



**CAMERON COUNTY
COMPUTER USE - ELECTRONIC ACCESS
POLICIES AND PROCEDURES**

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Date

**COMPUTER USE - ELECTRONIC ACCESS
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TABLE OF CONTENTS

	Page
I. Purpose	3
II. Authority	3
III. Definitions	3
IV. E-Mail	3
V. Network and Internet/Intranet	5
5.01 Personal Responsibility	5
5.02 Permitted Use and Term	5
5.03 Availability and Access	6
5.04 Privacy	6
5.05 Downloaded Files	6
5.06 Confidential Information	6
5.07 Prohibited Activities	7
VI. Computer Software Usage, Maintenance and Equipment	8
VII. Enforcement - Compliance and Noncompliance	10
VIII. References	10
IX. Appendices	
Appendix A: Cameron County User Access Agreement & Policy Guidelines	11
Appendix B: Computer Information Systems User Access Request Form	14



**CAMERON COUNTY
COMPUTER USE - ELECTRONIC ACCESS
POLICIES AND PROCEDURES**

I. POLICY AND PURPOSE STATEMENT

1.01 Cameron County provides some, if not all, employees with electronic access, consisting of an e-mail system, a network connection, and internet/Intranet access. These policies govern all use of the Cameron County Network, Internet/Intranet access, and e-mail systems at all County locations and offices. This policy includes, but is not limited to, electronic mail, chat rooms, the Internet, news groups, electronic bulletin boards, Cameron County Intranet and all other Company electronic messaging systems.

II. AUTHORITY

2.01 The responsibility and authority to govern the use of county computers and network resources is assigned by the Commissioners' Court to the Cameron County Information Technology Systems Department and as it pertains to the Department Director, Appointed or Elected Official.

III. DEFINITIONS

3.01 Cameron County – local governing body known as the Commissioners' Court.

3.02 Computer Network Resources – includes computers, computer equipment, computer assistance services, software, computer accounts provided by Cameron County, information resources, electronic communication facilities (including electronic mail, telephone mail, Internet access, network access), or systems with similar functions.

3.03 Confidential information - information maintained by Cameron County that is exempt from disclosure under the provisions of the Texas Open Records Act or other state or federal law, attorney work product, attorney client privileged, and law enforcement communications.

3.04 Information resources – data or information, software, and hardware that render data or information available to users.

3.05 Misuse - any activity of a user or other person who engages in misuse of computing resources.

3.06 Network – a group of computers and peripherals that share information electronically, typically connected to each other by either cable or satellite link.

3.07 Peripherals – special purpose devices attached to a computer or computer network, such as printers, scanners, plotters, and similar equipment.

- 3.08** Sensitive information – administrative information maintained by Cameron County that requires special precautions to assure its accuracy and integrity by utilizing internal departmental error checking, verification procedures and/or access control to protect it from unauthorized modification or deletion.
- 3.09** Server – a computer that contains information shared by other computer on a network.
- 3.10** Software – programs, data, or information stored on magnetic media (tapes, disks, diskettes, cassettes, etc.) usually referred to as computer programs.
- 3.11** Network System Administrator – administrator to include the Chief Information Officer or authorized staff employed by the Cameron County Information Technology Systems whose responsibilities include system, site, or network administration. Network System Administrators perform functions including, but not limited to, installing hardware, software, managing a computer or network, and keeping a computer system in operation.
- 3.12** User – any individual who uses, logs in, attempts to use, or attempts to log in to a system, whether by direct connection or across one of more networks, or who attempts to connect to or traverse a network, whether via hardware, software or both. Each user is responsible for his or her use of the computer resources and for learning proper data management strategies.

