

Chapter 16

Computers, Communications and Related Technology

- Section 1 City-County Information Technology Commission Information Technology Policy: The City of Wausau, Marathon County, North Central Health Care (NCHC) and the City-County Information Technology Commission (CCITC) provide a variety of information technology resources for employees and CCITC customers in an effort to allow them to be more productive and have the information necessary to do their jobs. The use of these resources is intended for City, County, NCHC, CCITC and CCITC customer's business purposes only.
- A. Business Purpose: All information technology (IT) resources including servers, storage devices, PCs, laptops, cell phones, smart phones, PDAs, networking equipment, networking circuits and capacity, telephone systems, e-mail, messaging systems, video systems and Internet access owned, rented or leased by City, County, NCHC and CCITC are business tools to be used in accordance with our mission of public service. Except as prohibited by this or another more restrictive department policy and with management approval, limited and reasonable use of these tools for occasional employee personal purposes is permitted as long as it does not result in any additional cost or interfere with work productivity and follows all guidelines in this policy. Personal use must be done during the employee's unpaid time off.
- B. Employee Responsibility: Employees are responsible for appropriate use of information technology resources in accordance with this policy or more restrictive department policy. In addition to complying with all laws and policies, employees are expected to adhere to the highest ethical standards when conducting business.
- C. Department Head Responsibility: Department heads, managers and supervisors are responsible for ensuring the appropriate use of information technology resources through training, supervising, and, when necessary, taking disciplinary action.
- D. Appropriate Use: The use of and access to City, County, NCHC and CCITC owned information technology resources is limited to employees and officers of the City, County, NCHC, CCITC and CCITC customers assigned access to said resources. It is intended for official purposes associated with the performance of governmental or agency functions in the name of and on behalf of the City, County, NCHC and CCITC. Consequently, all data and information shall be and shall remain the property of the City, County, NCHC or CCITC and shall not belong to the individual employee or officer.

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The use of information technology resources for limited personal use is a privilege which may be revoked at any time by City, County, NCHC or CCITC management if use is deemed inappropriate. The City, County, NCHC and CCITC will monitor the use of information technology resources.

- E. Inappropriate Use: Inappropriate use of information technology resources, including inappropriate personal use, may result in revocation of privileges, job-related discipline up to and including termination of employment. Uses that are prohibited include, but are not limited to:
- Accessing resources or altering data without explicit management authorization.
 - Intentionally deleting or damaging data.
 - Copying, sending and removing information that is confidential or is not an open record to unauthorized users outside of the office or network.
 - Intentionally introducing a computer virus.
 - Engaging in illegal activities as defined by State and Federal law or local ordinance.
 - Wagering, betting or selling chances.
 - Initiating or forwarding chain letters.
 - Transmitting threatening, abusive, obscene, lewd, profane, or harassing material.
 - Transmitting or viewing materials with intent to demean any person's age, disability, gender, race, national origin or sexual orientation. This does not apply to an employee who is required to view such material for law enforcement or other legitimate job-related purposes where no intent to demean is formed on the part of the employee.
 - Viewing, reading or accessing any sexually explicit sites or materials that are in any way sexually revealing, sexually suggestive, sexually demeaning, or pornographic. This does not apply to an employee who is required to view such material for law enforcement or other legitimate job-related purposes where no intent to demean is formed on the part of the employee.
 - Engaging in commercial activities.

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- Soliciting, except in relation to City, County, NCHC or CCITC activities.
- Promoting personal, political, religious or private causes, positions or activities, or working on behalf of organizations that have no professional or business affiliation with the City, County, NCHC or CCITC.
- Attempting to evade, disable, or bypass any security provisions of systems or the network.
- Obtaining unauthorized access to any computer system, including a personal or home system without the express authorization of a department head.

F. Conduct: Use of the Internet, e-mail and the telephone requires conformance to a professional standard of conduct. Employees are to conduct themselves as representatives of the City, County, NCHC or CCITC and must show consideration and respect to others. It is the responsibility of each employee to ensure that use of the Internet, e-mail and the telephone is done responsibly and economically, and that access does not adversely affect his or her productivity.

In addition to that which is contained in this document, the ethics policy shall be complied with at all times.

G. E-mail: The department head is the custodian of all information, including electronic mail (E-mail), for the department. All requests for public record information will be forwarded to the appropriate department head for action.

All messages composed, stored, sent or received on the CCITC E-mail system are and remain the property of the City, County, NCHC or CCITC. Employees do not have a personal privacy right in any e-mail message or other material in the E-mail system. Any E-mail content may be monitored without prior notification.

The amount of storage available for e-mail is limited. E-mail should not be used as a long-term storage media. The size of every e-mail account will be limited.

E-mail is not secure. If the content of a message is sensitive or confidential, other forms of delivery should be considered and used, if possible.

