

<h2 style="margin: 0;">Campbell County Fire Department</h2> <h3 style="margin: 0;">Policy</h3>		
<p>General Administration</p>	<p><i>Electronic Data and Voice Communications Equipment Use</i></p>	 <p>900.507</p>

**PURPOSE:**

This document contains policies related to the use of the Fire Department’s Data and Telecommunications Systems. These policies are essential for maintaining a secure, reliable, workable, and efficient computing environment.

**SCOPE:**

This policy applies to all members and employees of the Campbell County Fire Department (CCFD) organization.

**POLICY:**

- A. Introduction: All hardware, software, licenses, and data within the Data and Telecommunications Systems of the Fire Department is the property of the Fire Department. They are not to be used for any non-Fire Department purpose.
  - a. Informational Technology (IT) is outsourced and under the control of the Comptroller at the Fire Department.
  
- B. Responsibilities of IT:
  - a. Provide a secure and reliable computing network.
  - b. Assist users in defining and planning for their technology needs.
  - c. Provide the best technical solution available after consideration of user needs, Fire Department needs, cost, resources, availability, and timeliness.
  - d. Provide consultation to users planning technology projects.
  - e. Recommend appropriate hardware and software.
  - f. Maintain inventory records of PC, network, and telecommunications hardware used throughout the fire department.
  - g. Support a standard set of hardware and software for the Fire Department to ensure compatibility, cost effective training, and volume discounts. The standard set of hardware and software may be supplemented to meet identified technology needs as coordinated with IT.
  - h. Facilitate the purchasing of approved hardware and software.

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- i. Support Fire Department employees with their use of approved information systems.
  - j. Track licenses for all purchased software.
  - k. Does NOT support employee-owned PC hardware and software.
- C. Responsibilities of the User:
- a. Adhere to Fire Department policies and procedures.
  - b. Understand the appropriate use of computer hardware and software.
  - c. Contact IT and/or Comptroller immediately upon discovery of problems with Data or Telecommunication Systems.
  - d. Provide detailed requests for service to IT.
  - e. Attend Fire Department provided training in order to effectively use hardware and software in accordance with user's job description.
  - f. Track all other approved licenses for software that are not purchased by IT. The Comptroller must maintain records to document the purchase and appropriate use of all licensed software within the department not maintained by IT. Legal forms of record include a license certificate and/or an invoice/proof of purchase.
  - g. Employees must refrain from the displaying, transmitting, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise unlawful.
- D. Computer Equipment:
- a. Hardware/Software: The Fire Department must ensure that computer technology is used in the best interests of the Fire Department. Hardware and software will be purchased with compatibility in mind, both for current and future applications. The Fire Department therefore requires the following:
    - i. All hardware and software purchases must be coordinated with and approved by IT and Comptroller.
    - ii. Any contracting with vendors for IT projects, software, or equipment will be coordinated with Comptroller.
    - iii. No software may be installed or run on Fire Department equipment that is not approved by the Comptroller after consultation with IT. This includes personally purchased software and any downloaded

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- from the Internet, or any other services, as well as software provided by vendors and/or personal contacts.
- iv. Any personal software that is approved for installation, and later found to interfere with other Fire Department software, will be removed from the P.C.
- v. Computer equipment not belonging to the Fire Department, or not approved for purchase may not be connected to the Fire Department network under any circumstances. IT will not provide support for unapproved equipment.
- vi. Persons not employed by the Fire Department may not use or install software or hardware on any Fire Department computer equipment without the approval of IT. All information regarding access to the Fire Department computer resources, such as user identifications, modem phone numbers, access codes and passwords is confidential Fire Department information and may not be disclosed to non-Fire Department personnel.
- vii. Computer equipment shall not be taken off-site without the approval of the Training Chief, Fire Chief, or Comptroller.

- b. **Data Storage:** IT recommends that all data created be stored on a Fire Department server. Data stored on the servers is backed up regularly.
  - i. No executables are allowed to be stored in your folders on the server.(e.g. exe files)
  - ii. Space is limited on the server; delete unused and unnecessary data files regularly.
  - iii. Data stored on personal hard drives (e.g. C drive) on the computer is not backed up; therefore, the Fire Department is not responsible for lost data on personal drives and will not help recover it.
- c. **Personal Use of Computer Equipment:** The Fire Department’s computer equipment is provided to support Fire Department business and is to be used for business-related purposes. Except as authorized by an employee’s supervisor consistent with the safe use provisions of this policy, personal use of the Fire Department’s computer equipment is prohibited.

