

SALT LAKE COUNTY
COUNTY-WIDE POLICY
ON
INFORMATION TECHNOLOGY SECURITY:
ACCEPTABLE USE POLICY

Purpose –

This policy is designed to ensure: that information technology (IT) resources and systems owned by Salt Lake County are used efficiently and appropriately; that Salt Lake County employees and others are aware of the acceptable use of IT resources and systems; that Salt Lake County will monitor the use of IT resources and systems; and, that Salt Lake County will monitor and enforce compliance with this policy.

The objectives of this policy are to mitigate risk by: effectively managing security exposure or compromise of County IT resources and systems; communicating the responsibilities of each County employee for the protection of County IT resources and systems and, promoting and increasing the awareness of County employees regarding information security.

Reference –

The policy and standards set forth herein are provided in accordance Chapter 2.98 - Information Technology Advisory Board (TAB). Also referencing the following:

All Countywide Information Technology Security Policies in the 1400 series

All County Human Resources Policies

Salt Lake County Code of Ordinances: 3.06 - Optional Plan for SLCo Government

Salt Lake County Code of Ordinances: 2.07.402 - Prohibitions on political use of county resources
Section 76-10-1204.5, Utah Code Annotated 1953

1.0 Scope

All Salt Lake County employees and contractors, consultants, volunteers, and others with a business association with Salt Lake County shall adhere to this policy insofar as they use IT resources and systems owned or leased by Salt Lake County or any device that connects to any Salt Lake County network or resides at a Salt Lake County facility.

2.0 Definitions

Information Technology Resource(s) and/or System(s) (IT resource(s) and/or system(s))
Computers, hardware, software, data, storage media, electronic communications (including, but not limited to, e-mail, fax, phones, phone systems and voice mail), networks, operational procedures and processes used in the collection, processing, storage, sharing or distribution of information within, or with any access beyond ordinary public access to, the County’s shared computing and network infrastructure.

County Agency Management

With respect to their own individual offices or departments, any of the following, or their designees: County Mayor, County Executive Branch Department Directors, County Elected Officials, or the County Council (as a whole).

Computer Technician

An individual who in the course and scope of the individual's employment for compensation installs, maintains, troubleshoots, upgrades, or repairs computer hardware, software, personal computer networks, or peripheral equipment.

Child Pornography

Any visual depiction, including any live performance, photograph, film, video, picture, or computer or computer-generated image or picture, whether made or produced by electronic, mechanical, or other means, of sexually explicit conduct, where:

- (a) the production of the visual depiction involves the use of a minor engaging in sexually explicit conduct.
- (b) the visual depiction is of a minor engaging in sexually explicit conduct; or
- (c) the visual depiction has been created, adapted, or modified to appear that an identifiable minor is engaging in sexually explicit conduct.

Active Directory (AD) Account

An Active Directory account allows Salt Lake County employees, and employees of entities that contract with Salt Lake County for IT services, to log into computers joined to the County's domain to access County IT resources and systems. Each employee has an individual Active Directory account assigned to them. Your Active Directory account is your personal identify for access to County IT resources and systems.

3.0 Policy Statement

It is the policy of Salt Lake County that IT resources and systems are valuable government resources that must be used efficiently and appropriately to carry out the business of Salt Lake County. Salt Lake County will monitor and enforce this policy to ensure that its employees and others do not use County IT resources and systems for impermissible personal uses or for any other uses that violate this policy. County agency management shall implement practices and procedures that promote compliance with this policy. County agency management may adopt more restrictive practices than this policy based on business requirements.

3.1 County Business Use of County IT Systems and Resources.

- 3.1.1 County IT Resources and Systems are Property of the County, not the User. No County IT resource or system or information contained therein may become the private property of any system user. The County owns all legal rights to control, transfer, or use all or any part or product of its IT resources and systems. Employee e-mails, text messages, faxes and voice mail messages generated on County IT resources or systems are County property subject to County monitoring, control, transfer or use despite any designation as confidential by the sender or recipient. Employees have no reasonable expectation of privacy in electronic communications sent to/from or stored on County IT resources or systems, and the County reserves the right to preserve, review, and disclose any such electronic communications without prior notice in the case of litigation, GRAMA requests, to protect the County's interests or comply with applicable laws. Passwords are the property of the County. Users shall comply with public records retention laws and rules.

