

Tri-County Health Department

INFORMATION TECHNOLOGY (IT) POLICY

In fulfilling our public health mission for Adams, Arapahoe and Douglas counties, Tri-County Health Department (TCHD) uses a wide variety of information technologies (IT) to assist us in serving the public. The Information Technology Policy provides employees with guidelines for the proper use of the Department's computer hardware and software, e-mail, and Internet service.

These guidelines are designed to alert TCHD staff of their responsibilities.

It is the responsibility of each TCHD staff member to:

- Understand and follow the IT policies in this document.
- Use the TCHD computer systems properly.
- Protect the integrity of the systems by treating equipment with care and respecting IT security measures.
- Call the Help Desk when a problem occurs at 303-846-6224.

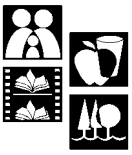
It is the obligation of TCHD's Information Technology staff to:

- Educate staff about any IT questions or concerns.
- Follow a process that addresses IT needs in a timely manner.
- Provide staff with working equipment that helps to meet their needs.
- Respect staff's privacy for all information they store in the IT systems.
- Respond to Help Desk calls in a timely manner.

User Responsibilities

Requesting service for computer problems

- Emergencies – Call the IT Help Desk at 303-846-6224. Leave a message explaining your problem. Include your name, and telephone number, and remain at your computer. IT Help Desk calls are answered promptly. If an entire office is down, check with the receptionist at your office to make sure that IT staff have been notified. The IT Help Desk working hours are Monday through Friday, 8:00 AM to 5:00 PM.
- Non-emergencies – Submit a written IT Service Requisition (ITSR) form. This form should have the appropriate supervisor and/or Division Director approval prior to submission to the IT Department. Upon receipt of the form, IT staff will notify requestor within 24 hours of receipt of their ITSR. The ITSRS are reviewed by each Division designee regarding status.



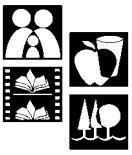
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Hardware (Including hardware issued and used offsite)

- Moving Computers – TCHD staff are NOT to relocate, move, slide, or reposition any computer equipment.
- Installing and Removing Hardware - Users are not authorized to attach/detach or install/uninstall any computer components without authorization from their Division Director and involvement of IT staff. This includes keyboard, mouse, printer, modem, monitor, internal boards, or other components. The IT Department is responsible for assigning computer components to specific computers.
- Storing Data – All data must be stored on designated servers, not on local hard drives when that option exists. Data on the servers are backed-up nightly, thus protecting the user from loss of data should a computer malfunction. Data storage space on the servers is limited. Therefore, users with the need for an extraordinary amount of data storage should notify their Division Director who will then work with the IT staff to meet the user's needs. If portable media containing electronic protected health information is generated, the user must take the responsibility to store the media in a secured, locked location and dispose of the media per the media disposal guidelines when no longer needed.
- Acquiring and Disposing of Computer Hardware – The purchase of any computer hardware or the disposal of old computer hardware is done only with the approval of the Executive Director and involvement of IT staff. Please check with IT staff on proper disposal of removable media (CDs or floppy disks...) containing confidential information.

Software

- Installing Software – TCHD staff are NOT authorized to install any software, programs, batch files, or screen savers on TCHD computer equipment. It is the responsibility of the IT Department to complete these tasks. Users must submit an ITSR to have any programs installed on any TCHD equipment by the IT staff.
- Unauthorized Downloadable Software – The use of unauthorized downloadable software is prohibited. Downloadable software such as freeware, shareware, program demos, surveys, advertising, training, Internet browsers, copyrighted data, fonts, personal digital images, graphics and personal photos should not be downloaded without prior approval by the Executive Director and the involvement of the IT staff



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- TCHD Developed Software – Any software or data developed at TCHD is the sole and exclusive property of TCHD.
- Software Licensing Compliance – Violation of any software licensing agreement, copyright, or other intellectual property rights of third parties is strictly prohibited. This includes, but is not limited to, computer software/data or related manuals and materials. Contact the IT Department for more information about software licensing agreements.

Internet and Email

- Internet and E-mail Usage – The TCHD computer system, Internet and E-mail system are to be used for TCHD business purposes only; however, the Organization realizes that occasionally it is necessary for employees to use the Internet for important personal issues, but such usage must be kept to a minimum and all computer use rules must be followed. Supervisors are responsible for monitoring employee use of the Internet. The progressive discipline process applies to misuse of the Internet. Some examples of limited personal use may be to access other email accounts, bank accounts, and to verify travel plans.
- Viruses – The IT network or any TCHD computer resource shall not be used to download or distribute pirated software or data, or to propagate any virus or variant thereof.
- Chat Rooms /News Groups/Instant Messaging – Only those employees who are authorized to speak to the media, to analysts, or at public gatherings on behalf of TCHD may speak (write) in the name of TCHD at any Internet chat room / news group or on Instant Messaging. This can occur only after going through the normal Division Director review and approval process within the Department. Instant messaging/Chat rooms and the like are expressly prohibited to all employees unless specifically authorized by the employee's Division Director.
- Privacy – Management has the right to inspect and disclose to appropriate people any and all files and /or messages stored on any TCHD computer, including e-mail files.

System Security

- Passwords – TCHD staff are expressly PROHIBITED from sharing or displaying their UserId or password. Some computer system capabilities are restricted to certain UserId's for job related reasons. If a user's job requires such access and the user does not have it, the user should notify their supervisor or their Division Director.