IV. E-MAIL

- 4.01** Cameron County e-mail system is designed to improve service to our employees, enhance internal communications, and reduce paperwork. Employees using Cameron County e-mail system must adhere to the following policies and procedures:
1. Cameron County e-mail system, network, and Internet/Intranet access are intended for business-use only. Employees may access e-mail and the Internet for personal use only during non-working hours, and strictly in compliance with the terms of this policy.
 2. All information created, sent, or received via Cameron County e-mail system, network, Internet, or Intranet, including all e-mail messages and electronic files, is the property of Cameron County. Employees shall have no expectation of privacy regarding this information. Cameron County reserves the rights to access, read, review, monitor, and copy all messages and files on its computer systems at any time and without notice. When deemed necessary, Cameron County reserves the right to disclose text or images to law enforcement agencies or other third parties without the employee's consent. Extreme caution shall be use by the employee to ensure that the correct e-mail address is used for the intended recipient(s).
*Initials: _____
 3. Employees shall attach their name to any message or file sent via e-mail.
 4. Alternate Internet Service Provider connections to Cameron County internal network shall not be permitted unless expressly authorized by Cameron County and properly protected by a firewall or other appropriate security device(s) and/or software.
 5. Confidential information should not be sent via e-mail unless clearly identified in the email as confidential by including in the e-mail the word "CONFIDENTIAL" prominently displayed, or unless encrypted by Cameron County approved encryption software and according to established Cameron County procedure in use at the time of transmittal. This includes the transmission of vendor financial information, Social

Security numbers, employee health records, attorney client communications or other confidential material.

6. Only Elected Officials, Appointed Department Heads, or authorized Supervisors (authorized by their Elected or Appointed Department Head) within their own department shall be permitted to access another persons e-mail without consent. No supervisor Appointed Department Head or Elected Official shall access or have the Computer Center Access an employee's email, if such employee is not in their department, without prior approval of the Commissioners Court. (This provision does not apply to a Court Order addressed to an served on the County Judge in the same manner as a citation is served under V.T.C.A., C.P.R.C., Section 17.024(a).)
7. Employees shall exercise sound judgment when distributing messages. Client-related messages should be carefully guarded and protected. Employees must also abide by copyright laws, ethics rules, and other applicable laws.
8. No Supervisor, Appointed Department Head or Elected Official shall access another Supervisor's, Appointed Department Head's or Elected Official's e-mail without prior approval of the Commissioners Court. (This provision does not apply to a Court Order addressed to and served on the County Judge in the same manner as a citation is served under V.T.C.A., C.P.R.C., Section 17.024(a).)
9. E-mail messages shall contain professional and appropriate language at all times. Employees are prohibited from sending abusive, harassing, intimidating, threatening, and discriminatory or otherwise offensive messages via email
10. All messages archived in Cameron County computer systems shall be deemed County property, as is all information on Cameron County systems. Employees shall have the responsibility for verifying and understanding Cameron County email policies as prescribed by their applicable department. Employees shall save or print messages to prevent them from being automatically deleted.
11. Misuse and/or abuse of electronic access, including but not limited to, personal use during working hours, copying or downloading copyrighted materials, visiting pornographic sites or sending abusive e-mail messages shall result in disciplinary action, up to and including termination.
12. Sensitive or confidential information relating to law enforcement communications shall not be accessed without authorization for release by the District Attorney. Open Information requests for law enforcement information shall be immediately, on receipt, forwarded to the District Attorney's Office for its review in accordance with Chapter 552 Prosecutorial Exception, Section 552.108.
13. E-mails or other information relating to attorney work product and attorney client "confidential" or "privileged" information shall be protected and shall not be accessed except in strict compliance with Texas State Bar Rules, including but not limited to Rules 1.05 and 1.12.

V. NETWORK AND INTERNET/INTRANET

5.01 PERSONAL RESPONSIBILITY

By accepting an account password, related information, and accessing Cameron County Network or Internet system, an employee shall agree to adhere to Cameron County policies regarding their use and agree to report any misuse or policy violation(s) to your supervisor and the Cameron County Chief Information Officer.

5.02 PERMITTED USE AND TERM

Use of Network Resources and the Internet is a privilege, not a right. Use of Network and Internet access extends throughout an employee's term of employment, providing the employee does not violate Cameron County policies regarding Network, Internet or Intranet use. Department Heads shall be responsible for the identification of both appropriate and inappropriate use.

