



# PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

**Subject:** Pima County Information Technology Program

**Policy  
Number**

**Page**

D 27.1

1 of 4

## **Purpose**

The goal of the Pima County Board of Supervisors is to provide a highly automated Information Technology (IT) environment for use by all departments and special districts which allows for efficient and effective delivery of County services to all constituents while complying with the terms of all applicable laws and agreements.

## **Background**

The use of IT is essential to all aspects of Pima County governance, including the efficient and effective operation of its various departments, administrative staff and the functioning of its Elected Officials. It is the policy of Pima County to derive maximum benefit from the IT environment it implements and to ensure that the County and its employees use these resources in compliance with all applicable laws and all legally enforceable provisions of agreements. It is also the policy of Pima County that the IT environment implemented and used by County employees be used for County business purposes only. It is the responsibility of the County Administrator to ensure that the County establishes and maintains an IT program and associated operational environment for use by County employees and its constituents.

## **Policy**

It is the policy of the Board of Supervisors that all Elected Officials, Appointing Authorities and Department Directors are responsible to ensure their departments/divisions:

- participate in the Pima County IT Program,
- utilize and leverage the IT operational environment provided by the County Administrator, and
- Adhere to the procedures and guidelines established and administered by the County Administrator.

## **Definitions**

1. "County Administrator" means the County Administrator or designee
2. "Information Technology environment" means the County's IT devices and applications utilized by County personnel, whether owned or leased by County, to perform job responsibilities and duties to conduct County business. This IT environment includes, but is not limited to, enterprise applications, business applications, electronic mail and messaging capabilities, telephones, cell/smart phones, pagers, radios, computers, hand-held computing devices, peripheral devices which attach to computing devices such as facsimile, printer, scanner, copier and other interfacing equipment, connectivity technologies used to access these computing and peripheral devices whether accessed from within County facilities or outside, and Internet access.

<b><u>Subject:</u></b> Pima County Information Technology Program	<b>Policy Number</b>	<b>Page</b>
	D 27.1	2 of 4

3. "Information Technology resources" means the County's network and infrastructure components (connectivity), computing and peripherally-attached devices, and voice/data communications systems. Through these components, devices, and systems, all County personnel access enterprise and business applications within and through the IT environment, and access the ability to create, manipulate, store/archive, move/transport, copy, and print content. Additionally, control facilities such as security badge systems are considered part of IT resources, given their impact and reliance on other IT resources.
4. "Enterprise applications" means computer software and/or hardware that have been internally developed or purchased to monitor, configure, balance utilization of, maximize performance of, and/or secure from intrusion, operational interference, or destruction, one or more IT resources.
5. "Business applications" means computer software that has been internally developed or purchased/configured to automate and/or control (e.g. SCADA) specific County, departmental or division business processes.
6. "Information Technology Program" is comprised of all of the components of the IT Environment, IT Resources, Enterprise Applications, and Business Applications and the content therein.

**Requirements**

1. Pima County owns and/or operates the Pima County IT Program, and the content produced and contained within the environment.
2. The County Administrator shall be responsible for specifications of the IT Program, whether the components of which are purchased or leased, which are utilized in the IT Program of Pima County to facilitate consistency of operation of similar resource-types deployed in the IT Program.
3. All County IT Program components remain under the control, custody, and supervision of the County. All content accessed, created, manipulated, stored/archived, moved/transported, scanned, and printed remains the property of the County and is subject to monitoring, auditing, and review. The County reserves the right to monitor, audit, and review content at any time and without notice at the County's discretion. Employees have no expectation of privacy in their use of the County IT Program, either from internal monitoring, auditing, reviewing, or from public disclosure.
4. All County IT Program components are provided to support the performance of job duties. Therefore, the IT Program is to be used for business-related purposes. Incidental personal use is permitted provided that the incidental personal use conforms to applicable County policy, and such use does not interfere with the IT Program, or an employee's job duties and performance. Incidental personal use of the IT environment or any resources shall be reimbursed to the County as practical as possible.
5. Access into the IT Program will be protected by the use of authentication credentials. These credentials will be used in order to make a resource function in the IT environment by verifying authorized use of a resource by County personnel. These credentials must not be shared, converted, or transferred to anyone other than to whom the authentication credentials were issued.
6. The IT Program should not be subjected to, or even appear to be subjected to inappropriate usage. Unacceptable uses of the IT Program include, but are not limited to:

