

ADMINISTRATIVE ORDER NO. 92-2
OF THE
JEFFERSON COUNTY COMMISSION

PURSUANT to the authority vested in the Jefferson County Commission by the Code of Alabama, the following Administrative Order is hereby issued:

PURPOSES

- (1) STANDARDIZE ACQUISITION OF WORD PROCESSING AND COMPUTER-RELATED EXPENDITURES:

To implement Jefferson County Commission Resolution No. 12-10-1991-183 adopted December 10, 1991, regarding the acquisition of word processing and/or data processing hardware, software and related peripheral items/services, e.g., maintenance, training, consulting services.

- (2) ESTABLISH A COMPUTER SYSTEM FOR HARDWARE AND SOFTWARE IN USE BY COUNTY DEPARTMENTS:

To provide the procedures and recordkeeping system necessary to maintain an up-to-date register of all hardware and software in use by County departments and the individuals responsible for said hardware and software. To prevent operation of unauthorized software on County-owned computer equipment.

- (3) COORDINATE THE ACQUISITION, DEPLOYMENT AND USE OF INTERNET/INTRANET PRIVILEGES:

To provide administrative guidelines and to develop standards for the design and deployment of Internet privileges defined as:

- Internet access (defined to include any related subsets, e.g., Intranet)
- Internet E-mail
- Web page for County organizations

To prevent Internet usage in any manner other than to support the operation of the County.

- (4) ESTABLISH A CLEARING HOUSE/QUALITY CONTROL REVIEW PROCESS DEALING WITH DATABASE ADMINISTRATION ISSUES, OPERATING PROCEDURES AND APPLICATION SOFTWARE DEVELOPED BY NON-IS PERSONNEL. THIS REVIEW WILL ADDRESS DATA AND PROGRAMMING WHICH MAY CROSS OR ARCHITECTURAL LINES WITHIN THE COUNTY. THIS REVIEW IS INTENDED TO ELIMINATE THE ADVERSE EFFECTS ON COMPUTING RESOURCES, OPERATIONS AND EXISTING DATA WHICH MAY RESULT FROM "OUTSIDE" PROGRAMMING AND DATA WHICH MAY NOT BE COMPATIBLE WITH EXISTING COUNTY SYSTEMS.

- To provide a screening process for data, procedures and software developed by non-IS personnel that might potentially corrupt existing County databases or application software.
- To reduce the potential for redundant data, software and procedures.

(5) DEVELOP AND ADMINISTER NETWORK SECURITY PROCEDURES TO ENSURE THE PRESERVATION AND INTEGRITY OF COUNTY DATA AND PROGRAMS:

- To manage user names and passwords to ensure data access only by authorized individuals.
- To develop network design which facilitates good security measures; to monitor the network for weaknesses in security.

A. GENERAL

The Jefferson County Commission desires to ensure that all County services be provided in an efficient and cost effective manner. Such benefits can be realized in many areas of County government through the automation and integration of related computer applications when configured in a well-planned, coordinated fashion. Consistency in the use of compatible hardware and software (proprietary and shareware) across departmental lines increases the value of the County's overall investment in computer technology including technical support, maintenance and training.

The Jefferson County Commission hereby directs that all applicable copyright laws and software licenses be fully complied with by all County officials and employees using or responsible for computer equipment. The Commission hereby directs that only software necessary to support the operation of the subject department shall reside on County-owned computers. Specifically, no computer games, no personal investment, no personal financial, no personal educational or other such personal software shall be operated on County-owned computers, including non-business related use of the Internet.

It will be the responsibility of the elected official or department head to assure that any data, application software or procedures generated by individuals outside Information Services be reviewed for compliance with antivirus, security and compatible format with the County's information infrastructure and legacy databases.

All Internet privileges executed on County-owned equipment are subject to said restrictions regarding personal use. Internet activity may be monitored periodically by Information Services to ensure compliance with this order.

B. ADMINISTRATION

Information Services is hereby directed by the County Commission to:

1. Establish the necessary policies and procedures to render uniform recommendations on all requests to expend \$150.00 or more in County funds for non-exempt word processing and/or data processing-related items.
2. Establish a Computer Registration System (CRS) for proprietary and shareware software (including purchases below \$150.00 and donations) installed on County-owned equipment
3. Deploy and maintain internet access and e-mail services for County departments.
4. Coordinate the development and updating of the Jefferson County web page which will represent all operating departments of the County as deemed appropriate by the County Commission.
5. Provide a clearing house/quality, control review for all software, procedures or data developed by non-IS personnel that would be incorporated into the County's information system.
6. Develop and implement security policies and procedures pertaining to the County's wide area network, local area networks, and central computer platforms to ensure access to data by only authorized personnel.
 - a. Manage the user name and password base.
 - b. Grant access to data by authorized individuals only. Authorization is to be given in writing by the elected official or department head who has direct responsibility for the management of the data.
 - c. Administer a "super user" password to be able to access any information on any County workstation and to monitor any activity in the County's computer system. Such information is to be auditable. For any legitimate business reason, Information Services will secure information, data and programs from the designated workstations. The "super user" would only be used at the written request of the appropriate elected official or department head for their respective department.

