

ELECTRONIC COMMUNICATIONS AND USE OF TECHNOLOGY POLICY

- I. **Authority.** This Policy is adopted and approved by the Oakland County Board of Commissioners.
- II. **Purpose of Policy.** This Policy has the following purposes: (1) communicate to all Users the requirements for use of the Electronic Communications System; (2) facilitate County business and serve our citizens; (3) ensure that all Technology used by Users (including Technology that is free of charge) is properly acquired and licensed; (4) ensure the County's Electronic Communications System is not exposed to interference, unauthorized intrusion, corruption, or damage; and (5) ensure compliance with the legal requirements associated with the use of the Electronic Communications System and associated Technology.
- III. **Definitions:**
 - A. **"County"** means the County of Oakland.
 - B. **"County Employees"** mean full and part-time Employees of the County, elected and appointed officials.
 - C. **"County Governmental Services/Functions"** mean services, functions, and activities that are expressly or impliedly mandated or authorized by constitution, statute, local charter, ordinance, or other law.
 - D. **"Users"** mean County Employees, Contractors working on behalf of the County, and Volunteers approved by County to access the Electronic Communications System and County Technology.
 - E. **"Device"** means a laptop or computer.
 - F. **"Electronic Communication(s)"** means information that is received and sent over through the Electronic Communications System, including but not limited to messages transmitted through the Internet, e-mail messages, voicemail messages, and data maintained on the County's network and on Devices and Mobile Devices.
 - G. **"Electronic Communications System"** means the County's computer network, electronic mail system (e-mail, digital communication such as instant messaging), Internet, phone or voicemail system, facsimiles, County owned Devices and County owned Mobile Devices.
 - H. **"Mobile Device"** means a tablet, smartphone, radios or cellular telephone.
 - I. **"Technology"** means computer hardware, data backups, software, cloud/online services, Internet, Internet storage, applications, URLs and other related technical methods used in the delivery or performance of County governmental services/functions.

- IV. **County Ownership.** The Electronic Communications System and all Electronic Communications within the Electronic Communications System are the property of the County. All Technology, Devices, and Mobile Devices acquired by the County, with or without a cost, shall be owned in the name of the County, unless otherwise required by the contract or license agreement.
- V. **Management.** The Department of Information Technology is responsible for maintaining the Electronic Communications System and all Technology utilized by Users. The Director of the Department of Information Technology is authorized to make reasonable rules governing the security and use of County Owned Mobile Devices and Technology, including remote access to the Electronic Communications System by Devices owned by Users. The County's Chief Information Security Officer and/or his or her designee is authorized to block access to inappropriate content and to shut down a User's County assigned Device or Mobile Device if a potential security breach is discovered. The User's department head shall be notified prior to, or as soon as possible after, the shut down or taking of a County assigned Device or Mobile Device for further investigation.
- A. **Technology Audits.** The Department of Information Technology shall conduct annual and random audits of all Technology. Any unauthorized Technology that is found will be removed and notification will be sent to the User's Department Head or Supervisor for determination if disciplinary or contractual action is appropriate.
- VI. **Use of Technology.** Technology shall not be used, loaded on, or transferred to other Devices, other than originally installed or downloaded on, unless approved by the Department of Information Technology. The Department of Information Technology shall request a review from Corporation Counsel on installations that may impact license terms. Copies of software shall be made only for backup purposes within the limits of the specific software license. Backup copies of software may not be loaded on other equipment unless authorized by the Department of Information Technology, which will consult with Purchasing and Compliance and Corporation Counsel, if necessary.
- A. **Approval of Technology by the Department of Information Technology.** All Technology used by the County and Users must be approved by the Department of Information Technology before it is acquired, implemented, or downloaded, even if the Technology is available through the Internet and does not require a payment to obtain. Technology that has not been approved by the Department of Information Technology shall not be used or downloaded, because it may contain malware and vulnerabilities compromising the security of the County's data and Electronic Communications System. The use of free or shareware applications such as ones that are used to schedule dates or answer a survey, may not be used unless first approved as described in this Policy. Information Technology shall maintain, on the Intranet, a current list of downloadable applications that may be used without first seeking approval from the

Compliance and Purchasing Department. Requests for Approval of Technology must be made to the Department of Information Technology Service Center as a Change Order request.

