

Microfilm No. **533943**
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ABBIE MACE
FREMONT CO RECORDER
Fee \$0 Carroll Deputy
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RESOLUTION NO. 2011-13

A RESOLUTION OF FREMONT COUNTY, IDAHO, ADOPTING AN INFORMATION TECHNOLOGY DEPARTMENT STANDARD OPERATING PROCEDURE.

WHEREAS, the Board of County Commissioners of Fremont County, Idaho believes it to be in the best interest of the county to create procedures for the Information Technology Department.

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners of Fremont County, Idaho, that the Fremont County Information Technology Department Standard Operating Procedure is hereby adopted as follows:

PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to define the management and acceptable use of Fremont County's information technology assets and the county Information Technology (I.T.) Department's role in management of those assets. It is the intent of the Fremont County Board of County Commissioners (BOCC) to allow employees the use of these assets under those terms and conditions that will best benefit the County, without endangering County information assets or interfering with day-to-day operations. This SOP covers the use of computers, landline and wireless telephones, printers, copy machines and facsimile machines, but is not limited to their use.

Any disputes regarding this SOP will be resolved by the BOCC.

(It is important to note that there are two independently operated computer networks owned by Fremont County; the Courthouse domain and the Sheriff's Office domain. Connection between the two domains is limited although both are managed by the County I.T. Department.)

SCOPE

Unless specifically noted, this SOP applies to all Fremont County government locations, departments, their employees, both permanent and temporary, and contractors. This SOP applies to all electronic equipment owned or leased by Fremont County.

AUTHORIZATION

The installation and use of any software or hardware used to connect to a County-owned information asset must be authorized in advance by the I.T. Department. Equipment purchased or leased which has not been approved in advance by the I.T. Department will not be supported. Only the I.T. Department is authorized to purchase and install computer equipment or to designate an installer. No elected official or department head, other than the BOCC, has the authority to contract for services or equipment.

Information on County computer systems becomes the property of Fremont County. The BOCC does not guarantee the confidentiality or safety of personal information stored on any County device. Personal information may be deleted without prior warning to the user. The I.T. Department may monitor equipment, systems and network traffic at any time.

SUPPORTED EQUIPMENT/SOFTWARE

Equipment purchased or leased that is not approved in advance by the I.T. Department will not be supported by I.T. staff. Software that is not approved in advance by the I.T. Department will not be supported by I.T. staff. Employees may face disciplinary action by the BOCC if they disregard this policy.

SERVICE AND SUPPORT

The I.T. Department staff is available for call-in and walk-in assistance during regular business hours. Initial requests for attention should be directed to the Help Desk. Emergency assistance is available during normal working hours.

DEFINITIONS

Information Technology is the area of managing technology and spans a wide variety of areas that include but are not limited to things such as processes, computer software, information systems, computer hardware, programming languages, and data constructs. In short, anything that renders data, information or perceived knowledge in any visual format whatsoever, via any multimedia distribution mechanism, is considered part of the domain space known as Information Technology (I.T.).

Hardware is defined as all servers, workstations, personal computers, PDAs, laptops, removable media (DVD's, CD's, floppies, tapes, etc.) communication lines and equipment, printers, plotters, scanners, facsimile machines, digital cameras, etc.

Acceptable software is defined as any application, update or patch approved by the County I.T. Department. Unacceptable software is defined as outdated software, various file sharing applications, downloaded screen savers and desktop images, games, chat software, entertainment or freeware software coming from unknown or untrustworthy sources, peer-to-peer file sharing applications such as Lime Wire, and software provided by vendors or other government agencies not approved by the I.T. Department.

Other equipment covered by this policy is defined in the corresponding sections.

ACCOUNTABILITY

County Commissioners shall have the authority and responsibility to:

- Maintain uniform controls protecting the integrity of County information assets by ensuring that this SOP is implemented and maintained.
- Establish and update this SOP as needed.

Department heads, supervisors and elected officials shall have the sole authority and responsibility within their respective offices to:

- Ensure compliance with this SOP by their employees.
- Take remedial or disciplinary action upon learning of violations of this SOP by employees/users in their offices.

I.T. Department has the authority and responsibility to:

- Implement and maintain appropriate measures for protecting the County's information assets.
- Monitor connections to the computer system.
- Monitor use to assist department heads and elected officials to ensure compliance with this SOP.
- Report violations of this SOP to the supervising elected official, supervisor or department head and to the BOCC.
- Install software and hardware or approve requests to install software and hardware. This includes software licensed or provided to the County from outside vendors and state agencies. Unlicensed software is strictly prohibited.
- Maintain an inventory of information assets.

Employees have the duty and responsibility to:

- Comply with this SOP.
- Report any suspected unauthorized access or improper usage to their department head, supervisor or supervising elected official.