C. Objectives

Information Services shall provide professional level assistance and advice to County departments upon request. Such assistance will define problem areas and develop solutions for departmental requirements consistent with Commission guidelines. Information Services will endeavor to meet the following objectives:

1. Provide a consistent approach to information solutions across departmental lines to include hardware, software and Internet privileges.
2. Develop existing resources by sharing knowledge, experiences and data (as authorized). This will include the upgrading of existing systems as appropriate.
3. Provide on-going technical support, maintenance and quality control screening for County computer hardware and software.
4. Provide appropriate security measures to protect the integrity of the County's hardware, software, databases and data communications networks.

D. EXEMPTIONS FROM HARDWARE/SOFTWARE REVIEW BY INFORMATION SERVICES

The following categories of items are exempted from the Information Services review process:

- Hardware and software items costing less than \$150.00.
- Bulk stores items, e.g., paper, ribbons, toner, floppy disks.
- Minor maintenance items, e.g., cleaners, transistors, resistors, chips.
- Replacement component parts used to restore an existing assembly to its original state, e.g., hard disk, monitor, keyboard.
- Stand-alone security and timekeeping systems not networked to other computer hardware.
- Specialized hardware or software for specialized applications, e.g., medical equipment, laboratory testing and monitoring equipment, computerized traffic control devices.

Provided, however, hardware and software exempted from review shall be acquired through the procedures set out in Section G, below, titled "Method of Acquisition," and shall be entered and maintained in the Computer Registration System, Section F, below.

E. PROCEDURES

Review Requests for (a) Internet Privileges and (b) Hardware and Software Costing \$150.00 or More

1. An elected official or department head shall submit a review request in memo form to the attention of the Director of Information Services. The review request shall include a brief explanation and description of the hardware, software or Internet privileges to be acquired and the Contact person within the requesting department. If specific components needed are not known, Information Services will assist in developing a detailed requisition for submissions to Purchasing.

2. Upon receipt, a Review Team analyst will schedule a site visit with the contact person and complete a structured questionnaire.

3. Information Services shall evaluate all the information and issue a written recommendation reflecting one of the following options:

- Recommended as requested
- Recommended with revision
- Not recommended
- Other

4. If the department disagrees with the recommendation, further consideration by Information Services may be requested by the department.

5. If Information Services and the department head are unable to resolve the disagreement, the matter shall be submitted by Information Services and the department head to the appropriate County Commissioner in conference session for resolution. If not resolved therein, the County Commissioner may place the matter before the entire full County Commission for formal action.

6. The requesting department shall attach the Information Services recommendation to any purchase requisition that goes forward for purchase.

Ad Hoc Advisory Committee

The Director of Information Services may at any time convene an ad hoc advisory committee consisting of three to six members and chaired by a representative of Information Services. Selection for the committee will be based on knowledge of computer technology and information systems.

Generally a committee may be formed when there is a substantial investment in technology by the County or there is a potential for a technological shift that will affect County investment.

The committee may consider equipment and software acquisition requests and other issues as presented. The committee will offer comments, advice and recommendations for consideration by Information Services.

F. REGISTRATION OF HARDWARE, SOFTWARE AND INTERNET PRIVILEGES IN USE BY COUNTY DEPARTMENTS

The County Commission hereby directs that a Computer Registration System (CRS) be established to maintain a current record of all proprietary and shareware software, hardware and Internet privileges in use by County departments. Further, to identify the individual(s) within each department designated by the respective department heads as responsible for the proper registration and control of all such hardware, software and Internet privileges with the CRS.

The CRS will include the following:

1. Software

- All software (proprietary and shareware, including software costing less than \$150.00) installed on a County-owned machine shall be registered with the CRS.
- All software (proprietary and shareware) shall be assigned to a specific machine by serial number or to a designated software library. This registration requirement includes Internet privileges assigned to each computer within a department.

2. Hardware

- All microcomputers being utilized by Jefferson County must be registered in the CRS by serial number. Additional descriptive information will also be recorded, e.g., make and model.
- Location of each machine and the authorized software installed thereon.

3. Designated Controller

- The individual(s) designated by department heads as responsible for registering and controlling software installed on each machine and informing Information Services of the installation of new equipment or upgrades to existing equipment.

4. Network Registration

Software installed on a local area network (LAN) will be in one of two categories:

(a) Multiuser access:

The number of concurrent sessions licensed will be registered to the software package and the software package will be assigned to the network fileserver.

(b) Single user:

Single user software may be loaded to a network file-server if approval is obtained from the software vendor and proper inhibiting mechanisms are in place to stop unauthorized access.

In all cases, software installed on a local area network's file-server shall be registered to the fileserver and mechanisms shall be registered likewise.

5. Site or Group License

Any software registered under a group or site license agreement must be so registered within CRS.

