

NORTH CENTRAL SOLID WASTE AUTHORITY

INFORMATION TECHNOLOGY
POLICIES AND PROCEDURES,
USER AGREEMENT,
&
ADDENDA



NORTH CENTRAL SOLID WASTE AUTHORITY (NCSWA)

2016 N RIVERSIDE DR

ESPANOLA, NM 87532

TERMS AND DEFINITIONS

NCSWA – NORTH CENTRAL SOLID WASTE AUTHORITY

COMPUTER EQUIPMENT – *Consists of, but not limited to:*

- *COMPUTERS – Laptops, PCs, Macs and Tablets, including charging cords*
- *COMMUNICATION DEVICES – Mobile Cell Phones and Hotspots*
- *PERIPHERIALS – Copiers, Printers, Monitors, Keyboards, Mice, and Removable Media (i.e. Flash Drives, etc)*

COMPUTER SYSTEM CREDENTIALS – *Combination of Username and Password used in accessing NORTH CENTRAL SOLID WASTE AUTHORITYs' computer and COMPUTER NETWORK*

COMPUTER NETWORK – *Consists of, but not limited:*

- *COMPUTER OPERATING SYSTEMS –*
 - *Microsoft Windows*
 - *Apple Mac OSX*
 - *Android*
 - *etc*
- *COMPUTER APPLICATIONS –*
 - *Tyler Incode*
 - *Microsoft Office*
 - *Adobe Acrobat*
 - *Chrome*
 - *Etc*
- *IT STAFF–*
 - *NCSWA IT employee or contractor*
 - *Employee of the Human Resources Department*
- *NETWORK RESOURCES –*
 - *Network Drives – P:, Z: or other drive as assigned*
 - *Collaboration & Email Resource – Microsoft Exchange*
 - *Network Servers*
 - *WiFi Accesss*
 - *Internet Access*
 - *etc*

INFORMATION TECHNOLOGY POLICIES AND PROCEDURES

Purpose Statement:

The use of technology in and for NCSWA, including the Internet and other communication resources, is a privilege, not a right. NCSWA technology is defined as any device or software owned by the NCSWA or contracted for use by NCSWA, for the specific and limited purpose of supporting the NCSWA mission that allows communications between individuals or groups, including but not limited to: desktop and portable computers; file servers, web servers, virtual servers and print servers; projection devices, software applications, and the variety of electronic devices, such as cell phones, that electronically transmit information between users and provide wireless connectivity for accessing and utilizing NCSWA resources.

Employee laptops are the property of NCSWA and all users will follow the guidelines below and the Acceptable Use Policies as outlined in the NCSWA handbook.

GUIDELINES FOR USE AND CARE OF COMPUTER EQUIPMENT

1. COMPUTER EQUIPMENT Assignment

- Users must sign and return the *NORTH CENTRAL SOLID WASTE AUTHORITY INFORMATION TECHNOLOGY POLICIES AND PROCEDURES, USER AGREEMENT, & ADDENDA* before receiving NCSWA computer equipment.
- COMPUTER EQUIPMENT will be labeled in a manner specified by NCSWA. Labels may not be removed.
- The COMPUTER EQUIPMENT is the property of NCSWA and as a result may be subject to inspection at any time. The user should have NO expectation of privacy of materials found on a computer equipment or NCSWA supplied communications service, such as email.

2. COMPUTER EQUIPMENT Return or Repair

- Users will return computer equipment upon termination of employment.
- The IT Staff or other NCSWA employee will inspect the computer equipment for damage. In the case of damage, NCSWA will charge the Employee a fee for needed repairs, not to exceed the reasonable replacement cost of the computer equipment. The NCSWA will make the final determination of any fees assessed.
- If an Employee fails to return, equipment the Employee will pay the replacement cost of the computer equipment.

3. COMPUTER EQUIPMENT Care

Users are responsible for the general care of the computer equipment they have been issued by NCSWA.

