

BENTON COUNTY REMOTE ACCESS POLICY

In an effort to enhance the communication and effectiveness of Benton County Elected Officials, department managers, and employees, Benton County Central Services has implemented technologies that allow access to county computer resources while outside of the county network.

DEFINITIONS

The following definitions reflect technologies available at the time this policy is adopted:

1. **Wide Area Network (WAN):** All County facilities from which a computer can be connected to the network operating system maintained by the County subject to network security policies and practices. Also described as "inside" the network.
2. **Web Email:** Access to the county email server using a computer located outside of the WAN.
3. **Web Folder:** A repository on the WAN for files that are accessible using a computer located outside of the WAN.
4. **Web Printer:** A printer on the WAN that is accessible using a computer located outside of the WAN.
5. **Remote Control:** Ability to access and operate a computer inside the WAN using a computer located outside of the WAN. For Benton County this is limited to GoToMyPC services provided by Citrix.com and administered by Benton County Central Services. (See below)
6. **Portable Drive:** A read/write storage device used to transport files copied to the device using a computer within the WAN and taken outside of the WAN in order to access the files on a computer located outside the WAN.
7. **Personal Digital Assistant (PDA):** An electronic device that is synchronized with resources (calendar, address book, email) on the WAN for the purpose of maintaining a copy of the synchronized information on the device for use while outside of the WAN.
8. **Portable Computer:** A laptop, tablet or handheld computer that is routinely connected to the WAN and also taken outside of the WAN for use as a stand alone computer.
9. **Smart Phone:** A handheld device that combines cellular voice service with Internet access to an email server inside of the WAN. For Benton County, this is limited to BlackBerry devices and services administered by Benton County Central Services. (See below)

In the cases of Web Email, Web Folders and Web Printers, an Internet connection is the means by which the computer resources are accessed. In the case of Remote Control, the computer resource is most commonly accessed through the Internet.

What is common to all of the services and technologies embraced by this policy is their capacity for exposing county computer resources and information outside of the physical and electronic protection provided by the county facilities and network infrastructure:

REMOTE ACCESS USAGE

Any county employee using any of the remote access services and technologies defined above must be authorized to do so by the appropriate Elected Official or Department Director/Manager. Continued use of remote access services and technologies is conditioned on compliance with the following:

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1. Remote access to county email and to the Internet through the county network is subject to the existing *Electronic Mail Policy* and *Internet Policy*.
2. Any county computer resource, whether a physical device or electronic data, is county property and is intended to be used for official business only. Authorizing an employee to use remote access services and technologies is not an approval of personal use of county resources.
3. It is the responsibility of the employee using remote access technologies to maintain the appropriate security and confidentiality of the county resources. This includes taking steps to prevent unauthorized persons from using equipment belonging to the county and/or accessing systems and information maintained by the county. It also includes maintaining the privacy of any information that may be governed by Washington State laws regarding information privacy and federal regulations such as the Health Insurance Portability and Accountability Act (HIPAA).
4. Use of personal equipment to store or access county resources may subject the equipment and/or information stored on that equipment to audit by management, public disclosure, and/or a legal discovery process.

The authorization to use remote access services and technologies may be revoked at any time by the appropriate Elected Official or Department Director/Manager. Violation of these policies may be grounds for disciplinary action, up to and including termination of employment, consistent with the applicable labor agreement, if any.

Access directly administered by Central Services may also be terminated in the event of a threat to county information or to the county technology infrastructure. Examples of this include Web Email, Remote Control, and Smart Phones.

OVERTIME/WORK FROM HOME

Authorizing an employee to use remote access services and technologies is not an approval for overtime or work from home. All overtime and work from home must be approved in accordance with the applicable labor agreement and the policies of the department for which the employee works.

REMOTE CONTROL (GoToMyPC)

Benton County has chosen to provide remote control access to computers inside the county WAN for use by county employees authorized by the appropriate Elected Official or Department Director/Manager. In addition to the provisions noted above, GoToMyPC services are subject to the following:

1. GoToMyPC accounts are to be managed by Benton County Central Services.
2. Expenses will be paid by Central Services and charged back to the departments using the GoToMyPC services.
3. Benton County Central Services will work with the appropriate Elected Official or Department Director/Manager to establish the restrictions imposed on the GoToMyPC accounts.

SMART PHONE (BlackBerry)

Benton County has chosen to provide BlackBerry devices and infrastructure for use by county employees authorized by the appropriate Elected Official or Department Director/Manager. In addition to the provisions noted above, BlackBerry devices are subject

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to the following:

4. Devices and cellular services are to be provided through Benton County Central Services which will coordinate with the cellular service vendors and Research In Motion (RIM).
5. Expenses will be paid by Central Services and charged back to the departments using the BlackBerry services.
6. Only the base BlackBerry operating system and default applications will be supported. All devices will be locked at the server level from having third party applications installed.
7. All devices will be configured to require a password that is centrally administered from the BlackBerry server.
8. Central Services will set up BlackBerry devices for immediate use upon delivery to county users.
9. The departments using the services are responsible for keeping track of BlackBerry devices and monitoring usage.

AMENDMENT/IMPLEMENTATION OF POLICY

All employees who are granted authorization for remote access will be given a copy of this policy and notified of any policy changes. Authorization to use remote access services and technologies is to be evidenced by the attached form signed by the Elected Official or Department Director/Manager or their authorized representative and by the employee to whom remote access is being granted. The original form reflecting authorization is to be placed in the employee's personnel file with a copy given to the employee and a copy sent to Central Services. A new form shall be signed as access to additional services and technologies is granted or denied. The County reserves the right to change this policy and any forms associated with this policy at any time, at its discretion.

Benton County Board of Commissioners Resolution 09-293

AUTHORIZATION FOR REMOTE ACCESS

DEPARTMENT:	
EMPLOYEE NAME:	

The above named employee is authorized to use the following remote access services and technologies:

- Web Email
- Web Folders
- Web Printers
- Remote Control
- Personal Digital Assistant (PDA)
- Portable Drive
- Portable Computer (Laptop, Tablet, Hand Held)
- Smart Phone (BlackBerry)

- All remote access is denied (Requires signature of Department Head only)

SIGNATURE OF DEPARTMENT HEAD OR REPRESENTATIVE

DATE

I hereby acknowledge that I have received and read the attached Benton County Remote Access Policy, that I understand that policy, and that violation of that policy may result in disciplinary action, up to and including termination of employment.

SIGNATURE OF EMPLOYEE

DATE

Original: To Personnel – Employee Files
Copy: To Employee
Copy: To Central Services