E-mail and comparable paper documents are subject to the same City,

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County, NCHC or CCITC retention schedule. It is the responsibility of each employee to be aware of the retention requirements for public records and to be aware of the exemptions that ensure the privacy of certain documents. If an e-mail message needs to be retained longer than 120 days, it should be kept outside of the production e-mail system.

Large attachments (over 3Mb) should be saved to another storage media and deleted from the e-mail system.

If you access an outside E-mail or text messaging account using City, County, NCHC, CCITC electronic resources, the content of the information transmitted across the network is the property of your employer regardless of the time of day that the access is performed or if the device is remote (ex: laptop or smart phone owned by your employer but using an outside network to access the information).

- H. Social Media: Social Networking sites such as Facebook, Twitter, Four Square, etc. offer a valuable mechanism for getting information to our customers and the general public. They also offer an opportunity to interact in a two-way exchange of information which can be difficult to accomplish with conventional websites, paper brochures, booklets, etc.

Departments are encouraged to make use of social networking tools to help us achieve our goals. Departments that choose to use social media tools need to be committed to dedicating appropriate resources to keeping the information current and appropriate as well as properly training staff in the safe and effective use of these tools. Please include CCITC in your design and planning process.

Mixing personal and business use of social networking tools can expose our organizations to unnecessary legal liabilities as well as to expose our computer systems to viruses, spyware and malware. Infected PCs take significant staff resources to repair and can cause outages in critical servers and networking resources. Therefore, using City, County, NCHC or CCITC owned electronic devices to access social media tools for personal use is strictly prohibited. Staff accessing social networking sites to perform work-related activities should use a separate, work-related login and must not access their personal login (if they have one). Many social networking sites allow the installation of extra applications, programs and skins to enhance the experience. Many of these extra applications contain Trojans, viruses and other malware. Never install any extra applications on any social networking site.

When departments are considering the merits of participating in social networking sites, they should keep in mind that having staff access risky sites may increase the likelihood of getting their PCs infected with viruses, spyware and malware. Getting infected will result in very slow

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performing PCs or complete crashing of the pc. It may also put other users on our network at risk of infection. Our experience with social networking sites shows infections are very common for regular visitors. While we recognize the value of reaching your clients and customers via social networking sites, we expect that the increased risks will be taken into account and that access will be restricted to only necessary users. Further, we expect that staff who frequent social networking sites and have accepted the increased risk that it brings will also accept that these machines may not have as high a priority for repair as other PCs that are not routinely accessing these websites.

- I. Video, Radio and Other Bandwidth Intensive Content: Internet bandwidth is expensive and therefore, access to streaming video (YouTube, Hulu, movie and TV stations and feeds, etc.), music (iTunes, Pandora, etc. and audio feeds (radio stations) or any other large data downloads or uploads are not allowed at any time unless they are for job-related activities.
- J. Cell Phones: If you are provided a cell phone from your employer, you should be aware that your employer owns the information (length, number, etc.) about all transmissions on the device. If text messaging is provided, the content and all information about the text messages are the property of your employer. You should have no expectation of privacy with respect to activities on this device. Specific policies regarding personal use, cost sharing, etc are the responsibility of your department head.
- K. Smart Phones: Smart phones are cell phones that have internet or wireless access. These phones have the ability to access the internet and may have E-mail access. If you use a smart phone to receive and send E-mails, sync your calendar, contacts, photos and documents; be aware of the risks of loss of information. Do not store confidential information on a smart phone. If the phone is compromised you must immediately find a PC with Internet access, login to Outlook Web Access, select options, mobile devices and send a remote wipe to the device. Notify the IT Help Desk that the phone was compromised. We will immediately change the passwords on your network accounts. Be aware that a remote wipe will wipe ALL information on the device. Back up information that you do not wish to lose. A good practice to follow is to use a password to protect information on the phone.
- L. Confidential Information: Confidential information is defined in State and Federal law. Confidential information means information which is protected from disclosure by state or other specific laws. The originator's subjective belief that information is not intended to be disclosed does not render it "confidential".

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course of their job. Confidential information may only be used to perform job functions. Any other use is prohibited and may be punishable by criminal prosecution and/or employee sanctions including termination. Access to confidential information outside of the strict business needs of a job function is prohibited. Reasonable measures must be taken to safeguard confidential information from unauthorized access.

Confidentiality of e-mail (mainly as it relates to sending messages to external parties), instant messages or voice mail messages cannot be guaranteed. If a message contains confidential information, other forms of delivery should be considered and used, if possible.

