

Section 16

Computer and Management Information Services (MIS) Policy

Overview

Introduction This handbook section provides the policies regarding the appropriate use of San Bernardino County's:

- Computer,
 - Electronic mail (e-mail),
 - Internet and telephone resources.
-

References The information included in this section is based on:

- San Bernardino County Personnel Rule 1, Section 7
 - County Policy Manual, [Chapter 09](#)
-

In this section This section contains the following topics:

Topic	See Page
Overview	16-1
General Policies and Personnel Rules	16-2
Standards for Computer Usage	16-3
Electronic Mail (E-Mail) Policy	16-5
E-Mail Retention/Destruction	16-7
Internet/Intranet Use Policy	16-8
Management Information Services Administrator	16-11
Computer Equipment/Software Request	16-12
Technical Assistance	16-13

General Policies and Personnel Rules

Introduction The Workforce Development Department (WDD) adheres to San Bernardino County's policies regarding computer use and personnel rules. This section outlines the policies on the:

- Responsibilities,
 - Appropriate use of the County's computers,
 - Internet/Intranet, and
 - Telephone and e-mail systems.
-

Responsibilities The following entities are responsible to ensure the computer policies and personnel rules are administered appropriately:

- Office of Management Services (OMS)
 - Has direct responsibility for the security of the County's central computer system,
 - Oversight responsibility for security of all other County owned or operated computers, including:
 - ✓ Identifying and resolving security problems
 - ✓ Guidance to Managers and Departmental users in handling of information systems security problems, and
 - ✓ Conducting security inspections, surveys, analysis and tests of County computers to evaluate and ensure implementation of Security Policy and standard practices.
 - Innovation and Technology Department (ITD)
 - Has overall responsibility for administering the computer use policies.
 - WDD Director, Assistant Director, Deputy Director, and Administrative Supervisors I and II
 - Ensuring the department fulfills all requirements outlined in the County Policy Manual
 - AJCC Supervisors and Managers
 - Ensuring the offices adhere to the County policies, and
 - For reviewing the policies with staff at the time of hire and whenever the need arises.
-

Disciplinary action Violations of any of the policies may be a basis for disciplinary action, up to and including termination.

Statement of understanding All WDD employees are required to sign and submit to his/her supervisors the Statement of Understanding Regarding Use of County Computer, Internet/Intranet, Telephone and E-Mail Resources.

- Upon receipt of a signed Statement of Understanding form, the supervisor must maintain a copy in the employee's personnel folder.
- An employee who refuses to sign the Statement of Understanding is not exempt from compliance with the policies referenced above.

Standards for Computer Usage

Introduction	<p>County and/or Workforce Development Department (WDD) computer systems are provided to employees to assist them in the performance of his/her job duties. Using the systems for other than WDD business is prohibited.</p> <p>Employees may not use County-owned equipment, materials or property (e.g., computer hardware and software) for personal benefit or profit unless specifically authorized by the Board of Supervisors as an element of compensation.</p>
Privacy	<p>WDD staff should have no expectation of privacy on computer system in anything they:</p> <ul style="list-style-type: none">• Create,• Store,• Send, or• Receive. <p>All business conducted on departmental systems is considered the property of the department and therefore, open to view and/or monitoring by authorized personnel.</p>
Innovation & Technology Responsibilities	<p>Innovation and Technology (IT) is responsible for:</p> <ul style="list-style-type: none">• Issuing unique system User Identifications (User-IDs) and complex passwords, which allow users access to applications, networks and the Internet.• Protecting the data and information stored on all system servers and ensuring such data is recoverable and restorable in the event of damage or loss.• Ensuring all department policies, Federal and State regulations and Security Rules within its area of responsibility are maintained, monitored, and exceptions are properly documented and reported.• Ensuring continued compliance with licensing laws.• Randomly scan for inappropriate file types. Files will be purged from the system without prior staff notification, when inappropriate use is found.
Staff responsibility	<p>Staff has the responsibility to use system resources professionally, ethically and lawfully as further defined in County Policy Manual, Chapter 09.</p> <p>Staff is directly responsible for all actions resulting from the use of his/her User Identification (ID) and password.</p>