5.03 AVAILABILITY AND ACCESS

Cameron County reserves the right to suspend access at any time, without notice, for technical reasons, possible policy violation, security or other concerns.

5.04 PRIVACY

*Network Resources and Internet access is provided as a tool for our organization's business. Cameron County reserves the right to monitor, inspect, copy, review, and store at any time, without prior notice, any and all usage of the Network and the Internet, as well as any and all materials, files, information, software, communications, and other content transmitted, received or stored in connection with this usage. All such information, content, and files are the property of Cameron County. An employee should have no expectation of privacy regarding them.

Initials: _____

5.05 DOWNLOADED FILES

Employees shall not download application files from the Internet without the prior authorization of direct management. Any files authorized for download from the Internet must be scanned with virus detection software before being opened.

5.06 CONFIDENTIAL INFORMATION

Certain employees may have access to confidential information about Cameron County, other employees and clients. With the approval of management, employees shall use e-mail to communicate confidential information internally as requested. Such e-mail must be marked "Confidential." For purposes of this policy, confidential information includes, but is not limited to:

1. Procedures for computer access and passwords of Cameron County users, program manuals, user manuals, or other documentation, run books, screen, file, or database layouts, systems flowcharts, and all documentation normally related to the design or implementation of any computer programs developed by Cameron County relating to computer programs or systems installed for the users;

2. Lists of present clients, customers, and vendors and the names of individuals at each client or customer location with whom Cameron County deals, the type of equipment or computer software they purchase or use, and the information relating to those clients, customers, and vendors which has been given to Cameron County by them or developed by Cameron County, relating to computer programs and systems installed;
3. Lists of or information about personnel seeking employment with or who are currently employed by Cameron County;
4. Prospect lists for actual or potential clients, customers or vendors of Cameron County and contact persons at such actual or potential clients, customers, or vendors;
5. Any other information relating to Cameron County engineering, marketing, merchandising, and purchasing or selling of land.
6. Any information relating to attorney work product, attorney client privilege and law enforcement communications.

5.07 PROHIBITED ACTIVITIES

Employees shall be prohibited from using Cameron County e-mail system, network, or Internet/Intranet access for the following activities:

1. Downloading software without the prior written approval of Cameron County Chief Information Officer or the direct supervisor's approval.
2. Printing or distributing copyrighted materials. This includes but is not limited to, software, articles and graphics protected by copyright laws.
3. Using software that is not licensed by the manufacturer or approved by the Cameron County Chief Information Officer.
4. Sending, printing, or otherwise disseminating Cameron County propriety data or any other information deemed confidential by Cameron County, to unauthorized persons.
5. Operating a business, soliciting money for personal gain or otherwise engaging in commercial activity outside the scope of employment.
6. Making offensive or harassing statements based on race, color, religion, national origin, veteran status, ancestry, disability, age, sex, or sexual orientation.
7. Sending or forwarding messages containing defamatory, obscene, offensive, or harassing statements. An employee should notify their supervisor and/or Human Resource Manager immediately upon receiving such a message. This type of message should not be forwarded.
8. Sending or forwarding a message that discloses personal information without Cameron County authorization. This shall also include accessing, transmitting, receiving, or seeking confidential information about clients or fellow employees with authorization.

9. Sending ethnic, sexual-preference or gender-related slurs and/or jokes via e-mail. "Jokes", which often contain objectionable material, are easily misconstrued when communicated electronically.
10. Sending or soliciting sexually oriented messages or images.
11. Attempting to access or visit sites featuring pornography, terrorism, espionage, theft, or drugs.
12. Gambling or engaging in any other criminal activity in violation of local, state, or federal law.
13. Participating in activities, including the preparation or dissemination of content, which could damage Cameron County professional image, reputation and/or financial stability.
14. Permitting or granting use of an e-mail or system account to another employee or persons outside Cameron County. Permitting another person to use an account or password to access the Network or the Internet, including, but is not limited to, someone whose access has been denied or terminated, is a violation of this policy.
15. Using another employee's password or impersonating another person while communicating or accessing the Network or Internet.
16. Intentionally introducing a virus, harmful component, corrupted data or the malicious tampering with any of Cameron County computer systems.

