



Henderson County IT Policy

Policy Provisions

Users Access

Acceptable Use

Unacceptable Use

Violations and Enforcement

User Agreement

Policy Provisions

The Computer/Network/Software Email and Internet connection provided by Henderson County are all owned and maintained by Henderson County for County business. Additionally, any Official Henderson County data, including email address is intended for County business use only and all mail is the property of Henderson County.

All County owned computers and networks are subject to review and/or inspection, random or specific, at any time by the IT Department to uphold County policy and all usage by anyone utilizing County owned computers and Internet connections. All usage is tracked by the computer and also by the network. These files belong to Henderson County and may be audited and/or reported for activity at any time.

County Employees using County equipment should have no expectation that any information accessed through or stored on your work computers will be kept private. This applies to whether the information is contained on the computer itself, the network, email, internet, or in any other form. Internet and Email are provided solely for the support of County tasks, job duties and professional activities in performance of your position duties.

Any County employee who shall knowingly and intentionally violate any of the provisions of this policy may be subject to disciplinary action which may include termination.

County Equipment

Computers, peripherals, devices and software are assigned to County Offices through the budget process and tracked for inventory purposes through the County Audit Office. The IT Department will provide service and support for the equipment within a County Office that has been properly included in that department's inventory. Any disputes between the IT Department and a County Office about whether equipment in the office falls within the scope of the IT department will be resolved by the Audit office.

As County Offices grow and expand, new and additional equipment may be necessary for that office to effectively perform the job required of it. It is the responsibility of the County Office to ensure that equipment additions are properly purchased through the Audit Office, added to the Audit Office's Inventory and properly maintained and serviced by the IT Department. Periodically, the IT Department will deem that certain equipment needs to be replaced. Equipment that has been properly purchased and carried on the Audit Office's Inventory will be replaced by the IT Department. When the IT Department replaces a piece of equipment, the unit of equipment being replaced is removed from the inventory and cannot be repurposed or reused by that Department.

User Access

Users may be required to have access to programs, network, internet and email. This access will be determined by each department and granted by the IT Department, after the employee has reviewed and agreed to this policy.

Each County Official or Department Head is responsible for requesting an employee's network access. The request needs to be made through the ticket portal. If the portal is not accessible, the County Official or Department Head must submit a written request to the Help Desk via email. The request must include the full employee name, department position and what file/email access privileges the employee requires for his/her position. Any access to software specific to their job will need to be submitted with the request.

Immediately upon employment separation, it is the responsibility of the County Official or Department Head to send a written request to the Help Desk, via ticket submission or email, to cancel all access for the departing employee. If this is not completed and access remains active, it poses a security threat and can compromise the integrity of the Henderson County network.

Non-employees are expressly forbidden from using any County computers or network.

User Security

Each department and each user must maintain a high level of physical security for each device entrusted to the care of that department and that individual to prevent unauthorized access to the Henderson County network. When an employee has logged onto the network, the level of access assigned to the user is available to anyone using that computer. So anyone sitting at the computer (other employees, visitors, vendors, reporters, contractors, jail inmates or trustees) will be able to enter, view, change, or delete data on the same level of access. This compromises the integrity of the data of Henderson County network, and in some cases, it is illegal to disclose the information without a court order or permission from a specific level.

At any time an employee leaves their computer, all data should be locked and secured. At the end of each day employees shall completely log off any and all programs and then log off their computer.

Employees are prohibited from giving their computer or program password(s) to anyone. Should another person request your password for any reason whatsoever, please report this immediately to your Department Head or IT Department. If you believe that someone else has obtained your password, change it immediately or contact the IT Department.

Employees shall submit issues, malfunctions, or problems with County provided software or hardware, to the Henderson County Help Desk through the Help Desk Portal. Service requests or tickets should include as much detail as possible. If the portal is down, email the Help Desk with the issue(s). If your computer is not accessible, call the Help Desk at 7210.

Acceptable Use

Communication and collaboration of Henderson County authorized users for work assignments.

Communication and collaboration with professional associations, government, universities, business and/or individuals associated with the facilitation of County business, research, and education efforts as authorized by the Department Head/Elected Official.

Distribution of information to the general public whereby such information is made available under the County guidelines and policies for the release of information and the Freedom of Information Act.

The privilege of using the Internet will be limited to County business and not to attend to personal matters.

Flash/thumb/jump drives are permissible but will be scanned for viruses when plugged into the computer.

Unacceptable Use

Employees are specifically prohibited from any of the following under this policy:

Attaching any kind of peripheral or device to a computer or the network without authorization from the IT Department. If it plugs into a port on the computer, it is a peripheral or device that can cause harm to the computer.

Any network device such as switches, access points, etc., that plugs into the network ports in your office is also forbidden.

Installing, downloading or copying any software, programs or applications on County computers. Any software

loaded to County computers must be owned by the County, in addition to being approved and installed by Henderson County Information Technology Department.

Unlawfully accessing information or computers and communication resources.

Introducing or experimenting with malicious codes, worms, viruses, hacking tools, or similar material.

Transmitting of material in violation of applicable copyright laws or patents.

Participating in the intentional sending of messages that are likely to result in the loss of recipient's work or system and any other types of use which could cause congestion of the Network, interfere with the work of others, or circumvent any system intended to impede the security of any users or County Network.

Participating in any mass emailing using Henderson County list other than that of an official business content.

Subscribing to mailing lists other than official county business.

Generating, storing, transmitting or use of material (i.e.; visual, textual or auditory entity) which is abusive, profane, racist, sexist, threatening, or offensive.

Violations and Enforcement

The privilege of network access, Internet and/or County Email may be revoked at any time for unacceptable use.

Violation of this policy may be reported to the elected Official/Department Head.

No issue will be taken to the IT Committee without department head notification.

In the event that Henderson County incurs a cost due to employee negligence or misuse, the employee and/or department may be responsible for reimbursement of the cost.

User Agreement

I have read, understood, and accept Henderson County's Information Technology Policy. I agree to abide by the policy as it is stated and intended. I understand this acceptance will become a part of my employment file.

Print Employee Name

Department Name

Employee Signature

Date of Signature