

COUNTY OF YOLO

HEALTH AND HUMAN SERVICES AGENCY

POLICIES AND PROCEDURES

SECTION 5, CHAPTER 4, POLICY 004

COMPUTER AND NETWORK APPROPRIATE USE POLICY

A. PURPOSE

To provide Yolo County Health and Human Services Agency (HHS) behavioral staff with information regarding the appropriate use of department systems also including those network services provided by the County.

B. FORMS REQUIRED/ATTACHMENTS: N/A

C. DEFINITIONS:

1. Non-Sanctioned Device: any equipment, software, application, or electronic tool that have not been procured and/or approved by Information Technology (IT).
2. PHI: Protected Health Information
3. PII: Personally Identifiable Information, including Personal Information and Department Personal Information
4. Staff/Users/Employees: Interchangeable terms which may be used to reference HHS or other departmental employees, volunteers, work study individuals, contracted service personnel, vendors and others who have been authorized access to computers and/or computer lab facilities.
5. Business Systems: Computers, workstations, desktops (physical and virtual), laptops, software applications, video-conferencing equipment, servers (physical and virtual), and networks or network services throughout this document.

D. POLICY

It is the policy of HHS to utilize electronic systems for legitimate department business purposes only. County and/or department computer systems are provided to employees to assist them in the performance of their job duties. Using the system for other than HHS business is prohibited. HHS staff shall be informed upon new hire orientation that there should be no expectation of privacy for all items created, stored, sent, or received on a HHS system. All business conducted on departmental systems shall be considered the property of the department, and therefore, open to view and/or monitoring by authorized personnel.

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E. PROCEDURES

1. County Information Technology shall be responsible for the following:
 - a. Maintaining regular passphrase resets and user access to applications, networks, and the internet.
 - b. Protecting the data and information stored on all system servers and ensuring that such data is recoverable and restorable in the event of damage or loss, including the development of a business contingency plan.
 - c. Ensuring all county and department policies, Federal and State regulations and HIPAA Security Rules within its area of responsibility are maintained, monitored, and exceptions are properly documented and reported.
 - d. Ensuring continued compliance with licensing laws.
2. HHS Behavioral Health Staff shall be responsible for the use and security of business systems, ensuring resources are restricted to professional, ethical, and lawful purposes only.
3. The following acts shall be considered violations to the Yolo County HHS policy of Computer and Network Appropriate Usage; however, this shall not represent a comprehensive list of policy violations.
 - a. Use of the Internet or system resources for reasons other than HHS business purposes.
 - b. Download or store applications, system software, audio, video, or picture files to department systems unless these files are required to perform operational responsibilities.
 - c. Store electronic data without receiving prior authorization from IT, to include PHI and/or PII, on:
 - i. Diskettes
 - ii. Computer Disks (CDs)
 - iii. Recordable (DVDR) and DVD Rewriteable (DVDRW) disks
 - iv. External/portable hard drives
 - v. USB Flash Drives
 - vi. Any other devices manufactured for the purpose of storing and transporting data.

NOTE: COUNTY IT DOES NOT PROVIDE PORTABLE MEDIA TO DEPARTMENTS.

- d. Remove or manipulate any authorized software placed on HHS systems by IT
- e. Copy operating systems, software or utility tools from a HHS system for personal use
- f. Modify, revise, transform, recast, adapt, reverse-engineer, disassemble or decompile any software or hardware
- g. Intentionally disrupt a network service
- h. Work on personal activities that incur additional cost to the department or interfere with a user's work performance

- i. Participate in chat room discussions, post or view electronic bulletin boards, and social networking websites (Facebook, Twitter, Instagram, etc.) on HHSA systems, unless doing so is a function of County responsibility
 - j. Use video and/or audio streaming and downloading technologies for non-County purposes
 - k. Download, upload, use or otherwise distribute copyrighted materials without written permission or in violation to licensing agreements
 - l. Use work time and resources for personal gain, personal services, advertisement, or personal for-profit business interest
 - m. Post or send threatening or offensive messages
 - n. Download, upload, transmit or otherwise distribute any content that violates any existing law, regulation, County policy, departmental or personnel rule
 - o. Download, store, or send inappropriate e-mail or other forms of electronic communication that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or otherwise in violation of County policy.
4. Staff found in violation of the use of HHSA systems as defined above or in other County policies may be subject to disciplinary action including and up to termination of employment. Deliberately performing acts that waste system resources or unfairly monopolizing resources to the exclusion of others may affect the level of recommended level of discipline.

F. REFERENCES

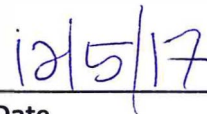
- 1. 42 C.F.R. Part 431.300 Section 2.1 et seq.
- 2. 45 C.F.R. Parts 160 and 164
- 3. Cal. Civ. Code §§56 et seq. (The Confidentiality of Medical Information Act)
- 4. Cal. Health & Safety Code §§1978 et seq. (Information Practices Act of 1977) and §§123100 et seq. (Client Access to Health Records)
- 5. Cal. Welf. & Inst. Code §§ 5328 et seq.
- 6. Department of Behavioral Health Medi-Cal Privacy and Security Agreement

Approved by:



Karen Larsen, Director

Yolo County Health and Human Services Agency



Date