VI. COMPUTER SOFTWARE USAGE, MAINTENANCE AND EQUIPMENT

- 6.01** Employees shall use software strictly in accordance with its license agreement. Unless otherwise provided in the license, the duplication of copyrighted software (except during the daily backup routine) is a violation of copyright law.
- 6.02** To ensure compliance with software license agreements and Cameron County Software Usage Policy, employee shall adhere to the following:
1. Cameron County software shall not be removed from the premises or copied for personal use. No software shall be brought into Cameron County and installed on Cameron County computers without a written permission of the Chief Information Officer. When such permission is obtained, the software will be installed by the Computer Center Operations Staff in accordance with licensing agreements only. Cameron County Computers and supporting hardware are purchased through the Cameron County Computer Center and are done so with certain criteria and standards.
 2. Cameron County prohibits the unauthorized duplication of software. Employees illegally reproducing software shall be subject to disciplinary action up to and including termination. In addition, employees illegally reproducing software may be subject to civil and criminal penalties including fines and imprisonment
 3. Requests for new software beneficial to the mission of Cameron County shall be made through the Computer Center or Department Head.

4. Third party/personal software shall not be installed on desktop, thin client, laptop or network computers without permission of the Chief Information officer (i.e. screen saver programs, gator, or music / video streaming software including but not limited to shareware or freeware.) Software loaded on individual computers is subject to review at any time, and unauthorized software will be removed.
 5. If an employee is required to work or use software at home, Cameron County shall purchase an addition copy or license if deemed necessary by the Chief Information Officer or Department Head. Any employee that is issued such software shall use the software accordingly and understand that the software is the property of Cameron County and will only be used in good order and discipline and not for non work related items.
 6. Any software that has been released by the Chief Information Officer for home use shall require a custody release form approved by the Department Head prior to removal from the Cameron County confines.
 7. No unauthorized personnel shall be allowed to access or use Cameron County computers either in the Cameron County office space or in the homes of employees.
 8. Any employee, who knowingly installs, makes, acquires, or uses unauthorized copies of software not licensed to Cameron County shall be subject to disciplinary action, up to and including termination.
 9. Anti-virus software shall be installed and configured on all Cameron County computers by the Cameron County Operations Staff, and shall not be shutdown for any reason.
 10. Music sharing software of any kind is not permitted on Cameron County Computers; this includes but is not limited to WINMX, KaZaa, or any of its current or legacy partners such as Napster.
- 6.03** Maintenance to Cameron County Computer Equipment shall be done by the Computer Center Operations Staff or approved outside entity. If operating system or upgrade is necessary contact the Computer Center Staff prior to any instance, this includes but is not limited to Internet Browsers, Operating System Upgrades or updates, media players, drivers or any other software not previously mentioned.
- 6.04** Computer Network Hubs, switches, routers, or print servers shall not be added to the network, all additional hardware will be approved by the Chief Information Officer prior to the procurement of any additional hardware.
- 6.05** Personal computer items such as Palm Pilot, Sony Cliè, Compaq Pocket PC or any such entity shall not be connected to Cameron County Network Computers unless specifically purchased through Cameron County. These items are subject to information theft just like laptop computers and require extra diligence in safeguarding them when they are connected and removed from the confines of Cameron County.
- 6.06** Computers (i.e. Desktop, Thin-Client, Servers, or Laptops) as a whole are considered one entity, the replacement, addition, or removal of any internal / external component to any such entity is strongly prohibited. If more memory, hard disk, or repair to any item is needed, contact the Computer Center Operations Staff.
- 6.07** Telecommunications equipment and services shall be procured and configured through the Computer Center Operations Staff. Contact the Computer Center Operations Staff if repair,

maintenance, or relocation of telecommunication services are required, this includes but is not limited to ISDN, PBX, Frame Relay or other items not listed.

