




Clayton County Police Department

PROCEDURES

Subject USE OF COUNTY COMPUTERS & DATA NETWORK		Procedure # B7	
Authorizing Signature 	Effective 04-13-2023	<input type="checkbox"/> New <input checked="" type="checkbox"/> Amended <input type="checkbox"/> Rescinds	Total Pages 5

I. PURPOSE

The purpose of this policy is to establish procedures and guidelines for the issuance, care, maintenance, use and repair of County-owned computer hardware and software, and the County data network. Such procedures and guidelines will prevent unnecessary repairs, delays and damage to County-owned computer hardware and software, and the data network; prevent potential security breaches caused by computer viruses; prevent the canceling or termination of Department contracts/warranties for computers and computer hardware; and prevent unauthorized alterations, modifications, updates or upgrades to computer hardware and software.

II. POLICY

The policy of the Clayton County Police Department (CCPD) is to assign or issue County-owned computer hardware and software to personnel, as needed, and to allow access to the County data network for official CCPD business purposes only. All computer hardware and software, whether assigned or issued permanently or temporarily, must be maintained in working condition. It is the sole responsibility of the assigned or issued personnel to provide care, routine maintenance, as defined by this procedure, and security for County-owned computer hardware and software, and to ensure all damage, discrepancies, and/or problems are reported, addressed, repaired or resolved.

County-owned computer hardware and software are provided for official use only and the CCPD regulates the installation of computer software and the use of the internet and social media. Employees have no expectation of privacy when using County-owned hardware and software, or the data network.

Refer to CCPD SOP *B17: Use of Social Media* and CCPD SOP *B18: Use of Cell Phones and Other Wireless Telecommunication Devices* regarding the use of computer hardware, software and communication devices while accessing or utilizing the internet and/or social media, or making and receiving personal calls.

III. DEFINITIONS

Computer Hardware: computers, servers, personal computer (PC), laptops, tablets, Mobile Data Terminal (MDT), Mobile Data Computer (MDC), printers, power cords, all attachments, monitors, scanners, terminals, and modems and any storage devices.

Computer Virus: A computer program written exclusively to disrupt and/or damage computer hardware and/or software and stored data.

Damage: Any physical, cosmetic or operational harm caused to County-owned or Department-issued computer hardware or software through normal operations or negligence.

Printer Supplies: All supplies consumed during normal use of printers including, but not limited to, ribbons, toner cartridges, ink cartridges and paper.

Routine Maintenance: Dusting, general cleaning and care, and non-technical upkeep of computer hardware and/or software.

Software: Any applications, digital media, programs or operating systems, installed or present on County-owned or Department-issued computer hardware.

IV. PROCEDURES

A. Issuance of Computer Hardware & Software

1. Personnel may be issued County-owned computer hardware and software to be used for official CCPD business purposes only. The Clayton County Department of Information Technology (DoIT) is responsible for maintaining a current inventory of County owned computer hardware. When County-owned computer hardware is issued to any employee, a *Departmental Issued Laptop Agreement Form* shall be utilized by the CCPD DoIT Representative, or designee. Both the issuing and receiving personnel shall sign and date the form.

See *Appendix A* of this procedure for the *Laptop Use & Agreement Form*.

2. County-owned computer hardware and software shall not be altered, installed, manipulated, relocated, repaired, reassigned, or reissued, without the written consent from the Logistics & Operations Unit Commander, or authorized designee. The only exception is the replacement of printer supplies.

Printer supplies are the responsibility of the concerned Division and shall be replaced by designated personnel, as necessary.

B. Repair of Computer Hardware & Software

If any computer hardware or software, other than printer supplies, needs alteration, installation, manipulation, relocation, repair, assignment, reassignment or reissuance, then the following procedures will be followed:

1. Personnel must complete an *Inter-Office Memorandum (Memo)* to make such requests.
2. The *Memo* will be typed to ensure legibility of the data and information contained within it. The *Memo* shall indicate the type of device, model number, serial number, case number, if applicable, and clearly state the desired problems and/or needs for the device in question. Once completed, the *Memo* will be printed and forwarded to the employee's immediate supervisor.

3. When approved by a supervisor, employees will submit their request electronically to the Logistics & Operations Unit via the Collective Data Online Portal.

Submission of the device requiring service must be conducted at a pre-arranged date and time. Such arrangements can only be made with the Logistics & Operations Unit Commander, or designee. Personnel may make those arrangements in person, via phone or County email.

Submissions and/or requests cannot occur using any other documentation or method.

4. The Logistics & Operations Unit Commander, or designee, shall determine if the request is feasible and can be accomplished according to County and CCPD policy.
5. The Logistics & Operations Unit Commander, or designee, may obtain a cost analysis and submit the same in writing to the requesting personnel and/or concerned Division Commander, when new computer hardware or software purchases are necessary to accomplish the request.
6. The Logistics & Operations Unit Commander, or designee, shall coordinate, schedule, and perform the requested changes, as necessary, and keep concerned personnel informed or updated as to the status of the request.
7. On some requests, the Logistics & Operations Unit Commander, or designee, may authorize an employee to have their device repaired by the CCPD DoIT Representative. On such occurrence, employees will enter their *Support Ticket* electronically via the Buzz Clayton County Employee Portal, before dropping off the device.

- C. In the event any County-owned computer hardware or software is damaged, the assigned or issued personnel shall:

1. