

**HENRY COUNTY PUBLIC SERVICE AUTHORITY / HENRY COUNTY
ACCEPTABLE USE POLICY
December 1, 2021**

TECHNOLOGY USE AGREEMENT

PURPOSE: To establish a policy for use of the technology systems for Henry County Public Service Authority / Henry County (HCPSA/HC), their employees, agents, and incidental users.

Definitions

HCPSA/HC: Henry County Public Service Authority / Henry County

Network: Two or more computers that share information, typically connected by cable or wireless connection.

Internet: A global network of connected computer systems. The World Wide Web is the most recognized means of using the Internet.

I.S.: The Information Services Department, which administers the technology needs for HCPSA/HC.

Users: Any person (employee, consultant, vendor, contract personnel or other non-employee such as volunteer or intern) that requires use of HCPSA/HC technology equipment/systems/services, such as a computer, local area network, Internet access, telephone, etc. that has been authorized and accepted this agreement in writing.

General Provisions for Use of Technology Systems

Business Use: HCPSA/HC provides telephones and computer systems that allow access to our PBX, local network, the Internet, and other technology systems. These systems are the property of HCPSA/HC and are provided to facilitate the effective and efficient conduct of HCPSA/HC business. Users are permitted access to these systems to assist in the performance of their jobs for work-related purposes.

Personal Use: Personal use means use that is not job-related. In general, incidental and occasional personal use of HCPSA/HC's systems are permitted for users; however, users employing the HCPSA/HC's systems for personal use must present any communication, such as telephone or email, in such a way as to be clear that the communication is personal and is not a communication of the HCPSA/HC.

Personal use is prohibited if it:

- interferes with the user's productivity or work performance, or with any other employee's productivity or work performance;
- adversely affects the efficient operation of the computer system, local network, or associated services;
- violates any provision of this policy, any supplemental policy adopted by the HCPSA/HC Administration, or any other policy, regulation, law or guideline as set forth by Local, State or Federal law.

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No Expectation of Privacy: No user should have any expectation of privacy in any message, file, image, video or data created, sent, retrieved or received by use of the HCPSA/HC's equipment and/or services. HCPSA/HC has the right to monitor any and all aspects of the systems including, but not limited to, phone calls, websites, instant messages, chat groups, material downloaded or uploaded, and e-mail sent or received by agency users. Such monitoring may occur at any time, without notice, and without the user's permission.

Any communication may be subject to the Freedom of Information Act (FOIA) and, therefore, be made available for public distribution.

Prohibited Activities: Certain activities are prohibited when using the HCPSA/HC network or any of its associated communications systems.

These include, but are not limited to:

- accessing, downloading, printing or storing information considered to be obscene, sexual, or offensive;
- downloading or transmitting fraudulent, threatening, obscene, intimidating, defamatory, harassing, discriminatory, or otherwise unlawful messages or images;
- installing or downloading computer software, programs, or executable files. Unauthorized software may be removed by I.S. without any prior notice;
- uploading proprietary or confidential HCPSA/HC information contrary to policy;
- downloading copyrighted materials without consent of the copyright holder;
- accessing or attempting to access restricted HCPSA/HC information;
- sending e-mail using another's identity, an assumed name, or anonymously;
- permitting a non-user to use any HCPSA/HC device or system;
- private commercial activities;
- political lobbying or political campaigning;
- any other activities designated as prohibited by the HCPSA/HC;

While not prohibited, the use of SMS (text) messages for conducting HCPSA/HC business is discouraged. All messages must be captured via screenshot and emailed back to the phone owner's work email.

Security: Users will be required to provide passwords to access various HCPSA/HC systems. It is the responsibility of the user to ensure their passwords remain unique, confidential, and secure; No user shall provide another user or non-user with their password. Passwords must not be shared with others at any time or left in a place where an unauthorized person might find them. If a User has reason to believe that his/her password has been compromised or discovered by another person, the User must immediately inform the I.S. department and must change their password immediately. Other security controls include but are not limited to:

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- Password length, complexity, and history requirements shall be set in compliance with industry standards, and may be altered as standards and best practices change;
- Ensuring that laptops, mobile devices and desktop computers are protected by lock screen passwords and that screens are set to lock within 15 minutes of inactivity. Computers and other devices should be manually locked when unattended;
- Keeping laptops, mobile devices and portable storage devices and media appropriately secured (e.g. not leaving these items unattended in a vehicle or public place);
- Preventing unauthorized changes being made to the operating system software or configuration of personal computers or mobile devices used to access HCPSA/HC Technology;
- Not sharing mobile devices used to access HCPSA/HC Technology, or portable media containing Confidential Information or assets, with third parties (including family members);

Portions of the HCPSA/HC computer network shall be restricted to specific groups of users. No user shall attempt to gain access to data that is restricted or intended to be restricted. Users shall report any unauthorized access, potential security breaches, or threats to the I.S. Department.

