



MEMORANDUM

Date: September 6, 2017

To: The Honorable Chair and Members,
Pima County Board of Supervisors
Presiding Judge, Superior Court
Elected Officials
Appointing Authorities

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to read "CHH", is written over the printed name "C.H. Huckelberry".

Re: **Board of Supervisors Policy Regarding Pima County Information Technology Program**

The Board of Supervisors previously requested updated and substantially modified Information Technology program policies. Last month, you received and commented on the Information Technology Program Lifecycle Management Plan.

I am now providing Policy D.27.1, Pima County Information Technology Program, for your information and review. Proposed modifications occur throughout the policy, and there are several significant modifications where I expect to receive comments. These are located in Section E, Requirements, Numbers 3, 5 and 7.

This Policy will be on the Board's October 17, 2017 Agenda. Please provide your written comments by October 6, 2017.

CHH/mjk

Attachment



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

Subject: Pima County Information Technology Program

**Policy
Number**

Page

D 27.1

1 of 6

A. Purpose

The ~~goal of the~~ Pima County Board of Supervisors ~~is~~ **desires** is to provide a highly automated Information Technology (IT) environment for use by all departments, **Elected Officials**, and **Special Districts** ~~to which~~ allows for efficient and effective delivery of County services to all constituents ~~while complying with the terms of all applicable laws and agreements~~ **and which is governed by a high-level organizational information security policy to ensure the protection of Pima County's information and information systems.**

B. Background

The **availability** of IT **resources** is essential to all aspects of Pima County ~~governance~~ **government**, 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~~ **must use its IT environment** for County business purposes only. It is the responsibility of the County Administrator to ensure that the **Pima** County establishes and maintains an IT program and associated operational environment for use by County employees and its constituents.

C. Policy

The Information Technology Policy of Pima County strives to be consistent with industry best practices as well as the National Institute of Standards and Technology (NIST). It is the policy of the Board of Supervisors that all Elected Officials, Appointing Authorities and Department Directors are responsible to ensure **that** their departments **and** /divisions **do all of the following**:

- Participate **and adhere to** ~~in~~ the Pima County ~~IT~~ **Information Technology** Program,
- utilize and leverage the ~~IT~~ **Information Technology** operational environment provided by the County Administrator, and
- Adhere to the ~~IT~~ **Information Technology** procedures and guidelines established and administered by the County Administrator.

D. Definitions

1. County Administrator” means the County Administrator or designee

2.—

2. **“Elected Official” means a person who is duly elected, appointed or retained through election or an elected county office.**

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	2 of 6
<p>3. "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 in the conduct of County business. This IT environment includes, but is not limited to, enterprise applications, business applications, electronic mail and messaging capabilities, telephones, <u>servers, storage, network devices,</u> cell/smart phones, paggers, 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.</p>		
<p>4.—</p> <p>4. "Information Technology resources" means the County's network and infrastructure components (connectivity), computing and peripherally attached devices, <u>such as facsimile, printer, scanner, copier and other interfacing equipment,</u> 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.</p>		
<p>5.—</p> <p>5. "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.</p>		
<p>6.—</p> <p>6. "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.</p>		
<p>7.—</p> <p>7. "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.</p>		
<p>E. Requirements</p>		
<p>1. Pima County owns and/or operates the Pima County IT Program, and the content produced and contained within the environment.</p> <p>2. The County Administrator shall be is 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.</p>		
<p>3.—</p> <p>3. <u>In order to have conformity county-wide by all Pima County departments, Elected Officials and Special Districts utilizing the County network environment must adhere to County lifecycle management and cyber information security as well as all County Administration Procedures as stated within each applicable procedure. In order to guarantee integration, ease of use and reduce County total cost of ownership of an IT Program all County entities to</u></p>		

include County departments, Elected Officials and Special Districts will be required to adhere to the following:

- a. **Utilization of centralized IT contracts for software and hardware acquisitions utilizing the County network.**
- b. **County IT published software versions, server and storage standards, computer standards and telecommunications (networking and phone) equipment.**

4.—

4. All County IT Program components remain under the control, custody, and supervision of the **Pima** County. All content accessed, created, manipulated, stored, archived, moved, transported, scanned, and printed remains the property of the **Pima** County and is subject to monitoring, auditing, and review. The **Pima** County reserves the right to monitor, audit, and review content at any time and without notice at the County's discretion. **Elected Officials and Employees** have no expectation of privacy in their use of the County IT Program, either from internal monitoring, auditing, reviewing, or from public disclosure.