VII. ENFORCEMENT - COMPLIANCE AND NONCOMPLIANCE

- 7.01** Management personnel shall be responsible for ensuring employee compliance with Cameron County Policy and shall immediately report the violation to their direct supervisor, Department Head, Cameron County Chief Information Officer and/or the Personnel Director.
- 7.02** Violation of these policies shall result in disciplinary action up to and including termination. It is important to note that failure to adhere to this Policy may lead to the cancellation of a user's computer account(s), suspension, dismissal, or other disciplinary action by Cameron County as well as referral to legal and law enforcement agencies.

VIII. REFERENCES

The following is a list of some laws that pertain to computer usage, the list is not encompassing:

1. Texas Administrative Code, 202: Information Security Standards
2. Texas Penal Code, Chapter 33: Computer Crimes
3. Texas Penal Code, Chapter 37: Tampering with Government Record
4. United States Penal Code, Title 18, Chapter 47 Fraud and False Statements, Section 1030: Fraud and related activity in connection with computers.
5. Computer Fraud and Abuse Act of 1986
6. Computer Abuse Amendments Act of 1994
7. Federal Copyright Law
8. Digital Millennium Copyright Act of 1998
9. Electronic Communication Privacy Act 1986
10. Computer Software Rental Amendments Act 1990
11. Homeland Security Act H.R. 5005 November, 2002

IX. APPENDICES

Appendix A: Cameron County Computer User Access Agreement & Policy Guidelines

Appendix B: Computer Information Systems User Access Request Form



Cameron County User Access Agreement & Policy Guidelines

Policy and Purpose Statement

This policy governs the use of computers and related communication devices operated by Cameron County employees for connection to on-line computer services. The purpose of these guidelines is to help maximize the effective use of these County resources. The intent of these policy guidelines is to permit maximum freedom of use consistent with Federal and State Law, Cameron County policy, and a productive working environment.

The following is a list of policy guidelines that shall be followed by Cameron County employees who have access and use of computer equipment and software. These guidelines highlight the policies and procedures sections I-VI as to the use, safety, and maintenance of your computer and equipment.

1. A user shall only utilize the network and computer resources solely for the purpose of their job requirements or needs.
2. A user shall not install any third party software on their desktop computers or network computers with out the permission of the Chief Information Officer, Network Administrator, or Computer Center Staff.
3. A user shall not utilize the Internet Connection in a means not conducive to the normal daily routine, including inappropriate web sites with adult themes, slanderous themes, hate sites, or pornographic sites that may be deemed offensive or inappropriate for the workplace.
4. A user shall not download or install any Internet Radio Appliance or provide any Internet Sharing Resource for personal gain to outside entities not physically located within the Cameron County Organization.
5. A user shall not utilize the email services provided to support Spam sessions, or to spread non work related information that could potentially cause the spread of virus, worm or other malicious code.
6. A user shall not install or introduce to the network any computer, laptop, workstation, or computer peripheral other than those provided by the Cameron Computer Center.
7. A user shall report any and all unauthorized use of the Cameron County Information Systems Network to the Computer Center Staff immediately to maintain network integrity.
8. A user shall not share their password with another user, unless strictly allowed by their Department Head, and solely for the purpose of completing a task necessary to the workplace or for the good of Cameron County.