3.1.2 Access and Control.
Salt Lake County reserves and exercises all rights relating to all information assets. County agency management is responsible for granting users’ access to County IT resources and systems, which is limited to that which is required to do their work, and for revoking user access in a timely manner. County agency management may withdraw permission for any or all use of its IT resources and systems at any time.

3.2 Acceptable Use of County IT Resources and Systems.

3.2.1 Lawful and Ethical Use.
Use of County IT resources and systems shall not violate Countywide Human Resources policies, including but not limited to “Harassment, Discrimination and Retaliation” and “Standards of Conduct.”

3.2.2 Legal Compliance.
Use of County IT resources and systems shall be in compliance with copyrights, licenses, contracts, intellectual property rights and laws associated with data, software programs, and other materials made available through those systems. Data and records maintained in these IT resources and systems shall comply with relevant federal and state access and privacy laws.

3.2.3 Confidentiality of IT Resources and Systems.
Users shall respect the confidentiality of County IT resources and systems and shall not attempt to: (i) access third party systems without prior authorization by the system owners; (ii) obtain or use another employees’ login credentials to a County IT resources and systems; (iii) attempt to defeat or breach computer or network security measures; (iv) intercept, access, monitor or peruse electronic files, information or communications; and (v) disseminate County data through unauthorized communication channels without specific County business need to do so, and prior written approval from the responsible County agency management.

3.2.4 Data Integrity.
Users shall not knowingly destroy, misrepresent, or otherwise change the data or records stored in County IT resources and systems with the intent to conceal violations of laws, ordinances or policies.

3.2.5 Operational Efficiency.
Operation or use of County IT resources and systems shall be conducted in a manner that will not impair the availability, reliability or performance of County business processes and systems, or unnecessarily contribute to system or network congestion.

3.2.6 Accounts and Account Passwords.
All users in the scope of this policy shall be properly authorized and authenticated to use County IT resources and systems. All those in the scope of this policy who use County IT resources and systems shall never share their password with anyone for any reason. Failure to protect your password will result in disciplinary action in accordance with County disciplinary policies.

3.3 Personal Use of County IT Resources and Systems.

County agency management may allow employees limited, incidental personal use if there is no significant risk or cost to the County and such use does not violate any County policy or impede the conduct of County business. County agency management, in consultation with Information Technology, shall have sole discretion on a case-by-case basis to determine if an employee’s use is personal or business.

3.4 Reporting the Discovery of Child Pornography on County IT Resources and/or Systems

A computer technician who in the course of employment for compensation views an image on a computer or other electronic device that is or appears to be child pornography shall immediately report the finding as required by section 76-10-1204.5, Utah Code Annotated 1953

3.5 Specific Limitations on Personal Use

3.5.1 County Network Services.

Personal, 3rd Party, or County IT resources and systems shall not be connected to any County provisioned network unless that connection is approved by Information Technology.

3.5.2 Guest Internet Services.

Guest networks are provided at several County locations. Guest networks are provided for the convenience of the public and are to be considered “as-is” with no warranty of safety. County IT resources and systems shall not be connected to any County provisioned “Guest” network or other network provided strictly for the convenience of the public.

3.5.3 Electronic Communication Services.

Electronic communication services, including e-mail messages, voice-mail messages, fax messages, or other electronic communications, which attempt to hide the identity of the user or represent the user as someone else is prohibited. Confidential information transmitted externally shall be appropriately protected.

Electronic communications may be a record under federal or state laws and regulations, and all users of County IT resources and systems are responsible for ensuring compliance with County policy regarding the archiving of government records.

Employees who terminate or are terminated have no right to their electronic communications and are not allowed to access any County electronic communication services.

3.5.4 Personal Software, Content and Hardware.

Audio, video, and software files, which are personally owned and are for personal use, shall not be downloaded to, transferred to or installed on any County IT resource or system unless approved by County agency management.

- 3.55 Remote Access Systems.
Use of remote access systems that provide access to County IT resources or systems is allowed for County business use only. All remote access to County IT resources and systems must make use of Information Technology approved and provisioned remote access systems.

