

**TORRANCE COUNTY
BOARD OF COUNTY COMMISSIONERS
RESOLUTION NO. AR 2019- 24**

THE TORRANCE COUNTY INFORMATION TECHNOLOGY POLICY

WHEREAS, information is critical to the services provided by the county; and

WHEREAS, Torrance County utilizes significant Information Technology (IT) resources to receive, store, and analyze data provided by and generated for public benefit; and

WHEREAS, a significant amount of sensitive and personal data is stored on county servers, desktops, dedicated systems, and other devices; and

WHEREAS, the County is responsible for safeguarding documents, data, and information received in the process of serving the public; and

WHEREAS, a large portion of the data and information received by the County is subject to the Inspection of Public Records Act and other state and federal regulations regarding retention and disclosure; and

WHEREAS, devices purchased using public dollars for advancing the public mission of Torrance County are public property and expected to be used for the public purposes;

NOW, THEREFORE BE IT RESOLVED The Torrance County Board of Commissioners does hereby adopt the attached "Torrance County Information Technology Policy" and rescinds any previous resolution or policy.

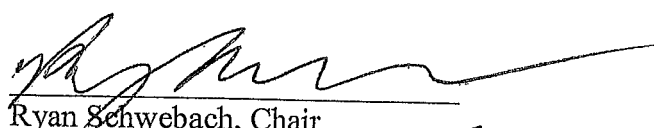
DONE THIS 10th DAY OF APRIL, 2019.

APPROVED AS TO FORM ONLY:

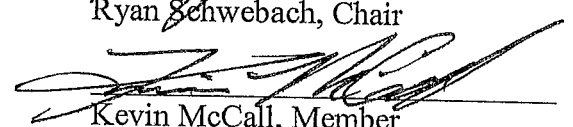
BOARD OF COUNTY COMMISSIONERS

County Attorney

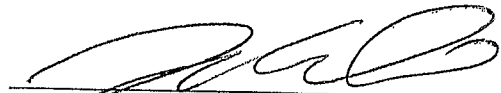
Date




Ryan Schwebach, Chair



Kevin McCall, Member


Javier Sanchez, Member

ATTEST:


Linda Jaramillo, County Clerk

Date: 4/10/19



Torrance County
Information Technology
Policy

PURPOSE

To communicate the rights and responsibilities of employees using TORRANCE COUNTY's Information Technology (IT) resources, including, but not limited to, TORRANCE COUNTY computers, telephones, email accounts, internet, intranet, software, networks, databases or any TORRANCE COUNTY electronic device.

This policy governs the use of all information technology equipment and resources owned, operated, purchased or approved by TORRANCE COUNTY. Other TORRANCE COUNTY policies, such as the "Code of Conduct" and "Harassment" may also apply. To the extent this policy is inconsistent with the provisions of New Mexico Administrative Code, which governs internet, intranet, email, and digital network usage, the Code takes precedence.

POLICY

- A. The Information Technology (IT) contractor will maintain all servers, desktop computers, laptops, TORRANCE COUNTY employee account information, and network peripherals.
- B. Saving data on TORRANCE COUNTY's network drives, rather than personally assigned desktop computer drives, is essential to the efficiency and productivity of TORRANCE COUNTY. All employees should take appropriate measures to save TORRANCE COUNTY related data, work product, and records on the TORRANCE COUNTY's network drives to ensure the integrity of the data and to meet retention guidelines.
- C. **Privacy**
 - a. TORRANCE COUNTY employees have **NO** expectation of privacy with respect to usage of county information technology equipment or resources.
 - i. Password/access codes and all matters generated or stored on TORRANCE COUNTY information technology equipment is the property of the TORRANCE COUNTY and State of New Mexico.
 - ii. TORRANCE COUNTY is permitted to monitor, review, audit, intercept, access and disclose any information, voice communications or transmissions generated from or on TORRANCE COUNTY information technology equipment, including emails, internet access information, software usage, downloads, file transfers, etc., without notice.
 - iii. The use of computer, email, and internet passwords does not restrict TORRANCE COUNTY's right to access electronic information and communications on TORRANCE COUNTY equipment.