Continued on next page

Standards for Computer Usage, Continued

System software	Access to system software, which implements the operating system and controls the network setup, application programs, utilities, system directories and system libraries is restricted to authorized personnel.
<hr/>	
Screen savers	WDD employees may not use screen saver passwords on County computers.
<hr/>	
Loading software	Loading software onto any County computer is restricted to Innovation and Technology (IT) personnel only unless prior written approval is obtained from WDD Director or Assistant Director.
<hr/>	
Chain letters/ inappropriate materials	Staff who receives a chain letter or other inappropriate material through a County e-mail system should delete the e-mail and mark the e-mail as Junk e-mail.
<hr/>	

Electronic Mail (E-Mail) Policy

Introduction	<p>The County electronic mail (e-mail) systems are valuable resources for communication of information necessary to conduct County business. Employees and other authorized users are encouraged to make use of this tool to carry out his/her responsibilities and duties in a professional and courteous manner, which is in the best interest of the County.</p>
Privacy	<p>Staff should have no expectation of privacy in any e-mail created, stored, sent or received on County e-mail systems. Workforce Development Department (WDD) and the County reserve the right without advance notice to staff to monitor, access, copy or delete any messages stored in its e-mail systems.</p> <p>Staff is expected to respect the privacy of e-mail messages sent to others using the County's e-mail systems. Unless staff are authorized to do so, employees are prohibited from performing the following acts to another employee's information or e-mail without that employee's permission:</p> <ul style="list-style-type: none">• Accessing/Viewing• Retrieving/Listening to• Tampering with• Copying• Changing• Printing• Deleting
Personally Identifiable Information	<p>WDD staff will adhere to San Bernardino County policy regarding personally identifiable information (PII). Refer to Admin Handbook Chapter 6, Personnel, Confidentiality section for more information.</p>
Public access	<p>Employees should not use the County e-mail system for messages he/she wish to keep private, as the County may access these messages and may become "public records" in accordance with the Public Records Act.</p>
Deleting e-mail	<p>Employees should be aware, e-mail messages may be stored and are not necessarily deleted by pressing the <i>delete</i> key.</p>
Use	<p>Limited, occasional or incidental use of the e-mail systems for personal purposes may be acceptable, if done in a professional and appropriate manner as follows:</p> <ul style="list-style-type: none">• Not used on County time.• Not violating prohibited activities contained in this policy.• Not interfering with the conduct of County business or the performance of the employee's duties. <p>E-mail messages sent using the County e-mail systems for personal purposes shall be treated as business messages and may become public records in accordance with the Public Records Act.</p>

Continued on next page

Electronic Mail (E-Mail) Policy, Continued

Prohibited activities

It is a violation of this policy to use e-mail to violate existing law, regulation, County or department policy or County Personnel Rules. Other prohibited uses of the County e-mail systems include, but are limited to:

- Activity exposing the County to civil or criminal liability.
- Representing oneself as a spokesperson and/or making commitments on behalf of the County or a department without authorization.
- Usage intended for personal or commercial financial gain (e.g., advertising), or participating in any gambling, gaming or wagering activities.
- Use of e-mail to distribute materials, promote causes or beliefs, or solicit membership in, support for or donation to any organization, group or entity including, but not limited to, those of a commercial, political, charitable or ideological nature unless officially sanctioned by the County.
- Utilization of e-mail to distribute offensive, abusive, threatening, pornographic, and sexually explicit or hate messages or images.
- Use of e-mail to commit illegal, fraudulent or malicious activities.
- Originating or intentionally propagating computer viruses and/or chain letters or petitions.
- Disclosing confidential and/or personal information without appropriate authorization, or sharing County e-mail accounts or passwords to access those accounts with others.
- Personal usage that results in any charges or other costs to the County.
- Subscribing to external mailing lists, notification services, or other e-mail services not reasonably related to the performance of assigned job duties.
- Using animation, specialized graphics or colored backgrounds in e-mails.

Attorney-Client privileged communication

E-mails between Department of Behavioral Health (DBH), County Counsel and/or its outside attorney(s) constitute as confidential and privileged communication. The content of the e-mail(s) cannot be forwarded without counsel's authorization.

E-mail broadcasts

County e-mail may not be used to announce, advertise, or otherwise promulgate any event, cause, organization, or activity that is not an official San Bernardino County function or program.