<b>Subject:</b> Pima County Information Technology Program	<b>Policy Number</b>	<b>Page</b>
	D 27.1	3 of 4
<ul style="list-style-type: none"> <li>a. Use for personal gain, advancement of individual views, or solicitation of non-County business;</li> <li>b. Any purpose and/or development of content which violates state or federal law including, but not limited to, violation of intellectual property and/or confidentiality laws;</li> <li>c. Using any component of the Information Technology Program for the purpose of producing, distributing, or forwarding content that: <ul style="list-style-type: none"> <li>i. Attempts to influence the outcome of an elected office, referendum, initiative, or recall (Arizona Revised Statute § 11-410);</li> <li>ii. Is discriminatory, harassing, or disruptive of fellow County employees, volunteers, interns, or contractors including but not limited to content that is sexually explicit, derogatory, abusive, or threatening images, cartoons, jokes, inappropriate or profane language, or other materials;</li> <li>iii. Is objectively offensive, regardless of whether one or more recipients were or were not offended, felt threatened, or otherwise disturbed;</li> <li>iv. Attempts to deceive recipients by providing content that misrepresents, obscures, or conceals the true identity of the sender for malicious purposes;</li> <li>v. Is not of the nature of County-related business which includes but is not limited to chain letters, stories, petitions, warnings, pictures, and/or programs and applets;</li> </ul> </li> <li>d. Any use of one or more components of the IT Program that could interfere with the proper use of other aspects of the IT Program;</li> <li>e. Interference with the security of confidential content in the IT Program including but not restricted to secure data zones and folders, identity and authentication information regarding any person or item within the IT Program;</li> <li>f. Any use of one or more components of the IT Program that could cause or lead to a cause of excessive strain on any IT Program component, such as for example mass emailings of non-authorized content which causes strain on connectivity, computing, and storage resources;</li> <li>g. Unauthorized inclusion on non-County owned/leased IT device(s), application(s), or resource(s) into the IT Program regardless of whether any damage(s) were caused to elements of the IT Program;</li> <li>h. Unauthorized configuring and/or tampering with one or more components of the IT Program regardless of the security criticality of the resource relative to the IT Program as a whole; <ul style="list-style-type: none"> <li>i. Physical abuse of anything within the IT Program;</li> <li>j. Any use that violates County policies, guidelines, or procedures.</li> </ul> </li> </ul>		

<b><u>Subject:</u></b> Pima County Information Technology Program	<b>Policy Number</b>	<b>Page</b>
	D 27.1	4 of 4

7. IT Program messaging resources are not intended for the creation and distribution of sensitive, private, confidential, or privileged materials such as personnel matters or decisions, grievances, or disciplinary actions. No such content should be distributed via any messaging resource, unless such resource is specifically encrypted to preserve confidentiality of content.
8. The County Administrator may block or terminate any component of the IT Program, regardless of ownership of the device/application/resource, which has been detected to violate any County policy, especially any device/application/resource that poses a serious threat to security or integrity of the IT Program.

**Implementation**

1. The County Administrator shall distribute Administrative Procedures outlining the guidelines and requirements of the Pima County IT Program.
2. Implementation of and adherence to this Policy is required at all levels of the County. Any employee, volunteer, contractor, or intern of the County found in violation of this Policy will be subject to appropriate disciplinary action, up to and including termination of employment or business relationship.
3. Any infraction against this Policy which is significant enough to warrant further investigation will be referred to the County Attorney by the County Administrator.
4. All County employees shall sign an Information Technology Program procedure upon hire and annually thereafter. Original signed forms will remain in an employee's department personnel file.

**Applicability**

This policy applies to all departmental and special districts of Pima County, whether under the supervision of an elected or appointed official.

Adoption Date: March 18, 2014  
Effective Date: March 18, 2014