD) standards for removing data so that previously recorded information is not recoverable.

3.3 Wiring

The I.T. Department should review all construction or remodeling plans to ensure that network wiring requirements are identified. The design of new County facilities or buildings should adequately consider the requirements for data network cabling infrastructure.

The plans for new building construction and building modification/renovation should include provisions for cabling entrance, closets, racks, raceways and outlets as needed. Cabling infrastructure should use technology that conforms to accepted national standards, will have a useful life span, have sufficient capacity for growth or expansion and is appropriate for the anticipated trends in technology to serve the County's business.

Centralized wiring locations should have at a minimum: normal temperature controls, no water leaks, acceptable levels of electrical service, required shelving or racks and enough space for accessibility to all sides of the equipment.

All wire for the Hoke County data network will be at least category 5e, rated for at least 1000 megabit per second transmission speed.

Wiring should terminate in common use patch panels in a wiring closet, rack or location and terminated using the T568A or T568B standard pin assignment.

Each cable termination (jack) will be uniquely identified by assigning a number and/or letter corresponding to the jack position in the centralized wiring location.

Section 4 - End User Responsibilities

All users should read, understand and comply with the Information Technology Acceptable Use Policy found in Appendix B of this document.

While it is the Information Technology Department's job to provide the necessary computer and technical resources in order to perform the electronic work of the County, there are some basic expectations from the end-user in regards to its use. If followed, these guidelines will provide a safer, more efficient and better working experience for everybody.

- Never share your passwords with anyone. You have full responsibility for your account(s). If someone else uses your account and violates policy or otherwise uses the network for inappropriate activities, it will appear as though these actions were performed by you.
- Do not knowingly degrade the performance of the Hoke County network. Downloading or transferring unnecessary and/or large files, streaming music or video and other activities that put a needless burden on the network and its associated resources should be avoided unless needed for legitimate work related purposes.
- Except in the legitimate pursuit of County business, do not list your County email address on the internet for email list-servers, emailing lists or as a contact address for online shopping. Additionally, personal activities that burden the email system unnecessarily or constitute a risk to the County's email service like chain letter emails, forwarding personal emails/jokes to a large numbers of recipients and attaching large files to emails should be avoided except when necessary for work purposes.
- Obey the copyright laws. Illegal software should not be downloaded, installed, used or copied on Hoke County network systems.
- Do not use the Hoke County network for illegal activities. Unauthorized entry into another computer system or network ("hacking"), internet or web site "attacks" or vandalism, developing malicious code or viruses are examples of illegal activities. These types of activities and all other illegal activities are strictly forbidden on the Hoke County network and may result in prosecution under state or federal law.
- Avoid knowingly or inadvertently spreading computer viruses. A computer virus is malicious code usually designed to damage valuable programs or data. Only use approved software on the County Network and be careful with disks, data or files from home or unknown sources.
- Use appropriate language and behavior. Vulgar, obscene and/or profane language has no place in a professional business setting and should not be used in communication or activities on the Hoke County network. Proper internet and "electronic" etiquette should be followed at all times. Remember, all activities and communications over the network may be monitored or viewed. Do not do or say anything electronically that you would not say or do elsewhere.

Appendix A
Revision History

<u>Version</u>	<u>Remarks</u>
1.01	Original Document

Appendix B
Hoke County
Information Technology Acceptable Use Policy

This document constitutes the policy for all County of Hoke employees regarding the access, use, security and monitoring of the County's computer systems, network, e-mail and internet access.

The primary purpose for the Hoke County Network and all County information technology resources is to support and facilitate the business of the County as defined by the County Commissioners and the County Manager. Use of these resources for other purposes must be approved by the County Commissioners, County Manager and I.T. Department prior to that use.

The information technology resources of the County shall not be used for any activity that violates Federal, State or local laws or any other applicable policy or statute. Specifically, but not meant as a comprehensive list, the Hoke County network will not be used to transmit offensive materials, hate mail, discriminatory remarks, obtain or transmit pornographic materials, communicate racial or ethnic slurs or anything that may be construed as harassment of others based on their race, national origin, sex, sexual orientation, age, disability or religious or political beliefs. Further, the Hoke County Network shall not be used for commercial or profit enterprises, lobbying, advertising, religious material, political causes, outside organizations, or other non-government related solicitations.

All users will be given a user account for access to the Hoke County network. User accounts will be protected by passwords to prevent unauthorized use. User accounts are to be used only by the authorized owner of the account and only for authorized purposes. Users will not permit the use of their account by anyone else. Any attempt to gain access to another individual's password, files or email, use another person's account or to circumvent password or other security measures is a violation of this policy.

No user shall perform any action that disrupts or denies another user's access to the Hoke County Network or other information technology resources. Heavy usage or high-demand activities that disrupt or significantly reduce the overall performance of the network should be avoided and may be restricted or rescheduled in order to maintain acceptable internet/network response times throughout the system.

All data, information and files accessible via the Hoke County network are considered to be the private property of Hoke County and shall not be disclosed except for legitimate County purposes consistent with this and any other applicable policy. Except in the course of genuine County business, users shall not damage, destroy, modify or copy information, files, data or passwords available on or via the Hoke County Network.

Illegal use of copyrighted software is prohibited on any and all systems in the Hoke County Network.

Network services, internet access and email services may be provided to County employees. The primary purpose of these accounts and services is to support and facilitate the business of the County as defined by the County Commissioners and the County Manager. Incidental personal use of these systems may occur, but such usage must not interfere with efficient and timely completion of County business activities or negatively impact the performance of the network. The County may terminate the availability of any network service, internet access or email services at any time in its sole discretion.

In no event shall the County be liable to any user for any damages, whether direct, indirect, special or consequential arising out of the use of the Internet or email, accuracy or correctness of data bases or information contained therein or related, directly or indirectly, to any failure or delay of the County in providing access to the internet or email.

All computers, communication, activity and all information stored, received or transmitted using the Hoke County Network shall be assumed to be the property of the County of Hoke and are to be used primarily for job-related purposes. Any e-mail messages sent or received using the Hoke County Network are considered property of the County.

To ensure proper use of the network and computer resources, the County may monitor the use of these systems, information and equipment at any time. All users understand that there is no right of privacy associated with the County's computer equipment. In this regard, the county has the right to monitor all activities and communications, retain records of all activities and communications and use this information in any manner permitted by law.

Violators of this policy are subject to disciplinary action, up to and including termination from employment. As condition for employment and access to information technology resources, employees will be required to sign a form acknowledging their understanding of this policy.

Information Technology Acceptable Use Policy Acknowledgement and Consent Form

I hereby acknowledge that I have received a copy of the “Information Technology Acceptable Use Policy” and that I have read and understood the guidelines and policies set forth therein.

I agree and understand that all computer systems, equipment and information transmitted, received or stored on these systems are County property. I agree to use these systems and the information therein primarily for County related business purposes.

I understand and agree that I have no expectation of privacy regarding the use of the County’s computer systems or the transmission, receipt or storage of data.

I acknowledge and consent to the County’s monitoring the usage, activity and information transmitted, received or stored on these systems. Such monitoring may include, but is not limited to: the reading and/or printing of emails, viewing/printing files or data that I have access to and viewing/printing activity history of computer systems.

Full Name

Title

Department Name and Number

Employee’s Signature

Date

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