Use of the e-mail system to promulgate a legitimate event countywide must be:

- Requested by the WDD Director or Assistant Director, and
- Approved by the Public Information Officer (PIO).

Anti-harassment

The County's policies prohibiting sexual and other harassment are applicable to the use of the County's e-mail systems. Employees may not prepare, solicit, or transmit messages and images that are obscene, pornographic or sexually oriented, or contain offensive, harassing, derogatory or disparaging comments, jokes or slurs related to race, color, ethnicity, gender, age, sex, religion, disability, or political affiliation.

E-Mail Retention/Destruction

Introduction

The County provides e-mail to employees to communicate and conduct the business of the County and, in doing so, expects employees to manage and protect records resulting from e-mail communications.

A systematic retention and deletion program not only eliminates obsolete documents from the e-mail system but also saves resources by not indefinitely and unnecessarily storing information beyond appropriate timelines.

Types of e-mail

E-mails generally fall within the following two (2) categories:

- Business e-mails: E-mails containing information relating to the conduct of the County's business, and can be either transitory in nature or more permanent.
 - Non-business e-mails: E-mails not containing information relating to the conduct of the County's business, and include unofficial and personal messages.
-

Business e-mails

Business e-mails have limited or transitory value to the County, and are created primarily for the informal communication of information. Business e-mails include, but are not limited to:

- E-mails announcing the date of a meeting,
 - Casual and routine communications and announcements similar to telephone conversations,
 - Notes, and
 - Interagency or intra-agency memoranda and preliminary drafts.
-

Non-business e-mails

Non-business e-mails are more formal in nature than business e-mails and have lasting value to the County.

Internet/Intranet Use Policy

Introduction

It is the policy of the County of San Bernardino to make effective and productive use of the Internet and the County Intranet ("Internet"), and to support the deployment and use of Internet technology by Departments.

Scope

County Policy applies to individuals who have been granted access to the Internet by the County, including:

- Full and part-time employees and volunteers,
 - Contractors and other affiliated individuals, and
 - Users accessing the Internet through a personal account, but on County equipment.
-

Use of the Internet

Internet access is provided to employees and other authorized users to conduct County business and to perform their jobs.

- The unrestricted use of the Internet for non-County business purposes is not permitted.
- Occasional personal use of the Internet is allowed when:
 - Not used on County work time,
 - Such use does not violate any prohibited activities contained in County Policy Manual, Chapter 9, and
 - Such use does not interfere with County resources or the conduct of County business.

No user should have an expectation of privacy in the use of the Internet through the County system or with County equipment.

Examples of authorized use

Examples of legitimate County business use of the Internet are:

- Performing essential job functions,
 - Participating in job-related conferences and discussions or collaborating via resources such as web sites, newsgroups, chats, and bulletin boards,
 - Performing research, obtaining information or support, or pursuing approved job-related education, and
 - Promoting and communicating County business or related information.
-

Continued on next page

Internet/Intranet Use Policy, Continued

Examples of prohibited activity

Inappropriate use of the Internet through the County system or with County equipment is prohibited. Inappropriate use includes, but is not limited to:

- Downloading, uploading, transmitting, or otherwise distributing any content violating any:
 - Existing law,
 - Regulation,
 - County policy,
 - WDD or personnel rule,
 - Discriminatory,
 - Harassing or
 - Disruption to other employees, including, but not limited to, any
 - ✓ Sexually explicit,
 - ✓ Derogatory,
 - ✓ Abusive,
 - ✓ Threatening images, cartoons, jokes, or other materials, unless any of the above is required for the performance of assigned job duties.
 - Downloading, uploading, using or distributing copyrighted materials without proper permission or in violation of licensing agreements.
 - Participating in chat room discussions or posting to electronic bulletin boards unless doing so is a function of County responsibilities.
 - Downloading or uploading unapproved games.
 - Participating in any gambling, gaming or wagering activities.
 - Downloading and using any software, scripting tools or other mechanisms designed to monitor or disrupt County computing resources or subvert County security mechanisms.
 - Use of video and/or audio streaming and downloading technologies for non-County business purposes.
 - Personal use resulting in any charges or other costs to the County.
-

User accounts and passwords

Users must not share his/her County Internet accounts or passwords used to access those accounts with others.