COMPUTERS AND INTERNET

PROCEDURE

The following behaviors are prohibited:

- Discussing with anyone outside the Fremont County organization the methods used to protect the County from unauthorized use of its computer networks.
- Installing firewalls on any hardware to prevent access by the I.T. Department.
- Use of County computer services to access the Internet in ways not intended by the BOCC, or that interferes with normal County business.
- Any activity to gain unauthorized access or use of any systems while using the County's computer services, including logging into a server or account that the employee is not expressly authorized to access.
- Theft of, or copying of, electronic files without permission.
- Sending or posting confidential materials to non-authorized personnel.
- Use of County Internet services and/or computers to gain access to pornographic and/or adult-oriented sites or materials. In some cases, such as investigations by law enforcement personnel, permission may be granted by the BOCC to access questionable Internet sites. Approval must be given prior to access.

- Installing, or causing to be installed, software or hardware on County computers without the approval of the I.T. Department.
- Changing computer settings or hardware configurations without I.T. Department approval.
- Revealing user information such as names and passwords to non-employees without the consent of the I.T. Department.
- Fremont County neither condones nor tolerates the unauthorized copying of licensed computer software. The unauthorized use of software is a violation of Federal Law, and may expose the individual and the County to legal processes. The County must adhere to its contractual obligations and comply with all copyright laws, and expects each employee to do the same. Anyone who violates this policy may be subject to internal discipline and could face additional civil or criminal liability.

ELECTRONIC MAIL

PROCEDURE

E-mail created on or sent to County servers becomes the property of the County and may be monitored or deleted. Employees may not configure software to download personal e-mail accounts. Electronic mail shall be stored for a period of no less than 2 years. Employees should not send or receive electronic mail that they consider to be private and personal. A good rule of thumb is "If you don't want to see it made public, don't send it."

VIRUS PROTECTION

PROCEDURE

No files are to be introduced into a County computer without the user verifying that it is virus-free. Generally, antivirus software will be provided and installed by the I.T. Department. Only antivirus software approved by the I.T. Department may be installed. Users may not disable antivirus software installed on their computers.

COMPUTER REPLACEMENT PROGRAM

PURPOSE

Non-standard computer hardware results in a mixture of hardware and software that inhibits the ability to use technology efficiently. The Computer Replacement Program (CRP) is an effort to counteract this trend through centralized management of computer resources and standardization of the desktop computing environment. The program seeks to provide adequate technology for employees. It is generally expected that equipment will be replaced once every five years. The volatility of the computer industry and system prices may require lengthening this lifecycle. As such, it is difficult to say definitively that a five-year cycle will be strictly observed.

The program will be evaluated annually by the I.T. Department and revised as necessary. This evaluation is accomplished through information collected through administration of the program, feedback from program participants, external vendor and industry sources, and institutional priorities.

GOALS

The overall goal of the program is to ensure that computing resources are up-to-date and available to all staff. The goals of the program are to:

- Assure that each staff member who uses computing resources in their position has access to a computer of sufficient capability to support basic computing needs in fulfillment of their work responsibilities.
- Assure that appropriate computing resources are available in departmental computing facilities.
- Establish budget guidelines which provide basic computing resources for employees, thereby providing relief to departmental budgets and reducing reliance on surplus and current fund contingency.
- Implement minimum standards for computing resources, increasing the supportability of the County's installed equipment base.
- Streamline the specification, acquisition, and deployment of new equipment and re-deployment or disposal of old equipment.
- Maximize revenue return through the sale of old computer equipment.
- "Basic Computing Needs" vary by department or office and are determined by the elected official or department head in conjunction with the I.T. Department. Other funding, such as grants, may be used for advanced hardware, or other specialized needs.

STANDARDS

The specifications for standard computing resources are developed by the I.T. Department. Most employees will be given a standard configuration desktop. Employees who travel regularly for work-related reasons may choose a laptop. The standard configuration supported by the I.T. Department is the PC platform. Macintosh is not supported by the I.T. Department.

CONFIGURATION ENHANCEMENTS (UPGRADES)

In the event that standard equipment does not meet a specific computer resource requirement, such as in the requirement for a specific hardware platform or a required LCD display, the department head or elected official may request an exception to the standard. Exceptions are granted on an as-needed basis at the discretion of the I.T. Department. Because computers with configuration enhancements deviate from the standard models, hardware repairs may result in a greater than normal turn-around time, since like hardware may not be available for system exchanges.

PLACEMENT NOTIFICATION

Once the computers that will be replaced have been identified, supervisors responsible for those areas will be notified that equipment has been targeted for replacement, and provided with a list of the currently available standard configurations. A member of the I.T. Department staff will meet with the supervisor to discuss orders and scheduling of replacement and budgeting requirements.