**E. Additional Information:**

- a. **Networking:** Any modifications to the Fire Department’s network and/or any connectivity issues must be approved by the IT. IT will provide all networking support including cabling, consultation, and contracting of services. All information regarding access to the Fire Department’s computer resources such

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as user identifications, modem phone numbers, access codes, and passwords are confidential Fire Department information and may not be disclosed to non-Fire Department personnel.

- b. **Nightly Shutdown of PCs:** Nightly shut down of PCs is suggested to prevent unauthorized access to users' files and email. PCs that run 24-hour job functions should be rebooted at least weekly.
- c. **E-Mail Use:** The electronic mail system is Fire Department property. All messages sent or received on the electronic mail system are and remain the property of the Fire Department. Personal e-mail should not be sent or received through the Fire Department system. Electronic mail is to be used for Fire Department business purposes only. IT is not responsible for retrieval of personal e-mail.
- d. **Security:** The Fire Department's e-mail system is not intended to be a method of transmitting information in a secure manner outside of the Fire Department network. Data which is released to unauthorized individuals would be a violation of law or regulation or would subject the Fire Department or any employee to damages should not be placed on the e-mail system. All in-bound e-mail messages are scanned and filtered for any viruses, spam, and questionable content. Users should contact IT and/or Comptroller if they believe they are not receiving work related e-mail messages.
- e. **Data Classification:** E-mail is not private. Confidentiality of any e-mail message should not be assumed. Messages that are subject to special controls, such as attorney-client communications should be clearly marked as such and handled accordingly. The Fire Department reserves the right and may review, audit, intercept, access, and disclose all e-mail messages created, received or sent over the Fire Department's electronic system. Notwithstanding the foregoing, e-mail should be treated as confidential by other employees and accessed only by the intended recipient.
- f. **Retention:** Normally e-mail is intended for communication of information that is not the subject of retention schedules and will be disposed of immediately after action or review. Unless designated and preserved in printed form by Fire Department staff, e-mail is not an official communication of the Fire Department and must not be used for transmitting information that is part of the official record. In the event that record retention is involved, a permanent copy of the message must be made and stored in accordance with department policy. In the event of litigation that has or may result in a request for certain Fire Department e-mails

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messages, the Fire Department’s attorney may direct staff to refrain from the destruction of messages until further notice.

**F. Internet**

- a. **Access:** Access to the Internet is intended for the official business of Fire Department and must be done using the Fire Department network only. Internet access for personal reasons is allowable at the discretion of the supervisor. IT is not responsible for support issues related to non-work related web activities. Display, transmittal, or downloading of material that is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory, or otherwise unlawful is prohibited.
- b. **Management Access:** IT will provide reports of Internet usage when requested by supervisors, Fire Chief, and Comptroller. Supervisors and managers are responsible for ensuring that usage is appropriate to Fire Department guidelines and policies.
- c. **System Use:** Users must limit their access to time actually spent searching for and reviewing information. Fire Department systems should not be used to copy, retrieve, forward, or send copyrighted materials unless the employee has the author’s permission. Programs and tools that continually search and update information will not be permitted. Examples include the following: Webshots, News, and Stock Quote Update services. Interactive web programs, including weather alert programs do not comply with this Policy. Thus, downloading and installing interactive weather alert programs (e.g. Weather Bug) are violations of the Fire Department policies. These programs constantly interact with a “home” website somewhere on the Internet to update information on your PC. This interaction consumes valuable network bandwidth, PC resources, and presents the possibility to download malicious code and/or viruses.
- d. **Non-Solicitation:** The Department computer system shall not be used to solicit for commercial ventures, religious or political causes.

**G. Fire Department Websites**

- a. **Public Website:** The Fire Department’s public website is designed to provide citizens of the Fire Department and other interested parties access to public information retained by the Fire Department. This site’s content will vary over time as improvements are made and as timely information is posted and removed. The Fire Department reserves the right to determine content.