- B. **Approval of Technology by Compliance and Purchasing Department and Corporation Counsel.** All Technology is provided with legal terms governing its use, even Technology that is obtained without a fee. Any terms for use of Technology must be signed/accepted by the Compliance and Purchasing Department before the Technology is used. The Compliance and Purchasing Department will determine if the terms should be sent to Corporation Counsel for legal review. Users are not authorized to sign, accept terms, or click “ok” to any terms or agreements governing use of Technology, unless the application is listed as acceptable by the Department of Information Technology or you are authorized to do so by the Compliance and Purchasing Department. If a Department would like to use Technology that has not been approved, as required by this Policy, then it must submit a request to the Compliance and Purchasing Department and to its Information Technology Liaison. You are not required to submit a request for Technology that is included in an I.T. Master Plan or is submitted through the I.T. Master Planning/Leadership Group process.
- C. **Hardware Relocation.** The Department of Information Technology is solely responsible for the relocation of all Devices, including but not limited to Devices that require the opening of the base unit, peripherals and any Devices that connect to the Electronic Communications System, such as computers, printers, servers, hubs, wireless devices and wireless access points switches, routers, etc.
- D. **Software Relocation.** Relocation of software is the sole responsibility of the Department of Information Technology.
- E. **Requests for Relocation.** Requests for Device/software relocations must be made to the Department of Information Technology Service Center as a Change Order request. The Department of Information Technology will make every attempt to respond timely to Device/software relocations given adequate notice from the requesting Department.
- F. **Security.** Users are responsible for securing their password(s) and shall not share their password(s) with anyone, nor shall they allow unauthorized access to the Electronic Communications System. If a User discloses their password or suspects that it has been compromised, they are responsible for immediately changing their password and contacting the Service Center at Information Technology. A User who maintains a login to access an application or service on behalf of the County, must provide their supervisor with the login and password information to the application or service, unless passwords are managed by the Department of Information Technology through an identity management technology. It is recommended that the User establish a different password to

the external site than the password used for the Electronic Communications System.

- VII. No Expectation of Privacy.** Users of the Electronic Communications System shall have no expectation of privacy. The confidentiality of any Electronic Communication created, transmitted, received, deleted, or stored in the Electronic Communications System should not be assumed. Electronic Communications may be retrievable even if they have been deleted. The Department of Information Technology may monitor the Electronic Communications System under the direction of the Human Resources Department and Corporation Counsel for violations of federal or state law, Oakland County's Merit System Rules, this Policy, and other County policies.
- A.** Users who are separated have no right to the contents of their Electronic Communications and are not allowed access to the Electronic Communications System.
 - B.** All Electronic Communications are subject to federal and state law and including but not limited to the Open Meetings Act, MCL 15.261 – 15.275, and the Freedom of Information Act, MCL 15.231 – 246. Electronic Communications are also subject to the County's Merit System Rules, as applicable.
 - C.** Electronic Communications shall not be used to hide the identity of the sender or represent the sender as another person. All Electronic Communications may be subject to monitoring, retrieval and access by authorized County personnel under the direction of the Human Resources Department and Corporation Counsel.
- VIII. Prohibited Uses.** Electronic Communications and the Electronic Communications System shall not be used for the following: (1) circulation of non-County sponsored or affiliated functions, activities, or programs; (2) non-County sanctioned solicitation of funds or sales; (3) to convey political activities prohibited by the County's Merit System Rules; (4) to defame individuals; or (5) to convey messages or images that would violate federal or state law, the County's Merit System Rules, and other County policies including but not limited to the County policy that strictly prohibits illegal discrimination and harassment. Users shall not send Electronic Communications using the County's Electronic Communications System to a large group (large group is defined as 100 persons or more) without the approval of their department head. All large-group Electronic Communications to be sent using the Electronic Communications System must be sent to the Department of Information Technology for distribution. However, Departments may authorize e-mails and/or text messages to be sent using the County's approved vendor system(s) to any number of people as long as the User has been trained and is authorized to send Electronic Communications on behalf of the department and/or County.
- IX. Electronic Communications System.** The Electronic Communications System provides the County with significant access and dissemination of information. The use of the

Electronic Communications System is intended for County Governmental Services/Functions. Electronic Communications are capable of being forwarded without express permission of the original author. Therefore, Users must use caution in the transmission and dissemination of information outside, as well as inside the County, and must comply with federal and state law, the Oakland County Merit System Rules, this Policy and other applicable County or departmental policies.

- X. **Applicability to Employees, Part-time Employees, Contractors and Other Users.** This Policy applies to all Users and other individuals who are provided access to the Electronic Communications System. Contractors and third parties should only be provided access to the Electronic Communications System as necessary, and only if they agree to abide by all applicable rules set forth in this Policy.
- XI. **Enforcement of Policy.** The Department of Information Technology can monitor the Electronic Communications System under the direction of the Human Resources Department and Corporation Counsel. Users who observe a violation of this Policy should bring it to the attention of their immediate supervisor or manager. Supervisors or managers who receive a complaint or observe a violation of this Policy shall investigate the matter and determine the appropriate action. Questions related to this section should be referred to the Labor Relations Unit within the Human Resources Department.
- XII. **Violations.** VIOLATION OF THIS POLICY MAY RESULT IN DISCIPLINARY ACTION, TERMINATION OF A CONTRACT, REVOCATION OF ACCESS TO THE ELECTRONIC COMMUNICATIONS SYSTEM, AND/OR OTHER LEGAL REMEDIES PROVIDED BY LAW, INCLUDING DISMISSAL FROM COUNTY EMPLOYMENT OR COUNTY ASSIGNMENT. QUESTIONS REGARDING THIS POLICY SHOULD BE FORWARDED TO THE DEPARTMENT OF INFORMATION TECHNOLOGY SERVICE CENTER.
- XIII. **Implementation of Policy.** The County Executive, through the Director of the Department of Information Technology, shall implement and administer this Policy. The Director of Human Resources will work in conjunction with the Director of Information Technology to ensure that the Policy is administered properly.