GENERAL ORDER

NUMBER:	11.5

SUBJECT:			
USE OF DEPARTMENT TECHNOLOGY RESOURCES			
ISSUE DATE: APR 14, 2008	**RESCINDS:**		**DISTRIBUTION:** 'A'
EFFECTIVE DATE: APR 14, 2008	**REFERENCES:** **CALEA – 11.4.4** **AH Employee Handbook 7.13**		
TERMINATION DATE: INDEFINITE			
AMENDED DATE: OCT 17, 2019			

PURPOSE:

Personnel are provided with access to various technology resources as a means to further the goals and objectives of the Department. Policy and procedures governing the use of Department owned technology resources, as outlined in this directive, are critical in maintaining safe, professional and effective use of such resources.

PROCEDURE:

I. Definitions

A. <u>TECHNOLOGY RESOURCES</u> - Equipment or services used to input, store, process, transmit, and output information, including, but not limited to, desktops, laptops, mobile devices, servers, telephones, fax machines, copiers, printers, Internet, email, and social media sites.

B. <u>HARD DRIVE</u> – Refers to all fixed magnetic or solid state drives, internal or external, attached to a personal computer or a laptop computer.

C. <u>HARDWARE</u> – Refers to a computer and all its physical components.

D. <u>LOCAL AREA NETWORK (LAN)</u> – A system of personal computers attached in a network environment, which allows files to be shared.

E. <u>SOFTWARE</u> – A set of instructions (i.e. programs) a computer follows to accomplish a task.

II. Administration

A. The Department reserves the right to review any data, information or computer files stored in or sent to, or

from technology resources owned or maintained by the Department as deemed necessary by the Chief of Police. As technology resources are property of the Department, personnel have no expectation of privacy in the use of any Department technology resources, and may be the subject to unannounced inspection at any time.

B. Department computers shall only be accessed and operated by officers and employees, as authorized by the Deputy Chief of the Administrative Services Division. Department personnel will be limited in their ability to access various programs and features within the Village LAN based upon demonstrated need. The Deputy Chief of the Administrative Services Division shall determine the level of access to be granted to each authorized user.

C. Whenever a user is to be added or deleted from the Village LAN, or a change is requested in the level of access for any authorized user, a Village of Arlington Heights *Computer Network & Door System Access Form* (Refer to Appendix 'A') shall be completed and forwarded to the office of the Chief of Police for approval. Upon approval, the *Computer Network & Door System Access Form* will be forwarded to the Village's Information Technology (IT) Division for implementation.

D. The Village's Information Technology Division may access and operate any Department computer at any time to service hardware and/or software components.

III. **Responsibilities of the Information Technology Division**

The Village's Information Technology Division shall have overall responsibility for the security and maintenance of the Village's local area network (LAN) and applicable technology resources. Specific responsibilities of the Information Technology Division shall include, but be not limited to:

A. Procuring all computer hardware, software, and computer-related supplies (except storage media and printer ink cartridges).

B. Maintaining a detailed inventory of all computer hardware and software, to include tagging of computers and printers with Village Inventory Control Numbers.

C. Overseeing development, management and operation of the Village local area network (LAN).

D. Maintaining security and integrity of all Department computer systems.

E. Installing, configuring, and maintaining computer workstations and printers, and providing technical support to users as needed.

F. Ensuring that Village and Department policy regarding use of computer hardware and software is followed by users.

V. Security

A. Technology resource users shall be permitted physical access to hardware, software, and data as authorized by their position. All data shall be considered police related and be governed by policies pertaining to the release of Department information.

B. All hardware, software, and data (such as confidential information, software, copyrighted software documentation, and systems developed by Village personnel) shall be secured to prevent unauthorized access, theft, and illegal or unauthorized duplication.

C. In most cases, access to Department-owned technology resources requires the use of a unique login and/or password. Passwords shall be treated as confidential information. Personnel are responsible for maintaining the confidentiality of their passwords and knowledge of each user's password shall be restricted to that individual alone.

    1. It shall be the responsibility of the Information Technology Division to ensure that user names and passwords remain operative until the authorization status of a user has been changed.

    2. The Information Technology Division is responsible for deleting passwords of personnel who have ended their employment with the Department and maintaining the integrity of the password system. Any misuse of

user names or passwords will be reported to the Deputy Chief of the Administrative Services Division.

VI. User Guidelines and Restrictions

A. Technology resources are not intended for personal use and are to be used primarily to conduct Department business. However, incidental and occasional use during non-working hours is permitted with supervisory approval.

B. The use of technology resources for commercial use or profit is strictly prohibited.

C. Officers and employees shall exercise reasonable care in the operation of Department technology resources. Communication and messages through any technology resources must be business like, courteous, civil and written with the expectation they may be made public at some time in the future.

D. Any illegal, illicit, improper, unprofessional, or unethical activity that could be construed detrimental to the interests of the Village or Department is strictly prohibited.

E. Computers (except laptops) shall be installed at locations designated by the Deputy Chief of the Administrative Services Division, and **shall not** be relocated without approval.

F. All Department personnel shall adhere to the terms, conditions, and restrictions set forth in licenses, authorizations and agreements for any software and/or services.

G. Computer games, non-secure external data and/or unauthorized software **shall not** be introduced to any Department computer without the prior approval of the Deputy Chief of the Administrative Services Division.

