

**Policy Title** Acceptable Use of Information Technology Resources Policy

**Department** Information Services

**Chapter** 5

**Section** 1

**Policy** 1

**Effective Date** Wednesday, August 31, 2005

## POLICY STATEMENT

Ramsey County owns the devices and networks that comprise the county's technical infrastructure as well as all official administrative data that resides on its systems and networks. Therefore, Ramsey County employees may access county data and information technology resources only for county-related work. Any other access is prohibited. Everyone using Ramsey County IT resources is required to:

- Use the resources appropriately and responsibly. This includes accessing the minimum amount of information necessary to do their job.
- Ensure the integrity, security and availability of the resources and related Ramsey County business activities.
- Maintain and protect the resources from accidental or intentional compromise.

## APPLICABILITY

This policy applies to all Ramsey County employees, which for the purposes of this policy includes interns, consultants, contractors, and elected and appointed officials with access to Ramsey County information technology resources.

## GENERAL INFORMATION

Authorized users have access to valuable county resources such as equipment, sensitive data, and networks. Consequently, it is important for users to access these resources in a responsible, ethical, and legal manner. *Acceptable use* means respecting the rights of other computer users, limiting use of county technology resources to work-related tasks, and safeguarding the security of the network and county data. By accessing and using county information technology resources, users agree to comply with this and other applicable county policies and local, state, and federal laws and regulations. Departments may issue complementary policies regarding acceptable use and user privacy expectations that are consistent with this and other information technology policies. Where there is a conflict, the stricter policy will apply.

## AUTHORITY

This policy was prepared under the authority of the County Manager, as delegated to the Ramsey County Chief Information Officer. Failure to comply with this policy may result in the suspension of use and connectivity privileges. It may also result in disciplinary action, up to and including termination of employment.

## DEFINITIONS

The following definitions are located in the [Information Services Data Dictionary](#):

- Access
- Covered Individuals
- Information Technology
- Users

## RESPONSIBILITIES

### Ramsey County

1. Ensure the security of its data, systems, and users' accounts.
2. Ramsey County reserves the right to refuse the ability to connect to county resources.
3. Ramsey County will investigate violations as needed to protect its data and resources.

### Departments

1. Ensure covered individuals have read and understand this policy and related standards.
2. Monitor the use of information technology resources.

### Designated support teams (Information Services and business)

Ramsey County has a distributed technology infrastructure support model. The following groups are responsible for managing system configurations in their designated domain of responsibility.

1. IS Infrastructure system administrator manages most of the Microsoft Windows Server, MS database, and MS backup office technologies.
2. IS infrastructure network administrator manages most of the Cisco network solutions.
3. IS desktop support manages most of the desktop and peripheral devices.
4. Sheriff's Office, Office of Information & Technology, manages a variety of technologies server, desktop, peripherals, and networks.
5. Library Services, Office of Information & Technology, manages a variety of technologies, including servers, desktops, peripherals, and networks.

6. Application support and capability teams maintain Ramsey County applications and services.
7. Vendors manage a variety of 3<sup>rd</sup> party-supported technologies, including servers, desktops, peripherals, and networks.

Each of the above-referenced support teams will:

- Access county information and communications only to the extent necessary to conduct normal maintenance, troubleshooting, or authorized investigations.
- Develop policies and procedures for conducting authorized investigations into Ramsey County data and resources.
- Monitor and manage access to Ramsey County information technology resources.
- Investigate violations, either through routine system administration or from complaints, and take necessary actions to protect county resources or to provide information relevant to an investigation.
- Not attach any device to the Ramsey County network that isn't approved by Information Services.
- Report known system security and compliance weaknesses or vulnerabilities to the IS security team through the **IS Service desk, 651-266-3452** or to the link at [Report Information Security Threats](#).

## Users

1. Understand and comply with this policy and all related policies and standards as listed below.
2. Use only information technology resources for which you have authorization and for the purpose of conducting county work.
3. Do not attach any device to the Ramsey County network that isn't approved by Information Services.
4. Respect the privacy of other Ramsey County information technology users.
5. Be aware that your use of Ramsey County information technology may be monitored.
6. Refer expected violations of County information technology policies and any vulnerabilities in County information systems to Information Security at [ISSecurity-DL@co.ramsey.mn.us](mailto:ISSecurity-DL@co.ramsey.mn.us).
7. Cooperate with investigations of potential unauthorized or illegal use of Ramsey County IT resources.

## LINKS AND RESOURCES

- > [Acceptable Use of IT Resources Standard](#)
- > [IT Hardware-Software Standard](#)
- > [Electronic Communication Tools Standard](#)
- > [Access Control Policy](#): Identifies the principles governing access to the County's electronic data systems.
- > [Access Control Standard](#)
- > [Remote Working and Mobile Device Policy](#): Defines the conditions by which employees may use remote devices to access the County network.
- > [Ramsey County Data Privacy Policies](#): A list of policies that govern how sensitives, confidential, and regulated data should be handled.

## CONTACTS / SUBJECT MATTER EXPERTS

[Ramsey County Chief Information Security Officer](#)

## REVISION HISTORY

Date	Brief description of change
11/15/2020	Revised to simplify language, remove obsolete terms and better define responsible individuals and departments.
09/06/2018	Updated Contacts.
11/25/2015	Revised to remove outdated references, update policy name and conform to County Policy Template.
03/2015	Updated Computer Use Guidelines to remove obsolete language; approved by Johanna Berg.
08/31/2005	Earliest version of Computer Use Policy; published September 22, 2005.

## APPROVAL

Rich Christensen  
 Chief Information Officer  
 Jan. 19, 2021

[Acceptable Use of IT Resources Standard](#)

[Electronic Communication Tools Standard](#)