The distribution of electronic communications is difficult to control and routing mistakes can easily occur. Copies of electronic communications can be forwarded without the sender's knowledge or permission to unintended recipients. Therefore, electronic communications should be drafted and sent with at least the same level of care, professional judgment and discretion as paper memoranda or documents. Users must exercise caution when opening attachments or selecting links from unknown sources as these may contain malicious software.

Cybersecurity training and testing will be provided on a regular basis through the I.S. Department and/or their affiliate organizations. Certain training, including an annual refresher course, will be required of all users in order to maintain active credentials. Notification of all courses and their appropriate deadlines will be provided as available.

Ownership: All work created with the use of PSA/County equipment, for the use of the Organization, becomes property of HCPSA/HC and shall remain in place until the Department Manager deems that deletion is appropriate. This includes documents, presentations, email, etc. At no time shall a user be entitled to "clean" their computer, including upon termination of their employment with HCPSA/HC. Unlawful deletion of such may result in employee being assessed all fees associated with recovering data and/or being prosecuted by proper authorities.

Personal Devices: Users choosing to connect their personal devices, such as smart-phone, tablet, or laptop, to the network must receive approval by the I.S. Department and must maintain the same security levels as devices provided by HCPSA/HC, including up to date anti-virus software. Should a connected device become lost or stolen, the owner must notify the I.S. Department so that the device can be disabled. Personal devices and accounts used for HCPSA/HC business may be subject to FOIA requests.

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User expectations: Users of Henry County devices and/or services will exercise extreme caution to safeguard all confidential / personal data. User shall not store any such data on unencrypted laptops, hard-drives, thumb drives, etc. Using email for the transmission of confidential data is strictly prohibited.

User Responsibilities

The conduct of computer users who access the HCPSA/HC network or send e-mail containing a HCPSA/HC domain address (i.e., @co.henry.va.us) may be perceived as reflecting on the character and professionalism of HCPSA/HC. When engaging in such conduct, whether for personal or official purposes, employees are expected to do so in a responsible and professional manner.

All users are responsible for exercising appropriate care to protect the HCPSA/HC's computer systems against the introduction of viruses. When using the HCPSA/HC's network or electronic communications, equipment and capability, individuals must:

- use the Internet or electronic communication systems only in accordance with HCPSA/HC policy;
- maintain the conditions of security, which includes safeguarding of passwords, under which they are granted access to such systems, including not placing passwords in insecure locations such as under keyboards and pasted to monitors;
- check with the appropriate HCPSA/HC staff prior to downloading or accessing a file or document if the source of the file or other circumstances raises doubts about its safety.
- Make backup copies of data that is not stored on a HCPSA/HC server; the IS Department is unable to backup data on individual PCs.

Violations

Violations of this policy will be addressed with appropriate disciplinary action. Users must immediately notify the I.S. department of any suspected breach of this Policy. Any and all breaches of this Policy will be treated with the utmost seriousness by HCPSA/HC. The appropriate level of disciplinary action will be determined on a case-by-case basis by HCPSA/HC consistent with the HCPSA/HC personnel manual depending on the severity of the offense.

From time to time, the Information Services Director will make decisions on whether specific uses of HCPSA/HC systems are consistent with this policy. The Information Services Director may amend this Policy from time to time; users are responsible for regularly reviewing this Policy. The Information Services Director, under the direction of the HCPSA General Manager and HC Administrator, shall remain the final authority on use of the HCPSA/HC systems.

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CERTIFICATE OF RECEIPT

I have been given a copy of "Henry County Public Service Authority / Henry County Acceptable Use Policy", dated December 1, 2021, entitled "Technology Use Agreement" and I understand that it is my responsibility to read and abide by this policy. If I have any questions about the policy, I understand that I need to ask my supervisor or the Human Resource Officer for clarification. If I refuse to sign this certificate of receipt, my supervisor will be asked to initial this form indicating that a copy has been given to me and that this statement has been read to me. Any person refusing to accept this policy will be denied access to any HCPSA/HC technology systems, including but not limited to: computers, networks, email, and telephone systems.

Preferred Name: (print) _____

Department: _____

Signature: _____

Date: _____

For Technology Staff Use Only:

Username: _____