5.—

5. All **Pima** County **provides** IT Program components are provided to support the performance of job duties. Therefore, **Elected Officials and employees are to use** 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~~ **only and must conduct** County policy, and such use does not interfere with the IT Program, or an employee's job duties and performance. ~~Incidental~~ **business only on and from County-owned or leased devices. Pima County prohibits the** personal use of the IT environment **County owned** or **leased IT** any resources, **except for incidental personal use.** shall be reimbursed to the County as practical as possible.

6.—

6. 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 the~~ authorized use of a resource by County personnel. ~~These credentials must not be shared, converted, or transferred to anyone other than~~ **The person** to whom the authentication credentials were ~~are~~ issued **must not share, convert, or transfer these credentials to anyone else. Users with elevated credentials must use two factor authentication credentials to access systems.**

7.—

~~The~~ **Elected Officials and employees must not subject 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:

- a. Use for personal gain, advancement of individual **personal** views, or solicitation of non-County business;
- 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;

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	4 of 6
<p>c. Using <u>Use of</u> any component of the Information Technology Program for the purpose of producing, distributing, or forwarding content that:</p> <ul style="list-style-type: none"> i. Attempts to influence the outcome of an elected office <u>election</u>, referendum, initiative, or recall (Arizona Revised Statute <u>A.R.S.</u> § 11-410); 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 <u>that contains</u> threatening images, cartoons, jokes, inappropriate or profane language, or other <u>similar</u> materials; iii. Is objectively offensive, regardless of whether one or more recipients were <u>may</u> or were <u>may</u> not <u>have been</u> offended, felt threatened, or otherwise disturbed; iv. Attempts to deceive recipients by providing content that misrepresents, obscures, or conceals the true identity of the sender for malicious purposes; v. Is not of the nature of County-related business which includes , <u>including</u> but is not limited to chain letters, stories, petitions, warnings, pictures, and/or programs and applets; <p>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;</p> <p>e. Interference with the security of confidential content in the IT Program including but not restricted <u>limited</u> to secure data zones and folders, identity and authentication information regarding any person or item within the IT Program;</p> <p>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 <u>emailing</u> which causes strain on connectivity, computing, and storage resources;</p> <p>g. Unauthorized inclusion <u>installation of or use</u> on <u>of any</u> non-County owned/ <u>or</u> leased IT device(s), application(s), or resource(s) into the IT Program regardless of whether any damage(s) were <u>is</u> caused to elements of the IT Program; <u>for example:</u></p> <ul style="list-style-type: none"> i. <u>Personal cell phones will no longer have access to County email;</u> ii. <u>Personal laptops may not access the County network;</u> iii. <u>Elected Officials and employees may not use County computers to access personal email, i.e., Yahoo, Gmail, etc.</u> <p>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;</p> <ul style="list-style-type: none"> i. Physical abuse of anything within the IT Program; j. Any <u>other</u> use that violates County policies, guidelines, or procedures. 		

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	5 of 6
8.—		
<p>8. 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, <u>unless the creation and distribution of such material is within the official job duties of the elected official or employee creating or distributing such material.</u> No such content should be distributed via any messaging resource, unless such resource is specifically encrypted to preserve confidentiality of content.</p>		
9.—		
<p>9. <u>All data stored and communicated on the County network will need to comply with any regulatory and compliance standards governing the information to include but not limited to information governed by personal identifiable information (PII) standards, Health Information Portability and Accountability Act (HIPAA), and Payment Card Industry Data Security Standards.</u></p>		
<p>F. <u>Implementation</u></p>		
<p>1. The County Administrator may block or terminate any component of the IT Program, regardless of ownership of the device/,application/, <u>or</u> resource, which has been detected <u>determined</u> to violate any County policy, especially any <u>where use of the</u> device/,application/, <u>or</u> resource that poses a serious threat to security or integrity of the IT Program.</p>		
2.—		
<p>2. <u>The County Administrator may block or re-direct acquisitions that have been determined to be in violation of any County policy in order to maintain conformity to the standards and security for the County.</u></p>		
3.—		
<p>3. The County Administrator shall<u>will</u> distribute Administrative Procedures outlining the guidelines and requirements of the Pima County IT Program.</p>		
4.—		
<p>4. Implementation of and adherence to this Policy is<u>Elected Officials</u> and employees are required <u>to implement and adhere to this Policy</u> at all levels of the <u>Pima</u> County. Any <u>Elected Official</u> 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 <u>budget sanction by the Board of Supervisors.</u></p>		
<p>5. and e<u>Employees</u> are required <u>to implement and adhere to this Policy</u> at all levels of the <u>Pima</u> 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.</p>		
<p>6. Any infraction against this Policy which is significant enough to warrant further investigation will be referred to the County Attorney by the County Administrator.</p>		