- M. Security: The following guidelines have been established for all employees given access to information technology resources:
- Employees may only access information explicitly authorized for their positions by management or for limited personal use as authorized by this policy or a stricter department policy.
 - Employees are responsible for safeguarding their login IDs and passwords and are held accountable for any activity that occurs under their login ID. To protect the integrity of their ID, employees should log off their workstation if they will be away from it for 15 minutes or longer or use a password-protected screen saver. Any unauthorized activity must be immediately reported to management.
 - Employees may not use login IDs and passwords belonging to others.
 - Employees that need to share access to their e-mail, contacts or calendar account with other employees should get management approval and should grant proxy or delegate access using Outlook.
 - Anyone receiving electronic communications in error shall notify the sender immediately. The communication may be privileged, confidential, and / or exempt from disclosure under applicable law. Such privilege and confidentiality shall be respected, if possible.
- N. Wallpaper: Wallpaper and background pictures which are inappropriate, as defined in the Inappropriate Use section above, are strictly prohibited.
- O. Copyrighted Material: Material on the Internet may be copyrighted. Duplicating or distributing copyrighted material without the express written consent of the owner is against the law and is prohibited. Employees should not assume that software is available for public use free of charge simply because there is no copyright or intellectual property

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notice on or in the software. U.S. copyright law and that of many other countries, no longer requires a copyright notice as a prerequisite to copyright protection.

- P. Anti-Virus Measures: All computers with Internet access will have virus protection software installed prior to the connection being established. Even though this software will detect many viruses, it will not detect them all. If it is suspected that a computer has been infected by a virus, the user should not attempt to remove the virus, but shall immediately contact the CCITC Help Desk which will arrange for diagnosis and/or removal.
- Q. Hardware and Software Purchasing Approvals: The CCITC Board, with direction from the Mayor, County Administrator and NCHC CEO are responsible for reviewing and approving all requests for new or replacement computers, new hardware technology, non-standard or new software, and major new services. Exceptions include the purchase of previously approved hardware technologies (other than computers), standard supported software, and services requiring less than 20 hours to complete.
- R. Software Purchase/Use/Installation: All software on City, County, NCHC and CCITC computers must be legally licensed, purchased and installed through the CCITC unless otherwise authorized by the Director of the CCITC. Running software that is not licensed is illegal and can subject the user and the City, County, NCHC or CCITC to substantial penalties under the law. No personal software, even if purchased by an employee specifically for his/her office computer, may be installed without prior authorization of the Director of the CCITC. All requests for new software applications will be ordered only after review and approval by the respective management authority. No personally-owned electronic devices may be connected to City and County owned networks by either wired or wireless connections. However, access to employee e-mail accounts through Outlook Web Access using a personal computer is allowed.
- S. Downloading Software: Unless specifically authorized by the CCITC, employees shall not download software. This includes, but is not limited to games, screen savers, utilities, demo software and third-party software. Downloading software presents a significant risk of virus infection and license fee liability. Resolving these problems can be expensive and time consuming. Therefore the unauthorized copying, downloading or importing of software by employees using any method is strictly prohibited. If downloading is necessary, it must be done by CCITC employees following designated procedures for file transfer, virus checking and licensing.
- T. Home Use of Software: City, County, NCHC or CCITC software may be

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used on a home or portable computer only if the licensing agreement of the software vendor allows it, and only after a written request from the appropriate department manager is approved by the Director of the CCITC. Each licensed copy of software may only be used on one computer at any time.

- U. Hardware Purchase/Use/Installation: All hardware, including network equipment, computers, printers, scanners, telephones and other peripherals, must be purchased and installed through the CCITC unless otherwise authorized by the Director of the CCITC. All City, County and NCHC computers and new hardware technology will be ordered only after review and approval by the respective City, County and NCHC management teams.
- V. Installation Scheduling: Upon arrival, all hardware and software installations will be scheduled and performed by the CCITC unless otherwise authorized by the Director of the CCITC.
- W. CCITC Support: Computer, network, peripheral equipment and standard software support is the responsibility of the CCITC. Support calls should be directed to the Help Desk, not to a specific technician, programmer or analyst. After hours support is provided only for critical systems.
- X. CCITC Support Costs: As a method to allocate our costs, the CCITC charges a fee per device connected to the network. This rate is intended to pay for the PC and network technicians only. Our three member organizations (City, County and NCHC) pay the “internal rate” and also pay an operations cost that covers the rest of the staff as well as the costs to run our main enterprise systems such as E-mail, Internet Access, backup systems, etc. External agencies pay an “external rate” which is higher than the internal rate. This is intended to allocate some of the operating costs.

All devices connected to the network directly or indirectly are charged the support fee. Exceptions can only be granted by the CCITC Director and must be re-approved each calendar year.