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- Access – Staff access to various directories, files and/or data is determined by their Division Director. Computers are normally accessible on non-holiday workdays between the hours of 6:00 AM and 10:00 PM. On weekends computers are accessible from 6:00 AM to 5:00 PM. Computer support is available from TCHD IT staff from 8:00 AM to 5:00 PM on weekdays. When users need access to a computer outside of the normal hours or need authorization to access different files, they should contact their Division Director who will notify the IT staff in writing. TCHD e-mail access is available 24 hours per day via the Internet.
- Shutting Off Computers – Users have the responsibility to sign off of the computer after they are done using the computer or whenever they need to leave the computer for an extended period of time. All personal computers must be shut down and powered off after use at the end of each workday. When leaving a computer unattended, **lock/log off** the computer.
- Virus Scan –ALL disks, removable media, and drives from any outside source MUST be scanned for viruses prior to opening the contents on the disk/removable media/drives.
- Privacy – No TCHD computer user should have the expectation of privacy on TCHD computerized systems. No computer user should expect that e-mail messages, either sent or received, are private nor that Internet usage is private. Staff correspondence, including e-mails, may be a public record under the Public Records Law and may be subject to public inspection.
- Working From Home – Processing TCHD business on a home computer (owned by someone other than TCHD) is permissible as long as copyright, confidentiality, or public information laws are not violated. Staff working from home must have updated virus protection software on their computer. TCHD will supply virus protection software and other standardized software to staff working from home upon authorization from their Division Director. Electronic protected health information should not be accessed from home except under compelling circumstances for timely compliance. Procedures should still be maintained to protect others from viewing protected health information.
- Moving TCHD Hardware Off Location – No users are permitted to remove any TCHD computer equipment, components or software from TCHD premises without prior authorization from their Division Director and involvement of the IT staff, excluding properly checked out laptops and LCD projectors.



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- Laptops – Laptops need to have virus software updated every 3 months. The IT Department will provide users with practical avenues to accommodate anti-virus software updates. DO NOT have protected health information on laptops unless needed to capture data or transport data in a manner not available by other means. Protected health information should be removed from laptops as soon as possible. If the information needs to be stored, this should be done on one of the internal network drives with assistance from IT if needed.

Prohibited Uses of TCHD Computers

- Offensive or Inappropriate Information – Preparing, displaying, or transmitting messages, pictures, or information considered offensive or inappropriate including, but not limited to, content pertaining to race, ethnicity, religion, age, gender, veteran status, sexual orientation, or sex.
- Copyright – Copying, replicating, or transmitting documents, software, or other information in violation of copyright laws.
- Network – Disabling or overloading any computer network or circumventing any system designed to protect the privacy or security of another user.
- Unauthorized Persons – Providing IT systems access to unauthorized persons.
- Unauthorized Access – Gaining unauthorized access to electronic information and communication systems.
- Personal/Financial Gain – TCHD computer equipment cannot be used for personal or financial gain. This includes, but is not limited, to eBay/other employee operated ventures/businesses.
- Inappropriate Websites – Accessing websites including but not limited to pornography, gambling, gaming, dating, shopping, music file downloading, job searching, chain letters, etc.
- Other Inappropriate use of TCHD Computers
 - Do not access radio stations or music files via the PC.
 - Do not download personal pictures that friends send as attachments to e-mail. Please tell your friends to send these types of e-mails to your home e-mail.



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- Do not use the video feature on your PC unless you are using it for web cast based training/teleconferencing that is relevant to your work. In other words, do not play movie clips, TV channel news or other video media.
- Do not minimize too many windows to buttons on the taskbar at the bottom of your screen. For example, if you can't read the taskbar button title, then you have too many windows open.
- Confine Internet browsing to work-related use. For example, if you're shopping for seashells, then you are probably interfering with someone else's ability to collaborate with the Centers for Disease Control or the Colorado Department of Public Health and Environment.
- If you are not browsing, close your browser (the blue –e, or the Internet Explorer).
- Do not save files, folders, or databases on your Windows Desktop. Each one of these has to pass across the TCHD computer network every time you login and every time you logout. Save them to your H:-drive, instead.
- Do not send “attachments” to internal e-mail. Store your “attachment” – file on the PUBLIC – folder or the division specific folder, and tell other employees in the text of your e-mail where to find it. Attachments should be limited to <5mb in size.

Your signed acknowledgement of the Information Technology Policy will serve as a tool to enforce terms and conditions of employment with TCHD. If you have questions, please contact Nancy Allen, Manager of Human Resources (303-846-6211).



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EMPLOYEE POLICY ACKNOWLEDGMENT INFORMATION TECHNOLOGY (IT) POLICY

I acknowledge that I have received a copy of the Tri-County Health Department Information Technology Policy (IT). I understand that the information contained in this policy supersedes any written or verbal policies I may have received in the past.

My signature below indicates that I have familiarized myself with the information contained in the policy and that I will seek verification or clarification where necessary.

I understand that the information contained in the policy is subject to change as situations warrant. Further, I understand that changes in policy may be communicated verbally, in writing, or in an automated form. I accept full responsibility for keeping informed of the policy and practices in place at a given point in time, as well as for any changes thereto.

I understand that, as an employee of Tri-County Health Department, if I fail to meet these standards, I will be subject to appropriate disciplinary action up to and including dismissal. If I have questions regarding this policy, I should discuss them with my supervisor/manager, Division Director, or Human Resources Manager.

I understand that this policy, and the related practices and procedures contained in the policy do not constitute any form of contractual or legal employment agreement between the Tri-County Health Department and me. My employment with the Tri-County Health Department is "at will" and is by mutual consent of the Tri-County Health Department as the employer and me as the employee.

Employee's Name (Printed)

Employee's Signature

Date

NOTE: This form becomes a permanent part of an employee's personnel file.