- Users are responsible for actions done using their assigned computer equipment or through their login. Users should not loan equipment or logins to other people to use.
- Broken or malfunctioning computer equipment must be given to the IT staff for an evaluation of the equipment. Please do not attempt to contact the manufacturer directly for repair. Instead, please contact the IT Staff immediately.
- The user shall use an appropriate case for transporting computers and communication devices. If applicable, a case must be used to carry and protect the equipment. NCSWA will supply a basic case for Laptops, Mobile Cell Phones, and Tablets.
- Avoid using any sharp objects on the computers and monitors. The computers and monitors will scratch, leading to the potential for needed repairs.
- As with any technology device, computer equipment does not respond well to liquids. No food or drink is allowed near your computer equipment in use. Do not use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives to clean computer equipment. Avoid getting moisture in the openings. Computer equipment can be cleaned with a soft, lint-free cloth.
- Do not attempt to gain access to the internal electronics or repair of a computer equipment. If a piece of computer equipment fails to work or is damaged, report the problem to the IT staff.
- Cords and cables must be inserted carefully into applicable computer equipment to prevent damage to the ports.
- Computer equipment must remain free of any writing, drawing, stickers, or labels.
- Computer equipment is managed by NCSWA. No attempt shall be made to bypass the management and security software.
- Computer equipment must not be left in a vehicle or a location that is not temperature controlled.
- The user is responsible for running automatic Windows Update on computer and communication devices. The user understands that this process can take up to several hours to complete.
- The user will not install any software without the approval of the NCSWA IT Manager
- Computers are not to be un-joined from the domain.
- Computers will be connected to several printers at NCSWA. It is the user's responsibility to print to the appropriate printer.

4. Using COMPUTER EQUIPMENT

- Computer equipment is intended for work related activities.
- NCSWA has provided computer equipment security measures, such as Anti-Virus protection, to prevent data loss, data corruption and organizational liability. Any attempts to bypass computer equipment security measures is strictly prohibited

- Comply with trademark and copyright laws and all license agreements. Ignorance of the law does not give users immunity from compliance. If you are unsure, ask the IT Staff.
- User use or possession of hacking software is strictly prohibited. Violators will be subject to consequences. Violation of applicable state or federal law could result in criminal prosecution.

5. Internet Access

- NCSWA will provide internet access. Internet access in all other locations is the responsibility of the user.
- NCSWA has provided computer network security measures, such as website filtering, to prevent data loss, data corruption and organizational liability that are inherent in using the Internet. Any attempts to bypass computer network security measures is strictly prohibited.
- While at NCSWA, the computers must be connected to the “NCSWA” network.
- All users should recognize and guard their personal and private information. Users shall not post information about other staff members, board members, and clients and their families. Authorization must be priority approved by Management.
- All activity using computer equipment and on the NCSWA email account, whether conducted at NCSWA or off site, is subject to search as NCSWA property.

6. Using the *COMPUTERS* and *COMMUNICATION DEVICES* equipped with a camera

Applicable computers and communication devices come equipped with both camera and video capacities. As with all recording devices, it is best practice, common courtesy, and required by NCSWA to receive permission before recording an individual or group. Also, the individual or group must be notified if the image will be posted online. Cameras may never be used in a locker room or restroom per state law. Any anxiety about outside access of your camera can be solved with a post-it over the camera.

7. User Data

- The User is responsible for backing up their personal data on the assigned computer and communication devices. NCSWA will not be held responsible for the loss of data (including photos, music, or documents) for any reason.

8. Accessories

- All other accessories are only to be used with the approval of the IT Department.

9. Support Limitations

Support request are to be limited to reasonable hours. Also, support is limited to NCSWA supplied computer equipment installed software, and managed services.