- Y. Requests for New Application Software or Systems: Requests for new applications or systems should be made to the CCITC analyst assigned to the department (each department has one). The analyst will work with the department staff to help select and implement business solutions that provide the right solution.
- Z. Privacy and Monitoring: The information technology resources provided for employees are the exclusive property of the City, County, NCHC and CCITC as are all documents, E-mails, applications, communications, SMS messages and other forms of electronic messages created or accessed

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using those resources whether they are housed on our network or hosted on vendor's servers outside of our network. This includes the information accessed using these devices while they are attached to other networks (laptops, smart phones, PDAs, etc owned by your employer but connected to other networks (Wi-Fi, cellular, and other network connections). Data items created using information technology resources should not be considered private. The City, County, NCHC and CCITC reserve the right to access the contents of documents, applications, E-mail communications and all forms of electronic messages and to fully cooperate with local, state and/or federal officials in any investigation concerning or relating to any electronic communications transmitted to or from any City, County, NCHC or CCITC facility. This includes limited personal use of information technology resources as authorized herein.

The City, County, NCHC and CCITC will monitor the use of information technology and retain the right to limit its use. Hardware and software tools have been installed which log the destination and duration of Internet access by user, examine the content of files and e-mail, and scan network disk drives. The contents of local hard drives may be physically examined without notice. Periodic and random audits of information technology usage will be performed. Management may use the results to identify and prevent problems, and to monitor employee compliance with this policy and to initiate disciplinary action up to and including termination if necessary.

- AA. Violations and Disciplinary Actions: The failure or refusal of an employee or officer of the City, County, NCHC or CCITC to abide by this policy may result in employment-related sanctions in accordance with existing policies, including suspension and termination.
- BB. Policy Changes: This policy may be modified at any time to reflect changes in technology or strategic direction or for any other reason deemed appropriate by the City, County, NCHC or CCITC. Employees will be notified of policy changes via the means deemed appropriate by the City, County, NCHC or CCITC.

Section 2 Interpretation and Translation Services Policy:

Revised 5/22/17

- A. Consistent with the Marathon County Board's commitment to diversity and welcoming and respecting persons of all cultures and backgrounds, Marathon County will provide full program access to people with Limited English skills and people who are hearing impaired. The following guidelines will be followed by all County departments:
 1. Providing quality interpretation and translations are a high priority of the County. Within logistical and fiscal constraints, interpretation and translation are to be provided to all people who

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need it to participate in County programs and services.

2. Depending upon the nature and importance of the interaction, some interpretations shall be conducted using the telephone and others using an in-person interpreter.
3. The person receiving the interpretation and/or translation services will not be charged for the service.
4. Administration is charged with the responsibility of creating administrative procedures that effectively implement this policy, and ensure that all federal, state, and court rules on interpretation and program access are complied with.

B. Policy: It is the policy of Marathon County that interpretation and translation services are provided without charge to Limited English and Hearing Impaired persons in a manner that assures them full program access.

Revised 5/22/17

C. Procedures: Marathon County has contracted with a private entity (SWITS – Southern Wisconsin Interpreting and Translation Services, LTD) to provide interpretation on a 24/7 basis:

Call 866-737-9487

Revised 5/22/17

D. Cancellations: There is a cancellation fee if a scheduled interpretation is cancelled with less than 24 hours for everything but trials, which must be cancelled with 48 hours advance notice. Employees shall notify SWITS of any cancellations as soon as the change is known to avoid the cancellation fee.

E. Billing: Each department shall be responsible for the costs of interpretation and translations associated with their programs and services. The Program Administrator shall establish administrative procedures for allocating costs among the department receiving the services.

F. Advisory Board: An advisory board representative of the County departments which typically make the most use of the interpretation and translation services is established for the purpose of ensuring program quality.

**APPENDIX A
EMPLOYEE AGREEMENT
INFORMATION TECHNOLOGY RESOURCES**

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As a condition of having access to information technology resources provided by the City of Wausau, Marathon County, NCHC and/or the CCITC, I acknowledge that I have read and understand the *Information Technology Policy* and agree to follow the guidelines contained therein.

Violation of the guidelines may be the basis for discipline, up to and including termination of employment. This policy is not meant to replace any City, County, NCHC, CCITC or departmental policy which may be more specific. The City, County, NCHC and CCITC reserve the right to revise and expand this policy and to impose additional restrictions on information technology usage at any time.

The City, County, NCHC and CCITC retain exclusive ownership of their respective documents, applications, content and messages created using the information technology resources they provide. They also reserve and intend to exercise the right to monitor information technology usage and access the contents of any electronic content for any purpose including content accessed for personal use if said content is accessed using their IT resources.

I understand that when I open, use, or access content using City, County, NCHC or CCITC technology resources, I have no right to privacy in their use or the communication of information. If I have questions about whether an activity is appropriate, I will contact my supervisor.

Signature

Date

Print Name

Department