

**Gloucester County  
Administrative Policy**  
Gloucester, Virginia

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**Section:** 300

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**Supersedes:** Admin. Policy #300 dated 9/1/2011

**Effective Date:** December 31, 2015

**Title:** Internet and Network Acceptable Use Policy (AUP) **Authorized By:** County Administrator

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**Internet and Network Acceptable Use Policy (AUP)**

**300.1 Introduction**

All users of Gloucester County computers and technology services are required to read and accept this policy. Please read the policy carefully. Ask questions if you do not understand any provision contained herein. Acceptance of this AUP is required for use of the County's computer and network systems.

**300.2 Purpose**

To provide a consolidated document containing Gloucester County's policies and procedures for the use and operation of all technology devices and the utilization of network services.

**300.3 Definitions**

**Internet and Network Acceptable Use Policy (AUP)** – An outline of acceptable practices and restrictions of use regarding the County's technology devices, network connectivity, and provided applications and services.

**Technology devices** - All computers, servers, mobile devices, etc. – any devices owned by the County and/or utilizing County-provided services and connectivity.

**User(s)** – Persons accessing Gloucester County's computer systems and data services via a login account assigned by the Department of Information Technology. New users receive a county login account following the completion of a User Security Access Request by their immediate supervisor or department head.

**300.4 Application**

This AUP applies in varying degrees to all who use the County's technology devices, applications, and/or network and Internet connectivity. All users include but may not be limited to County employees and elected officials.

**300.5 Information Technology Access**

It is the Department of Information Technology's (IT) responsibility to maintain County computers as the exclusive property of Gloucester County. IT will perform its duties in accordance with users' work schedules whenever possible. However, IT shall have full access and control of each County computer when routine or emergency maintenance is necessary. For clarification or additional information, please contact the Department of Information Technology (IT) at (804) 693-1108.

**300.6 Security Requirements**

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The physical security of the Gloucester County systems and network and the safe keeping of government files is the responsibility of all users. The protection of user accounts is intended to prevent unauthorized use of county systems and to protect the user account from being used in a way that may violate this AUP. All county user accounts utilize strong passwords to limit access to County data and network services to authorized personnel. It is the user's responsibility to maintain the confidentiality of his or her login account and password. Users must not allow programs to remember their password, share their account information with anyone, etc. User computers must also utilize a locking screen saver to ensure that they are protected from unauthorized use when left unattended. If another authorized County employee needs to use your computer, log out and have that employee log back in with his or her user name and password. If someone else uses a computer under your account, their use, including any violations, will be recorded as if it were you. If an authorized user does not have their own account, the user's immediate supervisor, department head, or constitutional officer should complete a User Security Request Form to initiate the IT processing of the necessary account.

Occasionally, field requirements are such that a single computer login account is created to be used by a group of users. These accounts are generically named in order to be somewhat descriptive and to distinguish them from personal user accounts. These accounts shall be kept to a minimum and will usually result in an account with more restricted access. Users accessing county technology resources via a 'group' account accept the same responsibilities for account use as those with personal accounts. Violations which occur with a 'group' account login will threaten account use for the entire group.

### **300.7 Anti-Virus Policy**

Each user computer is provided with installed software to protect against viruses and other computer attacks. Each user must become familiar with this software in order to verify that it is running on the machine at all times and so that he or she is able to run manual scans whenever needed. Users should run manual scans on any removable media accessed with the computer before opening any files they contain. This software is automatically updated according to centralized processes established and maintained by the Department of Information Technology.

### **300.8 Computer Software**

County computers are pre-configured with software which is appropriate for each user's job functions. Users are not permitted to install any additional software without the approval and/or assistance of the Department of Information Technology. Should a user need additional software or wish to have any unused software removed, the user should contact the Department of Information Technology. All software installed on county computers requires proper licensing and must be used in accordance with the terms and conditions of the license. Personal software is not permitted. In order to protect the County from liability and county computers from software conflicts, unapproved software

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found on county computers will be subject to removal and the user may be subject to disciplinary action.

### **300.9 Electronic File Storage**

IT provides secure space for County data produced by and stored within the IT server applications environment. In certain cases, shares are also provided for user data storage. These files reside on centrally located storage space within IT and, as applicable, are backed-up each night for disaster recovery. Data stored locally on user computers is not backed up by IT and should be maintained as directed by each department. All user documents saved on the local user's computer are to be saved in the user's "My Documents" folder. This folder may contain sub-folders to organize your files. All files located in the "My Documents" folder will be protected during IT maintenance of the computer. In the case of PC failure during maintenance, IT will only be responsible for retrieving user files located in the "My Documents" folder.

### **300.10 Computer Resources, Internet, and Electronic Communications**

County provided access to Internet and e-mail should be used to conduct official County business in accordance with user job responsibilities. Any personal use of the above should be kept to a minimum and should only occur outside of the user's work hours or during the user's lunch break. Use of the County Internet access and e-mail may be subject to monitoring and disclosure regardless of whether the use is business or personal. The user should not expect any guarantee of privacy. All use of County Internet and e-mail must follow the terms set forth in this AUP. The following uses of the County government's Internet and e-mail systems are expressly prohibited:

- Transmitting any material or message in violation of federal or state law or regulation, including but not limited to copyrighted material and/or trade secrets.
- Revealing or sharing accounts and/or account passwords with others.
- Willfully conducting any activity that disrupts County services, the County computer network or the networks of other users, including but not limited to intentionally creating a computer virus or computer hacking.
- Participating in any use that interferes with employee productivity.
- Operating a business, soliciting money, advertising products or conducting transaction(s) for personal profit.
- Arranging for the sale, purchase or transfer of illegal drugs, alcohol or firearms.
- Communicating with elected representatives or public or political organizations to express opinions on political issues outside of work-related communications.
- Soliciting for non-County sponsored organizations or functions, whether or not for profit.
- Intentionally downloading, accessing, viewing, posting, or transmitting information that is abusive, offensive, harassing, threatens violence, or that discriminates on the basis of race, gender, national origin, age, or disability.
- Intentionally accessing, viewing, posting or transmitting sexually explicit material. Sexually explicit material includes any description of or any picture, photograph, drawing, motion picture film, digital image or other representation depicting nudity,

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sexual excitement, or sexual conduct of any kind.