10. COMPUTER NETWORK Safety

Users are expected to abide by the generally accepted rules of computer equipment computer network safety and acceptable use. These rules include the following:

- Transmission of any material in violation of any United States or state regulation is prohibited. This includes but is not limited to copyrighted material, threatening, inflammatory, derogatory, libelous or obscene material or images, pornography, or material protected by trade secret. In addition, the transmission of any material that causes disruption to the work environment or is harmful to minors is not allowed.
- Users will not tamper with hardware or software, destroy someone else's computer files, copy or download computer data, software or programs without authorization, create anonymous postings, or intercept and/or disclose electronic communication, including e-mail, while it is in transit.
- Users are to understand that harassment, discrimination, defamation, cyber-bullying and vandalism will not be tolerated.
 - Harassment is behavior toward another based on any personal characteristic, such as, but not limited to, race, sex, or disability, that substantially interferes with a user's performance or creates and intimidating, hostile or offensive environment. For purposes of this policy, harassment is also defined as the persistent annoyance of another user or the interference of another's user's ability to work.
 - Defamation is an intentional publication of a false communication that injures another person's reputation.
 - Vandalism is defined as any malicious attempt to harm, modify or destroy data of another user or of computer equipment.
 - Cyber-bullying is defined as using technology to intimidate, humiliate, manipulate, mislead, threaten, or otherwise harm another person.
 - Users involvement in any of these prohibited actions will result in disciplinary action consistent with school policy. Guidance will be provided me about what users should do if they receive any electronic transmission that they feel is inappropriate or makes them feel uncomfortable. In such situations, users are expected to inform the IT staff and/or administration immediately.
- Users will not use the computer network in such a way that would disrupt the use by other users.
- Users use of any information obtained via the internet is at their own risk. NCSWA does not take any responsibility for the accuracy or quality of information obtained through its technology and its computer network. Users need to consider the source of any information they obtain and consider how valid that information may be. It is user's responsibility not to initiate access to inappropriate materials.
- Users will not open received emails from an unknown person; users will delete them.

- Users understand that they are also expected to abide by the rules laid out in the Social Media/Networking and the Acceptable Use Policy section of the NCSWA Personnel Policies and Procedures.

AGREEMENT

I have been provided and I have read the NORTH CENTRAL SOLID WASTE AUTHORITY INFORMATION TECHNOLOGY POLICIES AND PROCEDURES. I acknowledge receipt and agree to comply with the user requirements.

I agree to follow the Policies and Procedures if I am issued a computer, a NCSWA password, and/or use the NCSWA computer system and/or network.

I have no expectation of privacy in connection with my usage of any computer network and other technology resources and I recognize that my activity may be monitored.

Name (PRINT) _____

Signature _____

Date _____

ADDENDA I – APPLICABLE LAWS

My use of the NCSWA technology resources must be in compliance with all applicable laws. Suspected violations of applicable law are subject to investigation by the NCSWA and law enforcement officials. Applicable laws include, but are not limited to:

Federal Copyright Law: U.S. Copyright law grants authors certain exclusive rights of reproduction, adaptation, distribution, performance, display, attribution, and integrity to their creations, including works of literature, photographs, music, software, film, and video. Violations of copyright laws include, but are not limited to, the making of unauthorized copies of any copyrighted material (such as commercial software, text, graphic images, audio/video recordings) and distributing copyrighted materials over computer networks or through other means.

Federal Wire Fraud Law: Federal law prohibits the use of interstate communications systems (phone, wire, radio, or television transmissions) to further an illegal scheme or to defraud.

Federal and New Mexico Child Pornography Laws: Federal and state laws prohibit the creation, possession, or distribution of graphic depictions of minors engaged in sexual activity.

Defamation: Users may be subject to lawsuits for defamation if the victim can show that he or she was clearly identified as the subject of defamatory messages and suffered damages as a result.

Public Disclosure of Private Facts: Users may be subject to lawsuits for the widespread disclosure of facts about a person that result in damages to that person.

Wrongful Intrusion: Users may be subject to lawsuits for the intrusion into areas of a person's life in which they can reasonably expect they will not be intruded upon.

I acknowledge receipt of and hereby agree to comply with the Laws contained in the *ADDENDA I – APPLICABLE LAWS*.

Name (PRINT) _____

Signature _____

Date _____