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	6 of 6
<p>7.</p> <p>7. All County employees shall must sign an Information Technology Program procedure upon hire and annually thereafter. Original signed forms will remain in an the employee's department personnel file.</p> <p>G. <u>Applicability</u></p> <p>This policy applies to all departmental <u>Elected Officials, departments</u> and special districts of Pima County, whether under the supervision of an elected or appointed official.</p>		
<p style="text-align: right;">Effective: March 18, 2014 Revised:</p>		



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

Subject: Pima County Information Technology Program

Policy
Number

Page

D 27.1

1 of 5

A. Purpose

The Pima County Board of Supervisors desires to provide a highly automated Information Technology (IT) environment for use by all departments, Elected Officials, and Special Districts to allow for efficient and effective delivery of County services to all constituents and which is governed by a high-level organizational information security policy to ensure the protection of Pima County's information and information systems.

B. Background

The availability of IT resources is essential to all aspects of Pima County government, 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 agreements. It is also the policy of Pima County that County employees must use its IT environment for County business purposes only. It is the responsibility of the County Administrator to ensure that Pima County establishes and maintains an IT program and associated operational environment for use by County employees and its constituents.

C. Policy

The Information Technology Policy of Pima County strives to be consistent with industry best practices as well as the National Institute of Standards and Technology (NIST). It is the policy of the Board of Supervisors that all Elected Officials, Appointing Authorities and Department Directors are responsible to ensure that their departments and divisions do all of the following:

- Participate and adhere to the County Information Technology Program,
- utilize and leverage the Information Technology operational environment provided by the County Administrator, and
- Adhere to the Information Technology procedures and guidelines established and administered by the County Administrator.

D. Definitions

1. "County Administrator" means the County Administrator or designee
2. "Elected Official" means a person who is duly elected, appointed or retained through election to an elected county office.
3. "Information Technology environment" means the County's IT devices and applications utilized by County personnel, to perform job responsibilities and duties in the conduct of County business. This IT environment includes, but is not limited to, enterprise applications, business applications, electronic mail and messaging capabilities, telephones, servers, storage, network devices, cell/smart phones, radios, computers, hand-held computing devices, peripheral devices which attach to computing

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	2 of 5
<p>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.</p>		
<ol style="list-style-type: none"> 4. "Information Technology resources" means the County's network and infrastructure components (connectivity), computing and peripherally-attached devices, such as facsimile, printer, scanner, copier and other interfacing equipment, 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. 5. "Enterprise applications" means computer software and hardware that have been internally developed or purchased to monitor, configure, balance utilization of, maximize performance of, or secure from intrusion, operational interference, or destruction, one or more IT resources. 6. "Business applications" means computer software that has been internally developed or purchased/configured to automate and/or control specific County, departmental or division business processes. 7. "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. 		
<p>E. Requirements</p>		
<ol style="list-style-type: none"> 1. Pima County owns and operates the Pima County IT Program, and the content produced and contained within the environment. 2. The County Administrator is responsible for specifications of the IT Program, whether the components 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. In order to have conformity countywide by all Pima County departments, Elected Officials and Special Districts utilizing the County network environment must adhere to County lifecycle management and cyber information security as well as all County Administration Procedures as stated within each applicable procedure. In order to guarantee integration, ease of use and reduce County total cost of ownership of an IT Program all County entities to include County departments, Elected Officials and Special Districts will be required to adhere to the following: <ol style="list-style-type: none"> a. Utilization of centralized IT contracts for software and hardware acquisitions utilizing the County network. b. County IT published software versions, server and storage standards, computer standards and telecommunications (networking and phone) equipment. 4. All County IT Program components remain under the control, custody, and supervision of Pima County. All content accessed, created, manipulated, stored, archived, moved, transported, scanned, and printed remains the property of Pima County and is subject to monitoring, auditing, and review. Pima County reserves the right to monitor, audit, and review content at any time and without notice at the County's discretion. Elected Officials and employees have no expectation of privacy in their 		