### **300.11 Content Responsibility**

Each user is responsible for the content of all text, audio or images that he or she places on or sends over the Internet/e-mail. Gloucester County email signature blocks must include the following information:

- (a) Name
- (b) Job Title
- (c) Organization/Department
- (d) Phone Number

The signature block may include the sender's mailing address and/or fax number. Email users will not add slogans, quotes, special stationeries, digital images, unusual fonts, etc., to their electronic messages. Be aware that every message either sent or received by the county's e-mail system will be automatically captured and archived for compliance with applicable records retention requirements for possible disclosure at any given time.

### **300.12 Privacy and Security**

**All data created, sent or retrieved over the Gloucester County Network is the property of Gloucester County and may be disclosed for legal purposes. No aspect of the County computer system should be construed to create any expectation of privacy on the part of any person. THE COUNTY RESERVES THE RIGHT TO ACCESS, MONITOR, AND DISCLOSE ALL MESSAGES AND FILES ON THE COMPUTER SYSTEM AS DEEMED NECESSARY AND APPROPRIATE. Personal privacy is not guaranteed for any Internet/e-mail communication.**

### **300.13 Applicable Laws, Records Retention, FOIA, and Improper Interception**

In Virginia, the Virginia Public Records Act and the Virginia Freedom of Information Act (FOIA) are the laws governing management of public records. These laws treat electronic data exactly the same as written documents. If the data is a "public record" within the definition of statutes, it is subject to disclosure and records retention unless a particular exemption or privilege applies. Any questions about the applicability of these statutes or about a specific request for electronic data should be referred to the County's records retention officer.

### **300.14 County Access from Mobile or Remote County Technology Devices**

Technology devices which the user transports outside of the County office environment pose additional risks to the security of the County's network and data. The user of such devices shall be diligent to ensure that they can account for the devices at all times, that they are only used by authorized Gloucester County users, and that they remain current with patch files and anti-virus updates. County data which is transferred to local storage

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on such devices should be kept to a minimum and removed as soon as is it is no longer needed. Any such technology device which is lost or stolen or has been accessed by unauthorized users must be reported at once to both the user's immediate supervisor and to the Department of Information Technology. Please refer to the Gloucester County Data Protection Policy (Administrative Policy: 305) for additional details concerning the protection of County data.

### **300.15 County Access from Personal Technology Devices**

Gloucester County provides all County users with the technology devices necessary to perform their required tasks. Use of personal technology devices to access the County's network and services poses additional security risks to the County's network as a whole and should be kept to a minimum. All use of personal technology devices must be approved in advance by IT. Personal technology devices shall be expected to be current with essential operating system patch files and anti-virus protection. IT shall not assume any obligation to support personal technology devices or troubleshoot their issues with IT-provided services. Users accessing the Gloucester County network shall be bound by the terms of use in this AUP regardless of whether they are using County or personal technology devices. Users shall be responsible for any County data transferred to personal technology devices. Loss of such data may result in legal issues. Personal technology devices containing County data which are lost, stolen, or accessed by unauthorized users must be reported at once to both the user's immediate supervisor and to the Department of Information Technology. The County may also require that personal technology devices used with County data be professionally erased before the user may sell, trade, donate, or otherwise dispose of them. Please refer to the Gloucester County Data Protection Policy (Administrative Policy: 305) for additional details concerning the protection of County data.

### **300.16 User Acknowledgement**

Access to Gloucester County's computer network and use of County computers and software is a privilege. Violation of the AUP may subject users to the following as applicable: Restriction or denial of access to County provided systems, disciplinary action, termination from employment with Gloucester County, criminal prosecution, and/or civil litigation.

Most county users will receive the following prompt when attempting to log in to a county computer, (prompt subject to update):

"Welcome to the Gloucester County computer network. All users of County technology devices and network services must abide by Gloucester County's Internet & Network Acceptable Use Policy. By continuing beyond this prompt, you hereby acknowledge that you have read the above stated policy and agree to the terms contained therein. If you have not read this policy or do not accept its terms, you are not authorized to continue. Please see your immediate supervisor."

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**Users who click and continue beyond this prompt are acknowledging acceptance of the County's AUP.** Users accessing County technology resources via other sources from which the above prompt is not available must print and sign the Internet and Network Acceptable Use Policy Acknowledgement Form and submit it to the Department of Information Technology. IT will approve access based on this acceptance and then forward the signed Acknowledgement Form to the Department of Human Resources for recordkeeping.

Acceptance of the AUP indicates user has read and understands the AUP and agrees to be bound by the terms and conditions contained herein. These terms and conditions reflect the entire agreement of the parties and supersede all prior oral or written agreements and understandings. These terms and conditions shall be governed and interpreted in accordance with the laws of the State of Virginia and the United States of America.

**300.17 Availability of Internet and Network Acceptable Use Policy (AUP)**

A copy of the Internet and Network Acceptable Use Policy shall be available for review in the County Administration Department during normal business hours. A copy shall also be posted on the County's Intranet website. Department/Agency Heads are responsible for distributing this policy to their employees. Distribution may be in either paper or electronic form.