

COMPUTERS

STANDARD NO(S)

NYSLEAP 2.3;55.1

NYSSA # 33,42

DATE:

May 18, 2009

REVIEWED: 12/09/2019

REFER TO:

John P Cleere

I. OBJECTIVE:

To establish procedures that will ensure the integrity of SCSO's computer system and preserve its usefulness as a vital tool in the generation of records and the production of essential reports.

II. POLICY:

Seneca County and its agencies, including the SCSO, are committed to the use of computers to provide efficient services to the public. Virtually every employee has access to a computer and is responsible for having the skills and knowledge necessary for the legitimate discharge of one's duties. Portions of the document captioned "Email, Telephone & Other Electronic Communications Policy" identified as Seneca County Policy # 101.717, located in the Seneca County Policy Manual accessible by SCSO members and employees through the County intranet computer system, have been adopted as Official SCSO policy and procedures, more fully explained in Section III, D of this policy and procedure.

III. DETAILS:

A. Seneca County Information Services Department - This department oversees and manages computer systems countywide, including that used by the SCSO.

Responsibilities include:

1. The installation of systems approved for agency use.
2. Insuring that the County owns any license required for any software to be used on County owned computers.
3. Assistance and training, if necessary, for individual users of county-owned equipment to enable efficient work performance by the user.

B. System Security Officer - Responsibility for the security of SCSO's computer system as it applies to the verification of passwords, access codes and the enforcement of access violations shall rest with the Undersheriff, who has been designated System Security Administrator.

1. The SCSO shall depend upon Information Services to furnish any data that becomes available that indicates an SCSO user is or has been engaged in conduct constituting an access violation.
2. All SCSO computers have been codified with a unique identification number assigned by the IT Department which will enable the IT Department and the SCSO to identify any and all members and employee's individual computer and internet usage.

C. Procedures –

1. Security - A laptop computer is assigned to every member and supervisor of the Road Patrol Division who will secure it in the standard mounting bracket in the patrol vehicle at the beginning of the shift.
2. Virus protection – Laptops with network cards shall be brought in once a month to download the current virus signature from a desktop PC. Those laptops without network cards shall be presented to an Information Systems employee once a month to download the virus signature.
3. Integrity and use - Under no circumstances will any user of an Seneca County computer maliciously or otherwise destroy or modify any software supplied with the system. It will be considered a serious personnel matter for anyone to intentionally, maliciously, or otherwise attempt to and/or succeed in creating, loading or introducing any so-called virus, bug or any other software nuisance application that interferes with the proper use of the computer system. This prohibition includes the downloading and/or installing any pornographic images, screensavers, games, music or any other unauthorized software. See "Code of Conduct," ¶ III B 26 & 27, this Manual, which refers to prohibited activities while on duty and which applies to computer use.
4. Software - No software shall be loaded on any SCSO computer without approval by a supervisor, and the supervisor shall consult with Information Services prior to approval. This includes, but is not limited to shareware, freeware, screen savers, wallpaper and personally owned software. Approved software updates will be announced on the message system. It shall be the responsibility of laptop users to ensure that the equipment is appropriately current and accurate.
5. Alterations - If more than one person uses a computer, settings related to color, text, wallpaper, screen saver, etc., once agreed upon, must not be changed.
6. Programs - Only programs of an official business nature provided through distribution by the County may be executed on a County computer system. For example, if a program is received via Internet mail (a file named *.exe), it must not be executed by the run command or by a double click of the mouse.
7. E-Mail –

- a. To be used for official County business.
- b. All copyrighted and licensing agreements will be respected.
- c. Do not send or solicit large files from the Internet.
- d. Upon receipt of unsolicited Internet e-mail contact Information Services for assistance.
- e. While the use of simple graphics supplied with the applications program is not prohibited, complex graphics should be avoided because they have the potential to cause a malfunction with the recipient's computer. No other graphics are permitted without the prior approval of Information Services.
- f. All members and employees **are required to open and read** every electronic mail message sent to them by any Supervisor or Member of the Sheriff's Administration. Furthermore, if a member or employee does not comprehend the contents of the electronic mail message it is incumbent they seek out an explanation from a supervisor for any information they do not fully understand.
- g. All e-mails are retained and can be used by the County in legal, personnel, or FOIL matters. Do not use the e-mail system for anything that you do not want others to see. Expect NO Privacy.

8. Etiquette –

- a. Respect your fellow users.
- b. If mistakenly received, forward mail to its intended destination.
- c. Avoid emotional or sarcastic messages.

9. **Log-off** - When users leave a computer, all systems must be logged off (database, mail, etc.) and the display left with the system log-on screen. If for some reason you find a computer in which someone has been left logged in, log them off and notify your supervisor.