- b. In order to protect the integrity of TORRANCE COUNTY's information technology systems and to ensure the proper use of TORRANCE COUNTY's resources, TORRANCE COUNTY reserves the right to inspect, print, or remove any data/voice file, system device, or system software that impedes TORRANCE COUNTY'S business use of the equipment, or that indicates TORRANCE COUNTY policy or law has been violated.

D. General Usage

- a. Only TORRANCE COUNTY employees shall have access to or use TORRANCE COUNTY information technology resources, unless otherwise approved by the County Manager.
- b. TORRANCE COUNTY information technology resources and equipment shall not be used for the employees' personal use, commercial, political, "non-TORRANCE COUNTY" advertising purposes, or private business party use.
- c. Employees shall not disseminate confidential TORRANCE COUNTY records or information to non-employees without prior written approval from the TORRANCE COUNTY Manager.
- d. Particular care should be taken by employees who send confidential information via email. If sensitive data is part of the email encryption shall be used.
- e. Employees shall not duplicate or copy TORRANCE COUNTY owned, leased, or on loan software in violation of the software's licensing agreement. Violation of the software's licensing agreement is a violation of federal law. A back up copy for recovery of the employee's system is permitted.
- f. Tampering with or deleting data, voice communications, or information that belongs to TORRANCE COUNTY with the intent to falsify data or to cover up or hide information related to misconduct or violation of TORRANCE COUNTY policy will not be tolerated.
- g. Employees shall first seek the written approval of their immediate supervisor and Information Technology prior to downloading or uploading executable software via the internet or e-mail.
- h. TORRANCE COUNTY retains the right to inspect or monitor software usage on data equipment at any time without notice.

E. Personal Use of TORRANCE COUNTY Technology and Equipment

- a. Incidental personal usage of TORRANCE COUNTY cell phones, landline telephone systems, the internet and e-mail is permissible but should be kept to a minimum and should not interfere with work or employee performance. Personal use should only occur during break periods, lunch periods, or before or after work.

F. Inappropriate Use Prohibited

- a. TORRANCE COUNTY has a “zero tolerance” policy concerning inappropriate uses of the information technology resources, especially the internet and e-mail. The following are included in the TORRANCE COUNTY’s zero tolerance policy:
- b. Personal photos, music and videos are strictly prohibited on county computers, if it is found these exist the user shall be required to remove them immediately.
- c. Sending, displaying, or accessing sexually oriented images, messages, or cartoons.
- d. Sending or displaying communications that ridicule, disparage, or criticize persons or organizations based upon a protected classification.
- e. Sending or displaying communications that threaten, harass, or defame other individuals, groups, or organizations.
- f. Intentionally accessing websites whose contents are described in subparagraphs immediately above. Impermissible websites include, but are not limited to, websites that promote hate, bomb-making, violence or any illegal activity, gambling, online games are all sites considered to be prohibited.
- g. Knowingly disrupting, disabling, damaging, or interfering with services or equipment (e.g., propagating malicious code or computer viruses).
- h. Disclosing confidential information related to TORRANCE COUNTY without approval of management.
- i. Accessing, assisting, or allowing others to access or use equipment, files, passwords, or user codes without authorization.
- j. Soliciting, endorsing, or proselytizing others for commercial ventures or for religious, social, or political causes.
- k. Tampering with or deleting data or damaging equipment that belongs to TORRANCE COUNTY with the intent to falsify data or to cover up or hide information related to misconduct or violations of TORRANCE COUNTY policy.
- l. Circumventing or disabling security mechanisms intended to protect data or programs.

- m. Using an alias or otherwise misleading another as to the employee's identity through internet or e-mail usage.
- n. Use of non-TORRANCE COUNTY owned USB drives
 - o. Employees who inadvertently access sites or receive a communication containing material prohibited by this policy, such as pornographic sites, shall immediately disconnect from the site, take note of the time, and notify their supervisor. The Supervisor shall relay this information to Information Technology.