- 3.56 Personal Use of Streaming Media Resources.
The County’s Internet connection is a valuable, limited resource that is reserved primarily for County business use. Limited personal use of the County’s Internet connection is allowed if approved by County agency management, and if it does not create a disruption in services to others. Information Technology may, at its sole discretion and without warning, limit access to web services which are negatively impacting our ability to maintain effective operations.

- 3.57 Personal Use of Encryption.
Personal hardware, software, or encryption keys may not be used to encrypt information on any County IT resource or system.

- 3.58 Personal Solicitation.
County IT resources or systems shall not be used for personal solicitation, including solicitation for or against commercial ventures, products, religious or political causes, or outside organizations. Exceptions to this policy may be approved for causes or purposes supported by County agency management, which shall determine the exceptions on a case-by-case basis.

- 3.59 Proxy Avoidance and Anonymizer Services.
Any use of “Proxy Avoidance” or “Anonymizer” or “Anonymizing” services is prohibited.

3.6 Monitoring, Control, and Compliance

Monitoring of County IT Resources and Systems

The County has the right, at its discretion, to monitor its IT resources and systems to ensure they are being used appropriately and are functioning properly. The County may monitor a user’s individual use of County IT resources or systems for any reason without notifying the user in advance.

County agency management is responsible for monitoring the use of County IT resources and systems, with the assistance of Information Technology. Information Technology will employ monitoring systems and processes to create usage reports. The resulting reports will be available for review by County agency management and Information Technology.

In the event County agency management suspects inappropriate use of County IT resources or systems, they shall contact Human Resources, after which Human Resources will request that Information Technology investigate the suspected inappropriate use.

If Information Technology suspects inappropriate use of County IT resources or systems, it may consult with County agency management responsible for the IT resource or system. If further investigation is warranted, County agency management will contact Human Resources before proceeding with any further investigation.

Investigations into unacceptable use shall be conducted by Information Technology, and the District Attorney and/or Human Resources, working together as a partnership, and not by any one of these individually.

3.7 IT Security Awareness Program

Salt Lake County takes its responsibility to protect County IT resources and systems seriously. In order to help County employees and those in the scope of this policy to understand the risks in using today’s technology and how to effectively defend against cyber threats both at work and at home, County IT will provide various methods of training and testing on IT security awareness.

Information Security Awareness Training

All County employees with an individual Active Directory account, and those within the scope of this policy, are required to complete IT security awareness training on an annual basis. The training, usually in the form of online modules or in-person presentations, is provided by Information Technology in coordination with County agency management or their designee.

Employees are expected to participate in additional reinforcement training such as short videos, newsletters, webcasts, emails, surveys, and assessments as provided by Information Technology throughout the year.

4.0 Exceptions

4.1 In limited situations employees may be required, as part of their assigned duties and responsibilities, to access the restricted information, referenced in 3.2.1 above, for legitimate County business purposes. In such cases, County agency management shall require and maintain written employee affirmation and County agency management approval of the exception, after which County Information Technology will implement the technical requirements.

4.2 Those employees responsible for monitoring IT resources and systems or that are engaged in data investigations are permitted to do so as part of their assigned duties and responsibilities.

4.3 County agency management may allow greater than incidental personal use of County IT resources and systems if prior to such use County agency management approves this exception in writing and County Information Technology determines in writing that the use does not pose an undue risk to County IT resources and systems.

County agency management may also allow the personally-owned items identified in Section 3.4.5 to be downloaded, transferred, installed or connected to County IT resources and systems if prior to such action, County agency management approves this exception in writing and County Information Technology determines in writing that such action does not pose an undue risk to County IT resources and systems.

4.4 Additional exceptions to this policy shall be approved in conformance with County-wide Policy 1001.

5.0 Enforcement

Anyone found to have knowingly violated this policy shall be subject to disciplinary action, including but not limited to temporary loss of network connectivity, loss of Internet access, or complete and permanent termination of access to any Salt Lake County network and can lead to other disciplinary action, up to and including dismissal from County employment.

6.0 Education

Training will be provided to County employees on this policy.

APPROVED and ADOPTED this ____ day of _____ 2021.

SALT LAKE COUNTY COUNCIL

Steve DeBry, Chair

ATTEST

Sherrie Swensen, County Clerk

APPROVED AS TO FORM

District Attorney's Office