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Comptroller and his/her designee will maintain the site and adhere to direction provided by the Board of Directors and/or the Fire Chief. Maintenance of the website will include timely updates of or assistance to update web page content provided by the Fire Department personnel.

## H. Passwords:

- a. Goal: It is the Fire Department's goal to provide a secure environment for all Fire Department data, hardware, and software programs. To provide security for our computerized environments, password security must be maintained. The following information outlines the steps required of each employee to maintain password security:
- b. Password Control: Passwords must be maintained by individual employees. IT will assign initial passwords when an employee is activated on the system. Employees are responsible for the security of their passwords.
  - i. Passwords that are obvious, such as nicknames, dates of birth, spouse's or children's name, or hobbies, should not be used.
  - ii. Passwords must not be shared with another. The only exception shall be for testing by IT to resolve problems.
  - iii. System software will enforce the minimum length and format.
  - iv. Users must never allow the system to remember (save) your password.

## I. Telephone

- a. Goal: This Policy is intended to cover the use of telephones, telephone lines, long distance services, along with cellular phones and calling cards that are issued by the Fire Department.
- b. Services: Telephone service, cellular phones, and/or calling cards are provided to Fire Department employees to assist them in the performance of their tasks. Cell phone support is provided by the cell phone vendor.
- c. Use: Fire Department employees are expected to keep personal telephone calls to a minimum. Fire Department employees are not authorized to make personal long distance or cell phone calls without reimbursing the Fire Department for same. It is expected that such calls will be held to a minimum in order that telephone lines may remain open for Fire Department business. Misuse of camera function on cell phones is prohibited.
- d. Safeguarding: Employees issued cellular phones and/or calling cards will take every precaution to safeguard the cell phone and/or card and to assure that the

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number of either is not compromised. Should the cell phone and/or card be lost or compromised, the supervisor and the telephone company should be notified immediately. Upon leaving Fire Department employment, the cell phone and/or card will be returned to the Comptroller.

- e. **Retention of Voice Messages:** Normally voice messages are intended for communication of information that is not the subject of retention schedules and will be disposed of immediately after action or review unless designated and preserved in printed or recorded form by Fire Department staff. Voice messages are not an official communication of the Fire Department and must not be used for transmitting information that is part of the official record. In the event that message retention is required, a copy of the message can be made and handled in accordance with department policies. Voice messages more than 30 days old will be deleted whether reviewed or not. In the event of litigation that has or may result in a request for certain Fire Department voice messages, the Fire Department's attorney may direct that destruction of voice messages, or a certain portion of them, shall cease until further notice.

**J. Termination:**

- a. **Notification:** All directors and supervisors shall immediately report to IT and/or Comptroller employees who are separated from Fire Department employment for any reason in order to have their system security terminated on or before the final date of service.
- b. Employees whose employment is terminated shall have no right to the contents of their e-mail messages or other computer files and will not be allowed access to the e-mail or other Fire Department system unless approval is obtained from the supervisor, Fire Chief, or Comptroller.

**K. Ramifications for Misuse of Fire Department Systems:**

- a. All users of the Fire Department's computer and telephone systems are to conform to these policies.
- b. Employee's violating this policy will be subject to appropriate disciplinary action, up to and including termination.

- L. **Reporting and Investigation:** If there is a suspected violation of this policy, an employee has the responsibility to report the situation as soon as possible to a supervisor, Fire Chief, and/or Human Resource Representative. Refer to Policy 900.201.1 Complaint Reporting and Investigation Procedures.

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M. Retaliation is prohibited: Fire Department prohibits any form of retaliation against employees for reporting possible violations of this policy, for assisting in an investigation, or for otherwise opposing any activity or conduct which might violate this policy. No adverse employment action will be taken against any employee because of the employee's good faith report of alleged harassment or discrimination or suspected violation of the Electronic Data and Voice Communications Equipment Use Policy or against any employee because the employee is a witness or is otherwise involved in an investigation of such a complaint or report. Any retaliatory conduct should be reported through the procedure stated in the Complaint Reporting and Investigation Procedures Policy 900.201.1. Retaliation will be considered a serious violation of this policy, independent of whether a charge or informal complaint or report is unsubstantiated. Encouraging others to retaliate violates this policy.

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