PROCEDURES

A. Employee Computer Account Information / Passwords

- a. Upon receipt of a desktop computer, employees shall establish a workstation password (*i.e.* the password used to log-on to the employee's workstation computer).
- b. System passwords shall be changed, when requested by the employee's immediate supervisor and confirmed by the Manager, to gain access to an employee's workstation, network resources, email, or other computer related systems, when necessary.
- c. Password Practices Requirements
 - i. Employees shall practice effective password management by adhering to the following:
 - ii. Keeping all passwords confidential and physically securing passwords out of plain view and not easily accessible (*i.e.*, posted under a computer keyboard)
 - iii. Employees shall contact their supervisor, appropriate IT personnel, and any other appropriate departmental personnel immediately if another party attempts to gain access to an employee's password.
 - iv. Employees shall not share passwords.

B. Data Storage and Records Retention

- a. All data stored on the network servers will be backed up including hardware on a daily basis and stored in house as well as at an offsite location.

- b. TORRANCE COUNTY employees shall adhere to the following when storing data:
 - i. Any data or files pertaining to TORRANCE COUNTY shall be stored on TORRANCE COUNTY-owned resources and/or network servers, which are backed up regularly.
 - ii. TORRANCE COUNTY shall provide space on the network systems to each department, which is shared and exclusive to the assigned department and supervisors in the chain of command for the department. Any TORRANCE COUNTY-related data, work product, and records shall be stored on the department's shared network drive.
 - iii. Employees may be provided space on TORRANCE COUNTY's network drives, which can be exclusive to that employee and the employee's supervisor.
 - iv. To ensure that the network drive space is utilized properly and for TORRANCE COUNTY efficiency and functioning, employees shall not store any personal data (*i.e.*, documents, pictures, music, etc.) on the network drives.
 - v. Data generated or stored on a mobile computing device, such as a laptop, portable hard drive, smartphone, USB key, DVD, or CD or flash drive, which is utilized for purposes of conducting business on behalf of TORRANCE COUNTY, should be copied to the TORRANCE COUNTY network resources upon returning to the TORRANCE COUNTY offices.

C. Standards for Computer Preparation for Beginning, Transferring, and Termination of Employment

- a. The employee and the employee's immediate supervisor share responsibility for immediately notifying Information Technology and Human Resources of any changes in the employee's employment status, including, but not limited to, the following events:
 - (1) name change, (2) transfer to another position, (3) termination of employment or contract, (4) or any changes in the employee's job responsibilities which would affect access permissions to network resources.
- b. When a workstation computer is setup and transferred to a new employee, all data files on the hard drive shall be overwritten by Information Technology prior to the employee receiving the computer equipment.

- c. When an employee transfers to different job assignments:
 - i. The employee's transferring supervisor shall immediately submit an IT helpdesk ticket to Information Technology. The work order shall identify all IT and communication devices, services, and network resource permissions that the employee had, the name and title of the employee's new supervisor, and the date of the transfer.
 - ii. The employee's new supervisor shall submit an IT Helpdesk ticket to Information Technology of all needed IT and communication devices, services, and network resource permissions for the employee.
- d. Upon termination of employment, whether voluntary or involuntarily:
 - i. The employee's immediate supervisor shall notify Information Technology of all IT and communication devices, services, and network resource permissions for the employee, as well as the expected termination date for the employee.
 - ii. Information Technology shall deactivate the employee's computer and network resource accounts on the expected termination date.
 - iii. Information Technology shall back up the employee's data stored on the employee's assigned network drive and desktop computer hard drive, including email messages and files.
 - iv. After the review process, the employee's assigned network drive, any backed up data from the drives, desktop computer hard drive, CD's, and portable devices shall be overwritten and/or deleted permanently and destroyed, unless otherwise specified by the TORRANCE COUNTY.
 - v. Supervisors shall collect any PDA devices, cell phones, pagers, or other portable devices provided by TORRANCE COUNTY to the employee upon termination of employment.

Disposal of computer equipment

- e. When computer equipment with a hard drive is disposed of, the hard drive shall be overwritten to meet Department of Defense standards and/or physically destroyed.

- f. Information Technology and Budget and Finance Office shall be consulted for proper disposal of equipment.

D. Approval of Software

- a. Information Technology shall maintain a list of all software owned, leased, or on loan to TORRANCE COUNTY.
- b. Any software not on the approved list shall be deleted, unless written approval has been given by Information Technology or the employee's immediate supervisor.