CONFIGURATION SELECTION

Department managers are encouraged to discuss the standard configurations with the employee who will be using the equipment and to choose a configuration that will most effectively meet the needs of the user.

EQUIPMENT SELECTION

The standard configurations include both desktop and laptop models, and virtual devices. The following guidelines should be used to assist in the choice of equipment:

- The standard desktop is intended for general office productivity, such as word processing, spreadsheets, electronic messaging, and web browsing, making it suitable for most office needs.
- The laptop configuration combines basic office productivity with portability. The standard laptop configuration is suitable for those who intend to use the computer in the office, or for any employee who frequently works from home or travels for the County.
- The virtual device is intended for those who require basic computing and printing functions.

RESOURCE PROCUREMENT

Computers are configured and ordered by the I.T. Department. Computers and enhancements are charged to departmental budgets. The computers are delivered to the I.T. Department which will install the standard image and process the computers for County use. The I.T. Department will record serial numbers and assign asset numbers. At their own expense, departments may purchase additional accessories.

RESOURCE DEPLOYMENT

Computing resources placed through the program are installed by I.T. staff on a priority basis. Every effort will be made to provide a flexible installation schedule that causes minimal workflow interruption.

REDEPLOYMENT AND DISPOSAL

Computers that have been replaced will be disposed of by the I.T. Department. The BOCC will determine the method for disposing of these assets, either by public auction or through online marketplaces. In some cases, computers that have been replaced may be redeployed. Generally, a computer will only be redeployed once. The I.T. Department will make this determination.

LANDLINE TELEPHONES

PURPOSE

The purpose of this SOP is to outline the procedure for leasing and/or purchasing landline analog communication devices and services.

AUTHORIZATION

The BOCC will select a primary provider of landline services.

DEFINITIONS

In this SOP, landline telephones are referred to as "telephones" and analog landlines are referred to as "landlines". The guidelines in this SOP apply equally to all types of telephones and landlines.

PROCEDURE

The I.T. Department is the designated contact between the County and the designated service provider. Supervisors will determine the need for telephones and landlines for their departments and will conduct routine reviews of the necessity of these services. They will make requests for new equipment and service changes to the I.T. Department. The BOCC will approve or reject these requests. The County operates its own telephone system. Extensions and incoming telephone numbers will be assigned by the I.T. Department.

Services and equipment purchased by the County will not include features unnecessary for a County employee to perform their job function. If a supervisor determines that there is no longer a need for services, the County will be responsible for any termination fees.

Devices acquired under this SOP will be the County's property. Lost or stolen County devices may be replaced at County expense. The County will work with its vendors regarding matters of insurance, billing and problems with service.

PRINTERS, FACSIMILE AND COPY MACHINES

PURPOSE

Printers, facsimile and copy machines represent significant expenditures. The goal of this SOP is to facilitate the appropriate and responsible business use of the County's printer, facsimile and copy machine assets, as well as control the County's cost of ownership by preventing the waste of paper, toner, ink, etc. This policy is not intended to prevent employees from using printers, facsimiles and copy machines to accomplish work-related tasks.

AUTHORIZATION

Facsimile and copy machines may be leased or purchased, depending on need. I.T. staff will assist

elected officials and department heads in making the decision to lease or purchase based on need, use and resources. Final approval to lease or buy will be made by the BOCC based on the recommendation of the I.T. Department.

PROCEDURE

Printers and copy machines are to be used for documents that are relevant to the day-to-day conduct of County business. County printers and copy machines will not be used to print or copy personal documents or documents for non-County related activity.

Installation of personal (local) printers is generally not condoned due to the cost of maintaining and supporting the machines. In certain circumstances, however, where confidentiality, remote location, the need to print a large number of low volume print jobs, or other unusual situations are an issue, personal printers may be allowed.

Employees will make every effort to limit paper usage by taking advantage of duplex printing (i.e. double-sided printing) features offered by some printers and other optimization features (e.g. printing six PowerPoint slides per page versus only one per page).

Employees will make efforts to limit toner use by using light toner and lower DPI default print settings. The I.T. Department may assist employees with toner purchases to ensure that government discounts are being received, and the most cost-effective pricing is obtained.

Employees should normally avoid printing e-mail messages and instead, use the folders and archiving functionality in e-mail applications to organize and view messages.

Color printing is typically not required by general business users. Given this selective need, as well as the high cost per page to print color copies, the number of color-capable printers available will be minimized. Employees are strongly encouraged to avoid printing in color when monochrome (black) will do.