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	3 of 5
<p>use of the County IT Program, either from internal monitoring, auditing, reviewing, or from public disclosure.</p>		
<p>5. Pima County provides IT Program components to support the performance of job duties. Therefore, Elected Officials and employees are to use the IT Program for business-related purposes only and must conduct County business only on and from County-owned or leased devices. Pima County prohibits the personal use of County owned or leased IT resources, except for incidental personal use.</p>		
<p>6. Access into the IT Program will be protected by the use of authentication credentials to make a resource function in the IT environment by verifying the authorized use of a resource by County personnel. The person to whom the authentication credentials are issued must not share, convert, or transfer these credentials to anyone else. Users with elevated credentials must use two factor authentication credentials to access systems.</p>		
<p>7. Elected Officials and employees must not subject the IT Program to inappropriate usage. Unacceptable uses of the IT Program include, but are not limited to:</p> <ul style="list-style-type: none"> a. Use for personal gain, advancement of personal views, or solicitation of non-County business; 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; c. Use of any component of the Information Technology Program for the purpose of producing, distributing, or forwarding content that: <ul style="list-style-type: none"> i. Attempts to influence the outcome of an election, referendum, initiative, or recall (A.R.S. § 11-410); 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 that contains threatening images, cartoons, jokes, inappropriate or profane language, or other similar materials; iii. Is objectively offensive, regardless of whether one or more recipients may or may not have been offended, felt threatened, or otherwise disturbed; iv. Attempts to deceive recipients by providing content that misrepresents, obscures, or conceals the true identity of the sender for malicious purposes; v. Is not of the nature of County-related business, including, but not limited to chain letters, stories, petitions, warnings, pictures, and/or programs and applets; 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; e. Interference with the security of confidential content in the IT Program including but not limited to secure data zones and folders, identity and authentication information regarding any person or item within the IT Program; 		

Subject: Pima County Information Technology Program	Policy Number	Page
	D 27.1	4 of 5
<p>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, for example; mass emailing which causes strain on connectivity, computing, and storage resources;</p> <p>g. Unauthorized installation of or use of any non-County owned or leased IT device, application, or resource into the IT Program regardless of whether any damage is caused to elements of the IT Program, for example:</p> <ul style="list-style-type: none"> i. Personal cell phones will no longer have access to County email; ii. Personal laptops may not access the County network; iii. Elected Officials and employees may not use County computers to access personal email, i.e., Yahoo, Gmail, etc. <p>h. Unauthorized configuring or tampering with one or more components of the IT Program;</p> <p>i. Physical abuse of anything within the IT Program;</p> <p>j. Any other use that violates County policies, guidelines, or procedures.</p> <p>8. 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, unless the creation and distribution of such material is within the official job duties of the Elected Official or employee creating or distributing such material. No such content should be distributed via any messaging resource, unless such resource is specifically encrypted to preserve confidentiality of content.</p> <p>9. All data stored and communicated on the County network will need to comply with any regulatory and compliance standards governing the information to include but not limited to information governed by personal identifiable information (PII) standards, Health Information Portability and Accountability Act (HIPAA), and Payment Card Industry Data Security Standards.</p>		
<p>F. Implementation</p>		
<ol style="list-style-type: none"> 1. The County Administrator may block or terminate any component of the IT Program, regardless of ownership of the device, application, or resource, which has been determined to violate any County policy, especially where use of the device, application, or resource poses a serious threat to security or integrity of the IT Program. 2. The County Administrator may block or re-direct acquisitions that have been determined to be in violation of any County policy in order to maintain conformity to the standards and security for the County. 3. The County Administrator will distribute Administrative Procedures outlining the guidelines and requirements of the Pima County IT Program. 		

<u>Subject:</u> Pima County Information Technology Program	Policy Number	Page
	D 27.1	5 of 5
<p>4. Elected Officials are required to implement and adhere to this Policy at all levels of Pima County. Any Elected Official of the County found in violation of this Policy will be subject to budget sanction by the Board of Supervisors.</p> <p>5. Employees are required to implement and adhere to this Policy at all levels of Pima 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.</p> <p>6. Any infraction of this Policy which is significant enough to warrant further investigation will be referred to the County Attorney by the County Administrator.</p> <p>7. All County employees must sign an Information Technology Program procedure upon hire and annually thereafter. Original signed forms will remain in the employee's department personnel file.</p> <p>G. Applicability</p> <p>This policy applies to all Elected Officials, departments and special districts of Pima County, whether under the supervision of an elected or appointed official.</p>		
Effective: March 18, 2014 Revised:		