Monitoring Internet usage

The County reserves the right to monitor County-provided Internet access and usage. Users of the Internet do so with the understanding his/her usage may be monitored.

No user should have an expectation of privacy in the use of the Internet through the County system or with County equipment.

Continued on next page

Internet/Intranet Use Policy, Continued

Modem usage

The County has taken steps to ensure the security of the County's networks, including the installation of security devices such as firewalls, monitoring systems, and other security measures.

- Computers inside the County's network may not simultaneously connect to another computer on the outside of the County's network through use of a telephone line and modem. Such connections offer intruders and attackers an opportunity to bypass security mechanisms. To ensure security of the County's networks, modems should be removed or disconnected from phone lines in all personal computers and servers while connected to the County network.
 - Computers require modems for independent connections to outside computers, networks, or services should be stand-alone (not connected to the network) or on outbound-only telephone circuits.
 - Computers connected inside the County's network with modems installed may not be configured for "auto-answer."
 - Computers outside the County's network requiring access into the County's network may do so only through use of the County's secure Virtual Private Network (VPN).
-

Virus protection

Users may access the Internet from County equipment only if he/she have appropriate virus protection software installed.

- To protect County information resources, Departments must ensure virus protection software is employed and kept up to date.
 - Computers accessing the County network via a VPN must have appropriate virus protection software installed.
-

Management Information Services Administrator

Introduction	<p>The Management Information Services (MIS) Administrator provides information services support to Workforce Development Department (WDD) staff at all locations. MIS is located at the Workforce Development Department (WDD) Administration office.</p>
Types of support	<p>The following are the various types of support MIS Administrator provides to WDD staff:</p> <ul style="list-style-type: none">• Needs Analysis,• Technical assistance, and• Reports.
MIS Administrator	<p>The WDD MIS Administrator is the Single Point of Contact (SPOC) liaison to the State CalJOBS. The MIS Administrator plays a critical role in assisting staff with using the CalJOBS system and ensuring the safety of the data stored within the system. CalJOBS contains Personally Identifiable Information (PII), sensitive, and confidential data, which must remain secure at all times.</p>
Needs analysis	<p>MIS Administrator completes a needs analysis to the department when the need arises. Needs analysis consist of the following:</p> <ul style="list-style-type: none">• Site surveys - Prior to any personnel moves (including internal office moves), site surveys are conducted to determine computer hardware needs.• Growth projection – Analysis to determine future hardware and/or software needs
Technical assistance	<p>WDD staff can contact the MIS Administrator for technical assistance through the Help Desk process.</p> <p>Note: Refer to the Technical Assistance section in this handbook for additional information.</p>
Reports	<p>MIS Administrator provides reports for WDD Administration and Workforce Development Board (WDB) upon request.</p> <p>E-mail requests directly to the MIS Administrator support team to have reports created. Include in the e-mail the following information:</p> <ul style="list-style-type: none">• What information is needed,• Date/time when the report is needed, and• Who needs to receive the information. <p>Allow a minimum of five (5) working days for MIS Administrator to complete the request. Exception to the five (5) days will be for emergency requests.</p>

Computer Equipment/Software Requests

Introduction

Computer equipment and software requests is available for Workforce Development Department (WDD) staff and America's Job Center of California (AJCC) to:

- Use while working from remote sites/teleworking, not his/her regular work locations,
 - Borrow portable equipment when repairs/upgrades are being completed,
 - Request for software programming, if approved by WDD Director and/or Assistant Director,
 - Purchasing computer and/or software, and
 - Resolving software issues.
-

Automated System Analyst

WDD's Automated System Analyst is responsible for:

- The departments computer equipment/software needs.
 - Providing/removing computer access to staff.
 - Contacting the County Innovation Technology Department (ITD), as the departments liaison.
 - System performance – Maintain the quality assurance of the WDD computer network as staff increases; provides:
 - Centralization of virus software to address Internet virus problems
 - Keeping performance equal to needs of the users
 - Scheduling the backup of site storage data
 - Troubleshooting with outside system support: ISD Alpha Server.
-

Types of portable equipment

Portable computer equipment includes, but is not limited to:

- Printers/Laptop computers/overhead projectors,
- Manuals/training videos, and
- Equipment in the conference rooms/peripheral cables.