9. Any user who suspects that their computer or workstation may be infected by any malicious code (i.e. virus) shall report the incident promptly to the Computer Center Staff for investigation and removal.
10. A user shall log out and power down their workstation at the end of every workday and before any weekend or extended Holiday period to maintain security and integrity of the network.
11. A user shall not attempt to fix or reinstall components or Operating Systems onto their workstation by any means without the consent of Computer Center Staff; this includes new versions of media players, Internet browsers, drivers or general updates.
12. A user shall not use applications like gator on their workstation; it shares personal information with the Internet.
13. A user shall try to keep backup copies of important email and documents, in case of a hard drive failure; this will help retain important information that may not be accessible in a timely manner.
14. All users shall make their passwords 6 - 8 characters long, using numbers, letters, and uppercase / lowercase together to make passwords more secure, a good example = (Kool-Aid ~ K00la1D).
15. When traveling by air, always carry the laptop on the airplane. Never check the laptop as baggage and never put the laptop inside another case checked as baggage. The only exception to this is that a laptop can be shipped in a special shipping container with padded foam for shipping sensitive items. That case is specially constructed and designed to house sensitive electronic equipment.
16. Always hand-carry the laptop when traveling to and from the airport. Don't put it in the trunk of a cab or on the rack of an airport shuttle.
17. If you have the need to carry a desktop computers home to work on Cameron County projects, the computer must be carried to and from the office on a daily basis during the work week. Under no circumstances will Cameron County property be left at your residence while you are at work.
18. Laptop computers are assigned individually and will not be transferred custody to another user without the notifying the Cameron County Computer Center or the Chief Information Officer.
19. Monitors are provided with above-mentioned entity, and are very expensive; do not place items on top of monitors that may lessen the maturity of the monitor, or adjust the monitor refresh rate or frequency without permission of the Computer Center Operations Department.
20. Papers or items should not be placed on the top of the monitor, which would prevent normal airflow and cause the monitor to fail.
21. Plants or other water-based items should not be placed near the monitor to prevent the risk of electric shock.
22. Magnetic elements should not be placed at or near the monitor or computer; this could lessen the life of the item and cause the equipment to fail.
23. The e-mail system is the property of Cameron County and is intended for the furtherance of official business for this County. Messages transmitted or received by the e-mail system are messages and property of Cameron County and are subject to the retention policy.
24. All messages sent on the e-mail system are considered County Property and not personal, confidential messages of the employee.
25. Passwords shall be used to gain access to the e-mail system for the purpose of protecting the integrity of the Cameron County Network, and shall be changed frequently to avoid unauthorized access.
26. E-Mail messages are the intellectual property of Cameron County, not of the employees, and must pertain only to Cameron County business.

27. E-Mail messages should not be left on the computer screen when the employee is away from his/her desk or work station, in order to protect Cameron County proprietary information no information protected by copyright laws, including software, will be sent or copied via e-mail.
28. All messages on the e-mail system are to be businesslike. There will be no tolerance for using the system for personal messages or for those, which contain profanity, vulgarity, and/or harassing or defamatory language.
29. All personnel who use the Cameron County Internet service shall use the service for official business only.
30. IF YOU HAVE ANY QUESTIONS, ASK BEFORE YOU CLICK, IT MAY PREVENT A VIRUS OR THREAT FROM ATTACKING OUR NETWORK AND BRINGING DOWN OUR SERVERS.

I have read and understand the Cameron County Computer Use – Electronic Access Policies and Procedures and the User Agreement.

Employee Name (Please Print)

Department

Employee Signature

Date

Cameron County Computer Center
964 East Harrison Street, Suite 320
Brownsville, TX. 78520
(956) 550-1339 or (956) 574-8760
Fax: (956) 550-1337

Cameron County Information System User Access

Please reference the list below for the following user(s) account on the network:

Accounts WILL NOT be created unless a signed copy of the User Access Agreement has been received

From: _____ Phone Number: _____ Effective _____

A D D	D E L	C H G	First, Middle, Last	Last 4 of SSN	Dept. Name	Work Address City, Zip	County Provided Phone / Fax / Mobile/ Pager	Reporting Supervisor Name	Internet Circle One		Email Circle One		Other Circle One		
			JobTitle		Dept. Number				Y	N	Y	N	HP	IBM	Eagle
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM
									Y	N	Y	N	HP	IBM	Eagle
															IM

Note: All users will be assigned a temporary password and will be required to change their password on their first logon. The temporary password will be ccuser. Please allow for 1 – 2 days for processing.

Department Head / Supervisor Signature

Printed Name

Date

Computer Center Office (956) 550-1339 Fax (956) 550-1337
<http://www.co.cameron.tx.us/personnel/personnel.html>