   1. Technology Resources are subject to unannounced inspections as deemed necessary by the Chief of Police, consistent with Paragraph II, Section A of this order.

2. All software used on department equipment must be approved by the Village's Information Technology Division. The decision to approve/purchase new software will be based on issues of compatibility, cost/benefit, licensing, and other concerns.

3. Software may not be duplicated or reproduced for use on other Department computers, for personal use, or for any other purpose without prior approval. Software programs will be copied only within the limits of the licensing agreement.

4. Prior to the introduction of outside computer software, the Village Information Technology Division personnel will scan for viruses and conduct other virus protection practices related to purchasing, back-up, and storing new software.

H. In order to avoid duplication of databases, users will discuss their needs with the Deputy Chief of the Administrative Services Division prior to creating any new database.

I. Under **no** circumstances will employees change or alter computer settings, enter personal databases, or in any way change the pre-set software configurations.

H. Any other use of technology resources in violation of guidelines set forth in Department policy, Village policy, or any other applicable State or Federal Law is prohibited.

VII. Service Requests

A. The Village's *AV Net* is the primary method for Department personnel to submit hardware (desktops, laptops, mobile data computers, and printers) or software related service requests. Use of *AV Net* helps facilitate tracking of the volume and frequency of computer-related problems and expedites the routing of service requests to the appropriate staff member.

B. Police Department personnel can access *AV Net* by clicking on the *AV Net* icon on their desktop or by sending an e-mail to ithelpdesk@vah.com. The message should include your name, department, date, description of the equipment

requiring service or repair, and detailed information regarding the nature of the problem experienced.

C. If unable to access AV Net, personnel shall complete an Arlington Heights Police Department Work Order and submit it to their supervisor for forwarding to the Deputy Chief of the Administrative Services Division.

APPENDIX:

'A' – Computer Network & Door System Access Form

		NUMBER:
		11.5

SUBJECT:	ISSUE DATE:	AMENDED DATE:
USE OF TECHNOLOGY RESOURCES	APR 14, 2008	OCT 17, 2019

APPENDIX 'A' — COMPUTER NETWOK & DOOR SYSTEM ACCESS FORM

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Village of Arlington Heights
Computer Network & Door Access

EMPLOYEE INFORMATION

First Name: Click here to enter text.　　Department: Click here to enter text.

Middle Initial: Click here to enter text.　　Title: Click here to enter text.

Last Name: Click here to enter text.　　Start/End Date: Click here to enter text.

PLEASE SELECT

Add employee to Computer Network ☐　　Add employee to Door Access System ☐　　Modify employee access ☐　　Remove employee from all systems ☐

COMPUTER NETWORK ACCESS

Email ☐　　Internet ☐　　Employee Intranet ☐

COMPUTER NETWORK ACCESS : HTE MENUS

Please provide the name of another employee that currently has access to the same HTE Menus that you want this employee to have: Click here to enter text.

COMPUTER NETWORK ACCESS : COGNOS REPORTING

Please select what group/s user will need access to:

Finance ☐　　Permits ☐　　Utilities ☐　　HR & Payroll ☐

COMPUTER NETWORK ACCESS : ADDING/MODIFYING AND ADDITIONAL COMMENTS

Please provide further details if needed: Click here to enter text.

Updated February 28, 2018

<u>NOTE</u>: Size of the ***Computer Network & Door System Access Form*** has been reduced for purposes of documentation in this Order.

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APPENDIX 'A' — COMPUTER NETWORK & DOOR SYSTEM ACCESS FORM

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COMPUTER NETWORK ACCESS : REMOVING AN EMPLOYEE

1. The employee's network profile (to log on to network) will be *disabled* and the Department Director will be given access to the employee's user drive.
2. Within 30 days the Department Director can move or delete any files/folders from the user's drive.
3. In 30 days, any files/folders that remain in the user's drive will be moved to either a DVD or Flash Drive by I.T. and will be given to the Department Director.

NOTE: This does NOT include email; ONLY files/folders found in the user's drive on the network will be moved to DVD or Flash Drive.

4. At the end of 30 days, the employee's network profile, email address and user drive will be removed.
5. Once an employee's user account (network profile and/or email address) is removed from the network it cannot be restored.

DOOR SYSTEM ACCESS

A DIGITAL PHOTO ID of employee MUST be emailed to Charlie Thomas in Public Works for Door System Access. Access Badges will NOT be provided without a photo (head/shoulders).

Employee can have picture taken at either P.W. or H.R. if no other photo is available.

APPROVAL

By selecting the "I Agree" box below, you acknowledge that you are submitting this form on behalf of your Department Director.

If the "I Agree" box is **NOT** selected, the form will be returned.

I AGREE ☐

SUBMITTING FORM FOR COMPUTER NETWORK SYSTEM:
Save the form and then submit by email to **ithelpdesk@vah.com**. Please send via EMAIL - - **DO NOT** print and send.

SUBMITTING FORM FOR DOOR ACCESS SYSTEM:
Either print and send to Charlie Thomas, Electronics Tech/PW, or save and email form to cthomas@vah.com.

Updated February 28, 2018

NOTE: Size of the ***Computer Network & Door System Access Form*** has been reduced for purposes of documentation in this Order.