6. Changes in Assignments

The CRS maintained by Information Services shall be notified at least quarterly by the designated departmental controller(s) of any changes in the assignment of the software, hardware or Designated

Controllers, including:

- Software changes - New releases, removal from service, transfer to different machine, etc.
- Hardware changes - Taken out of service, moved to different location, upgrades to systems, etc.
- Designated Controller - Department head changes assignments, individual leaves department, etc.

7. Internet Privileges

- Internet privileges registered with the CRS will include (1) Internet access, (2) assignment of an electronic mail address, and (3) web page.
- All microcomputers granted access to the Internet must be registered with the CRS.
- Day-to-day oversight of Internet access on each workstation must be the responsibility of the Designated Controller or department head.

G. METHOD OF AQUISITION

In order to assure that the "proof of purchase" for all proprietary and shareware software installed on County-owned equipment is properly documented and preserved, all proprietary and shareware software shall be purchased through the

Computer Registration System

County's formal purchasing system. Software obtained by donation or loan to the County shall be registered with CRS by the responsible Designated Controller.

The Purchasing Department shall forward a copy of each purchase order which includes hardware or software to the CRS which shall be files by department number as part of the "proof of purchase" documentation procedure. The Purchasing Department shall instruct vendors to deliver all software to Information Services. Upon receipt of the software, Information Services shall register the software with the licensor in the name of Jefferson County. Proof of license for donated or loaned software shall be provided to the CRS by the responsible Designated Controller.

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Internet privileges shall be requested exclusively by an elected official or department head. Requests should be in memo form to the Director of Information Services and should be signed by the responsible elected official or department head.

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H. ACCOUNTABILITY

By requesting Internet privileges, computer hardware at computer software, the elected official or department head is attesting then the intended use of these items is to support the County's business and is in compliance with this Administrative Order. A Memorandum of Understanding (copy can be obtained from Information Services) will be signed by any employee authorized to use the County Internet along with the responsible department head and appropriate Commissioner acknowledging and agreeing to the restrictions associated with Internet use. Each department head shall establish policies and procedures within their department to ensure compliance with this Administrative Order and applicable license agreements.

Any activity on the Internet, i.e., browsing, inquiring, downloading, mail, performed on County equipment will be restricted to only those activities which support the operation of the subject department. Internet activity conducted on County equipment will be monitored. Use of the Internet that is

inconsistent with County Commission policy as expressed in this Administrative Order will subject responsible parties, including the department head, to disciplinary action up to and including termination.

Department heads and elected officials are to exercise due diligence in the preparation and security of computer data. Each department will monitor its users and their authorizations to ensure that only authorized employees have rights to access and modify sensitive County data. Each department will ensure that County resources (i.e., workstations, programs and data) are secured and available for use during business hours and other times in which such resources are needed to support County business. A supervisor or department head should coordinate with an employee prior to any planned absence to allow access to the employee's workstation and County data within. Department heads and elected officials are hereby authorized to develop departmental policies and procedures necessary to support this Administrative Order.

Department heads will inform Information Services in writing of their employees' rights to access computer data through the network. This includes legacy applications, client/server applications which cross departmental lines, remote systems (i.e., City of Birmingham, Jefferson County Health Department), ad hoc reporting, and corporate E-mail. To avoid the possibility of a breach in security, department heads shall:

1. Inform Information Services when an individual who has been assigned computer access rights resigns, terminates or transfers .- The department head shall notify Information Services at the same time that the termination Personnel Action (PR) is prepared.
2. Turn off all PC's during non-business hours. A PC connected to a phone line which remains active after business hours may be a target for access to County data by an unauthorized individual. Department heads may make exceptions when PC's will be in use by County employees during non-business hours.
3. Close all Internet sessions after usage. At no time will an Internet session be left active and unattended.

Information Services will periodically forward a report to each department reflecting the current status of registration data on file in the CRS. Each elected official or department head and their Designated Controllers shall verify the correctness of the data and notify the CRS of appropriate corrections.

The County Commission directs that random audits be performed by Information Services on a periodic basis to determine if the registration process is being maintained in compliance with County Commission policies.

Any hardware, software or Internet privileges in use by County departments that are not properly licensed and registered with the CRS and any other violation of this Administrative Order shall subject the responsible individuals including department heads, Designated Controllers and users of such unauthorized items to disciplinary action up to and including termination.

ORDERED at the Jefferson County Courthouse this 27 day of August, 1997.



President, Jefferson County Commission

APPROVED BY THE
JEFFERSON COUNTY COMMISSION
DATE: 8-27-97
MINUTE BOOK: 118
PAGE(S): 87-91

MEMORANDUM OF UNDERSTANDING

Date _____

I, _____, employed by _____,
in the _____ Department, do hereby understand,
acknowledge and agree to the Jefferson County Commission policies contained in
Administrative Order 92-2 including policies governing the use of the Internet.
I specifically understand and agree that violation on my part of these stated
policies could result in disciplinary action up to and including termination.

Employee Signature

Employee Social Security Number

Department Head Signature

Jefferson County Commissioner