WIRELESS COMMUNICATION

PURPOSE

The purpose of this SOP is to outline the procedure for leasing and/or purchasing wireless communication devices and services. The BOCC recognizes that, in addition to mobile telephones used specifically for County business and paid for entirely by the County, some employees use personal mobile telephones for County business. This SOP addresses each of those instances separately.

AUTHORIZATION

The BOCC will select a primary provider of wireless services. No other elected official or employee has the authority to contract for services.

DEFINITION

A mobile telephone or cellular telephone is a long-range, portable electronic device used for mobile communication. In this SOP, mobile and cellular telephones are referred to as "mobile telephones". The guidelines in this SOP apply equally to all types of mobile and cellular telephones. Wireless data communication devices are any computer component which is used to connect computers to the Internet or other data-based networks. In this SOP, wireless data communication devices connecting to cellular data networks are referred to as "data cards".

PROCEDURE

The I.T. Department is the designated contact between the County and the designated wireless service provider for County mobile telephones and data cards. All requests for new equipment and plan changes will be made to the I.T. Department. Many wireless companies provide discounted rates and equipment to government employees. It is the employees' responsibility to negotiate these discounts for their personal use. However, the I.T. Department may negotiate discounts on behalf of the group.

Supervisors will determine which employees need County mobile telephones and/or data cards and will conduct routine reviews of the necessity of these agreements. Supervisors may select from the free or significantly reduced-price telephones offered by the wireless provider. The BOCC must approve any mobile telephone or data card purchase other than those offered free or at a reduced price.

Mobile telephones incur substantially higher charges than ordinary telephone services and are not to be used where it is possible to use ordinary telephones. Other viable options such as landline phones, pagers, or other less expensive communication devices, must be considered.

COUNTY MOBILE TELEPHONES & DATA CARDS

This SOP applies to all mobile telephones and data cards under County-paid agreements. No new County agreements will be entered into and no existing contracts or agreements will be extended, unless such agreements comply with this SOP. Agreements may only be entered into with providers approved by the BOCC. The BOCC will select a primary provider of wireless services. All new purchases of mobile telephones and data cards will be made through the primary provider.

Mobile telephones and data cards are provided only in circumstances where there is a demonstrated business need. Employees are accountable for all calls from any mobile telephone assigned to them, and are required to certify billing records. It is the supervisor's responsibility to verify billing records and submit claims for payment. Minimal personal calls are to be made to/from these devices.

Devices purchased by the County will not include features unnecessary for a County employee to perform their job function.

If a supervisor determines that there is no longer a need for continuation of a mobile telephone agreement or data card, the County will be responsible for any termination fees.

Devices acquired under this SOP will be the County's property. Lost or stolen County devices may be replaced at County expense. The County will work with its vendors regarding matters of insurance, billing and problems with service.

PERSONAL CELLULAR & MOBILE DEVICES USED FOR COUNTY BUSINESS

This SOP applies to all mobile devices under personal contracts, which are used for personal and County business. County employees required to use personal mobile devices for business purposes will obtain personal plans, and will be reimbursed by the County at a rate determined by the BOCC. The telephone number must be communicated to all persons entitled to have contact with the employee. The I.T. Department will provide the information necessary for an employee to set up a County e-mail account on their personal devices. The County is not responsible for loss of data or damage to a personal phone.

If a supervisor determines that there is no longer a need for an employee to use their personal mobile device for County business, the employee shall be responsible for any termination fees.

Personal devices may be used in any way the employee deems appropriate and are the employee's property. Replacement of lost or stolen devices will be the employee's responsibility, and employees must work with their vendors regarding matters of insurance, billing and problems with service.

VENDOR SELECTION

The I.T. Department will participate in the selection of vendors for electronic hardware and software services. I.T. staff will assist elected officials, department heads and supervisors in this selection.

NON-COMPLIANCE

Non-compliance with the Information Technology Department Standard Operating Procedures may, at the discretion of the BOCC or the user's department head, supervisor or supervising elected official, result in disciplinary actions in accordance with Fremont County employee policies. The BOCC directs the I.T. Department to disable user accounts or hardware to ensure compliance with this SOP. Users or equipment which has been disabled may not be re-enabled without specific approval by the BOCC.

PRIMACY

This SOP supersedes any existing policy, policies or procedures that may be in conflict with the provisions of this SOP.

This resolution shall be in full force and effect on May 23, 2011.

PASSED THIS 23rd DAY OF May 2011 BY THE BOARD OF COUNTY COMMISSIONERS OF FREMONT COUNTY, IDAHO.

BOARD OF COUNTY COMMISSIONERS
FREMONT COUNTY, IDAHO



RONALD "SKIP" HURT, CHAIRMAN

ATTEST:



ABBIE MACE, COUNTY CLERK