



IT Policy 2.01

(Information Technology)

Subject: ACCEPTABLE USE OF TECHNOLOGY POLICY

Scope: ALL COUNTY, LIBRARY AND CONTRACT EMPLOYEES

Issued: May 24, 2014

Revised: February 14, 2023

Purpose

To conduct business, Middlesex County provides access to technology in the form of hardware (such as laptops, workstations, and portable devices), and software (such as productivity tools). The purpose of this policy is to outline Middlesex County's expectations regarding the acceptable use of technology when using networks, email, Internet, and all other technology and information systems.

Definitions

"(ITS) Asset" means any physical electronic device owned by Middlesex County, which may contain or have access to sensitive information such as files and emails, or has considerable value and is uniquely identifiable via a serial number or other means.

"(The) County" shall be taken to mean the Corporation of the County of Middlesex.

"Authorized Person(s)" means any employee, consultant or contractor of Middlesex County who has been approved by their respective Department Head under this policy.

"Bring Your Own Device (BYOD)" See "Personally Owned Mobile Device(s)" for further information.

"Corporate Information" is any information, files, or communications which could be considered sensitive, privileged, or confidential, stored within ITS Assets owned by Middlesex County.

"Information Systems" refers to computer hardware, software, data, security, user accounts, and the means in which they are interconnected.

"ITS" means Information Technology Services.



IT Policy 2.01

(Information Technology)

"Monitoring Tool" An application installed on a workstation, server, mobile device, or laptop which collects logs for the purposes of troubleshooting, data protection, or monitoring as defined under the Electronic Monitoring Policy.

"Personally Owned Mobile Device(s)" are any Mobile Devices which are owned and maintained by the Authorized Person and used for business purposes. These devices must adhere to the Mobile Device Security and Hardware Standards outlined in Cellphone and Mobile Device Policy (ITS Policy 5.01).

Policy

All staff of Middlesex County have access to Middlesex County's network and its services ("Information Systems") provided it is for business purposes. Occasional use of Information Systems for personal activities is allowed so long as it does not interfere with the security of the network, their productivity, or the productivity of other users of the network.

Middlesex County Staff shall use technology in a manner that supports the organization, maintains the confidentiality of protected information, and ensures the integrity of all systems, servers, and networks of Middlesex County.

Privacy

Middlesex County respects the privacy of its employees. This privacy may not extend to the employee's work-related conduct, or the use of County provided technical resources, including Internet and Email. Middlesex County ITS will only actively review a user's email account or network history at the direction of the employee's Department Head and with approval from the Director of Human Resources or Chief Administrative Officer as outlined in the Collection and Use of Electronic Monitoring of Information Policy (IT Policy 10.1)

Middlesex County ITS staff may, through the course of approved regular support activities, come across information regarding staff activities defined under this policy (both real-time and historical). In these circumstances, this data may only be used for the purposes of troubleshooting and supporting day-to-day activities of the organization.



(Information Technology)

Procedure

1. Systems, Network, and Server Usage

- a) Staff shall only access Middlesex County Corporate Resources using technology which has been approved for this use by Middlesex County ITS department.
- b) The employee whose user account is used to access any Information Systems on the Middlesex County network is responsible for its acceptable use at all times.
- c) Staff shall not download, install, or run security programs or utilities that reveal or exploit weakness in the security of a system. For example, the use of password cracking programs, packet sniffers, port scanners, or any other non-approved programs on any Middlesex County Information Resource.
- d) Staff must consult with Middlesex County ITS prior to installing any software application, extension, or plugin on Middlesex County supported devices. Middlesex County ITS may, at its discretion, deny the request to install any application, extension, or plugin.
- e) Staff shall not, in any way, attempt to gain access to Information Systems or any information that they have not been authorized to access.
- f) Staff shall report any potential security risk or breach to Middlesex County ITS immediately upon learning of such a risk or breach.

2. Email and Internet Usage

- a) Email and Internet may be used to perform Middlesex County business related activities.
- b) Electronic communications shall not misrepresent the originator or Middlesex County.
- c) Employees shall not use personal email accounts to send or receive Middlesex County confidential information.
- d) Employees shall not use the email system to engage in commercial, for-profit or personal mass mailing such as but not limited to; fundraising, selling of products, goods or services as well as sending notification of upcoming events that are not business related.
- e) Employees shall not download, or store copyrighted material such as, but not limited to; songs, movies, books, or photos.
- f) Staff should not intentionally access, create, store, or transmit material which Middlesex County may deem to be offensive, indecent, or obscene.
- g) The Internet may not be used to view inappropriate content, carry out malicious activities, break the law or cause harm to others in any way.
- h) Staff shall not use corporate email for personal use such as social media, banking, etc.

3. Electronic Monitoring

Technology provisioned and supported by Middlesex County ITS on behalf of Middlesex County is subject to monitoring as defined in Electronic Monitoring Policy (HR Policy 1.17).

4. Private and Confidential Communications

Middlesex County staff shall not send email containing Confidential Information without taking the appropriate action to make it known that the email is private and confidential. To mark an email as private and confidential please follow the below steps:

- a) At the top of the email in bold, capital letters put "PRIVATE AND CONFIDENTIAL"
- b) At the bottom of the email body, add "Confidentiality Notice: The content of this communication, including the content of any accompanying attachments, is private and intended for the exclusive use of the intended recipient only. The content, including the content of any accompanying attachments may also contain information that is confidential, privileged and/or is exempt from disclosure pursuant to applicable law. If you are not the intended recipient, you are strictly prohibited from reading, using, disclosing, copying, or distributing this e-mail or any of its content. If you have received this e-mail in error, please notify the sender by reply e-mail immediately (your_username@middlesex.ca) and permanently delete this e-mail and its attachments along with any copies thereof. Thank you for your cooperation. "

5. Device Management

- a) Staff shall not knowingly disable any software or system identified as a monitoring tool, mobile device management, or endpoint protection tool.
- b) Middlesex County ITS may, at any time, ask staff to produce any device capable of accessing corporate resources for review. The purpose of the review is to ensure the security of the device and Middlesex County's network infrastructure.
- c) Staff shall return any Middlesex County owned and provisioned device upon completion of employment with Middlesex County, unless prior arrangements have been made with the Department Head and/or Director of ITS.

6. Documentation and Reporting

Staff shall immediately notify Middlesex County ITS if an Asset is:

- a) Moved to a new permanent location
- b) Reassigned to a different staff member on a temporary or permanent basis
- c) Damaged, compromised, lost, or stolen



IT Policy 2.01 (Information Technology)

7. Compliance

Middlesex County ITS enforces this Policy and related standards. Anyone who has reason to suspect a deliberate and / or significant violation of this Policy is encouraged to promptly report it to the Middlesex County ITS Service Desk. Policy violations that come to the attention of the ITS Service Desk will be escalated to the Director of ITS.

Staff in violation of this policy may be subject to disciplinary action up to and including termination.