



## Technology Services

### Appropriate Use Policy (AUP) Technology & Information

POLICY: **CCTS-AUP**

FREQUENTLY  
ASKED  
QUESTIONS

**1. What is the purpose of this policy?**

The County has an Appropriate Use Policy (AUP) governing the use of Technology and Information that is included with other employment policies (EPP's). This comprehensive policy may be accessed from both the Employee Services web page as well as Technology Services Intranet pages. The purpose of this policy is to establish rules governing use of County information and technology enabling the County to provide its services in an efficient and appropriate manner while maintaining security and consistency with Federal, State and Local laws and public expectations. This document summarizes a few key point of the full policy. Employees are required to read and adhere to all elements under the complete policy.

**2. Who does this policy apply to?**

All County departments, employees, elected officials, contractors, volunteers, partners, interns, other governmental agencies or support vendors that make use of County technology and information.

**3. What are some examples of information and technology systems covered under this policy?**

Some examples include, but are not limited to; computer systems and their attached peripherals, phones, (land lines and cellular), fax machines, voice mail, e-mail, network resources, internet usage, pagers and radios. Included is not only the hardware itself but the content/data retained or conveyed by that hardware.

**4. What does this policy apply to?**

This policy applies to all County owned or managed information and /or technology. For example: Desktop and laptop computers, PDA, Smart Phones, fax machines, telephones, pagers, etc.

**5. What if I use my own personal equipment for County business?**

Under this policy users may be authorized to use personally owned equipment for County business, for example a home computer, PDA or Smart Phone purchased with personal funds. Users are warned that in doing so they may expose that equipment to examination and the information to disclosure in an appropriate proceeding. Further, public record information stored on personal technology retains its status as a public record, disclosure of which may be required under Oregon law and County policy. Personal storage of public record information must also meet security requirements as identified in this policy and other appropriate regulations (HIPAA, CJIS etc).

**6. Can I use the internet at work?**

Use of the Internet is for County business, research, purchasing and development. County employees may utilize chat rooms, blogs or other related internet communication services only in the support of County Business. Please refer to the personal use section (Question #8) of this policy regarding non-business use.

**7. Although I know email is used for business purposes, can I occasionally send personal emails?**

Limited personal use of email is allowed. However, all email is subject to Public Record & Retention Laws and must be handled accordingly. This includes storage of email in the appropriate retention schedules. Emails sent and received using County equipment are automatically stored on County servers.

**8. Can I use my work computer, phone or department fax machine for personal use?**

County employees are permitted limited personal use of County technology. Any use must NOT interfere with official business, must add virtually no cost to the County and County employees must not receive any personal or financial gain from such use. County employees may make personal use of internet resources if they already have a personal ISP at home; follow all rules including Clackamas County Code Sections 2.05.170 through 2.05.180.

Personal use of County technology must take place during employee's non-work time. This personal use policy applies to all equipment, including off site equipment such as home assigned systems or laptops. Personal use has risks. Personal internet usage and email may be subject to disclosure under the Oregon Public Records law. If you don't want to see it on the front

page of the newspaper - don't access it using County Equipment. Departments may further limit personal use of specific technology beyond the scope of this policy.

**9. What are the County's expectations of users regarding the Appropriate Use Policy (AUP)?**

The County expects all users to follow and enforce all security, privacy and confidentiality rules and processes in compliance with this policy in order to maintain a secure environment.

**10. What happens if a user violates the policy?**

Users who engage in improper use of technology or information under this policy or any other applicable policy may have their accounts terminated and be directed to return any technology or information to CCTS. County employees are also subject to disciplinary action, up to and including dismissal as defined in Clackamas County Code Section 2.05.190.

Depending upon the offense, violators of this policy and other related regulations may be subject to civil and/or criminal penalties including fines and imprisonment.

**11. Are there other related policies?**

Yes. This policy is in conjunction with other related Federal, State and local laws and policies. This includes, but is not limited to, Records Retention Regulations, HIPAA, Software Licensing Agreements, and Employee Policy & Practices etc.

**12. Who do I call for more information or questions?**

For any questions, issues or additional information, please contact the Technology Services Call Center via phone at 503-655-8346 or email at [simonsays@co.clackamas.or.us](mailto:simonsays@co.clackamas.or.us). They will either answer your question or put you in contact with the appropriate person who can.