The ASA requires five (5) working days to process requests to use portable computer and equipment.

Computer purchase and distribution

The WDD ASA purchases and distributes computer and software for WDD on a priority/needs basis directed by the Director, Deputy Directors and/or WDD Administrative Supervisor II.

Note: The 003 process is required to be completed when purchasing computers, software and/or equipment. Refer to **Administration Handbook Section 7 – Fiscal** for the 003 process.

Maintenance of equipment

Employees are responsible for maintaining portable computer equipment while it is in their possession, and for returning the equipment to the WDD Administration office in the same condition as when he/she received it.

Inventory

The ASA and Office Assistant III maintain an inventory list of all the computers, software and equipment used by WDD staff and the America's Job Center of California (AJCC).

Technical Assistance

Introduction	<p>This section provides the guidelines for the Workforce Development Department (WDD) technical assistance process supported by Innovation and Technology Department (ITD) Help Desk and the Management Information Services (MIS) Administrator.</p>
ITD Help Desk	<p>WDD staff will contact the departments Automated System Analyst (ASA) for any technical assistance. The ASA will use the ITD Help Desk to initiate service work orders for technical assistance, if needed. This single point of entry and record keeping will facilitate WDD staff receive the proper support from our team pertaining to:</p> <ul style="list-style-type: none">• Information Technology (IT),• Management Information Services (MIS), and• Communications (COM) services. <p>To submit a Help Desk ticket, WDD staff can:</p> <ul style="list-style-type: none">• Call the Help Desk number (909) 884-4884, or• E-mail Help Desk at: isdhelpdesk@isd.sbcounty.gov<ul style="list-style-type: none">– Complete the appropriate request form, and– Include the form as an attachment to the e-mail.
Help Desk groups	<p>To ensure the Help Desk ticket is assigned to the proper MIS support team member to resolve, ITD created three (3) groups. The groups are:</p> <ul style="list-style-type: none">• WDD-MIS: CalJOBS Issues<ul style="list-style-type: none">– Add a user,– Data corrections,– Password reset, and/or– Technical errors.• WDD-IT<ul style="list-style-type: none">– Add users,– Password reset,– Maintain data processing equipment,– Technical support,– Software application,– Troubleshoot possible problems with IT equipment.• WDD-COM<ul style="list-style-type: none">– Telephone troubleshooting,– Copier malfunction– Ordering of equipment supplies (i.e. copier ink, etc.),– Alarm monitoring/systems,– Audio/video troubleshooting, and/or– Software applications.

Continued on next page

Technical Assistance, Continued

Forms

WDD-IT and WDD-MIS require staff to provide specific information when requesting technical assistance; two (2) Help Desk ticket forms were developed to assist with the process:

- WDD User Process Request (WDD-IT), and
- WDD Help Desk (WDD-MIS).

Based on the issue, the appropriate form must be included in the e-mail to ISD Help Desk. Incomplete forms will be returned to the sender without processing until all the required information is included.

The forms are located on the **WDD Intranet>Forms/Manuals>Administrative** folder.

Note: At this time, no form is required when submitting requests to WDD-COM. However, staff must follow the guidelines regarding Personally Identifiable Information (PII) to ensure no privacy issues are breached when emailing requests.

Staff requirement

Staff will be required to provide the following when contacting the ISD Help Desk for assistance:

- Employee Identification (ID) number
 - Blue tag number of equipment, when applicable
 - WDD User Process Request form for WDD-IT issues
 - WDD Help Desk form for WDD-MIS issues
-

Youth Providers

Youth Providers were trained to input Youth information and activities into the CalJOBS system. WDD-MIS support team members will provide technical assistance to the Youth Providers.

For technical assistance, the Youth Providers will be required to:

- Complete the WDD Help Desk form
- Upload documentation and verification into the system, if applicable,
- Send e-mail directly to the WDD-MIS support team members,
- Include the WDD Help Desk form as an attachment to the e-mail, and
- Enter **Youth Help Desk ticket** as the subject line on the e-mail.

Note: Youth Providers are not able to e-mail the ITD Help Desk directly.