10. **Damage** - Any and all damage or malfunction of a computer system or its associated peripheral equipment must be immediately reported to the on-duty supervisor with an incident report filed by the employee who causes or discovers such damage. The on-duty supervisor receiving such report of damage or malfunction will cause the Seneca County IT Department to be contacted to address the situation. The on-duty supervisor will report such damage or malfunction and the subsequent request to the IT Department to either the Jail Lieutenant (OIC) for Corrections or Chief Deputy for Law Enforcement via electronic mail. In the event it is determined that a computer virus has entered the system by way of a contaminated diskette or download, the computer will be "cleaned" using the virus protection software

only by personnel from the IT Department. In no circumstances should a member or employee attempt to “clean” any SCSO computer without the authorization or guidance of the IT Department. If a laptop or other computer needs to be sent outside the SCSO for repair or service, ALL SCSO files, templates and reports must first be removed from the hard drive including the Windows Recycle Bin. It will be the Seneca County IT Department’s responsibility to copy the data onto a backup medium prior to its release. Once the laptop is returned, the necessary files, templates and documents will be reinstalled from the backup.

11. **Training** - Only those who have been trained in the operation of laptop and desktop computers should attempt to use these systems. Any person needing such skills should notify the appropriate supervisor. Field Training Officers will be responsible for training their recruits during the training period. Abbreviated instructions for each computer shall be kept with the instrument and shall not be removed.

12. Assistance –

- a. System and software problems, which are non-critical, may be reported by e-mail to the Information Technology group located in the address book, with a carbon copy of addressed to the Jail Lieutenant (OIC) for Corrections or the Chief Deputy for Law Enforcement.
- b. If emergency support is needed, call extensions 1987 or 315-539-1987.
- c. During off duty hours, users should notify the shift supervisor who will use established notification procedures.
- d. Suggestions for system enhancements, improvements, and new or additional services should be routed through the Undersheriff.

D. With the Sheriff and the County of Seneca as co-employers, SCSO members and employees are equally governed by SCSO policies and by portions of Seneca County Policy Number 101.717, entitled **E-Mail, Telephone & Other Electronic Communications Policy** in effect on January 1, 2009 and contained in the Seneca County Policy Manual. The Seneca County Policy Manual is available to SCSO members and employees via the County intranet computer system. The following portions of Seneca County Policy Number 101.717 are applicable to the SCSO. All other remaining sections of the aforesaid policy not identified in the following are not incorporated into SCSO policy and procedures.

PURPOSE

To establish measures for the protection, access, responsibility and acceptable use of Seneca County’s e-mail, electronic hardware, software, electronic systems and associated data.

POLICY

The information resources and systems (electronic hardware, software, electronic systems, e-mail, fax machines, voice mail, computers, Internet, etc.) owned by Seneca County are to be used for county related business and not generally for personal purposes. These resources and systems are implemented for the specific purpose of supporting the county's mission, values and goals. The network and internet are provided for staff to conduct research, prepare reports, and communicate with others in support of their job tasks. Access is a privilege, not a right and therefore entails responsibilities. Users of the agency's computer networks are responsible for their behavior and communications over those networks.

Any use of county property that results in a charge is the responsibility of the employee and must be reimbursed to the county immediately.

The same ethical conduct that applies to all county facilities also applies to these systems.

1. Computers, fax machines and e-mail systems are the property of Seneca County and should only be used for business purposes. Any non-business use is prohibited. All information received from or stored in these systems is the county's property.
2. All telephonic communication systems owned by Seneca County are intended to be used for county related business and are not generally for personal use. Limited personal use of the system is authorized, provided it does not interfere with the employees work. The employee should have no expectation of privacy in connection of the use of these systems or the transmission received and storage of information on these systems.
3. These systems may not be used for any of the following purposes or any purpose that is illegal, immoral, unethical, dishonest, and inconsistent with the mission of the institution or damaging to the institution's reputation. Impermissible uses include, but are not limited to, the following: harassment, libel or slander, fraud, theft, destruction of information resources, violations to other Information Systems policies and procedures.
4. Seneca County's electronic mail system is generally to be used only for county related business. Limited personal use of the system is authorized, provided it does not interfere with the employees work. The employee should have no expectation of privacy in connection of the use of the system, or the transmission received and storage of information on the system. E-mail messages may not contain information that would be reasonably considered offensive, disruptive, or defamatory. Messages containing sexual comments or images, racial slurs, discriminatory comments or harassing comments are prohibited.
5. Seneca County reserves the right to inspect, examine, monitor, modify and/or upgrade any county owned information, computer, or telecommunication system. Monitoring may include, for example, listening to stored voice mail messages or monitoring e-mails (entering, leaving or stored on county systems, etc). Your use of the systems constitutes your consent to this access and disclosures.

6. Seneca County's Information System is to be used by authorized personnel. This includes full and part-time employees; all other are prohibited from placing any type of file on any computing system. This includes diskettes, CD-ROMS, Internet downloads and e-mail attachments.
7. Electronic mail policy also applies to the Internet. Messages may not contain information that would be reasonably considered offensive, disruptive, or defamatory. Messages containing sexual comments or images, racial slurs, discriminatory comments or harassing comments are prohibited.

The Internet should be used for business-related tasks and communications and it is not to be used for viewing, printing or downloading non-business related information such as stock quotes or pornographic information or images.

The software policy also applies to the use of the Internet. **Do not download software from the Internet!**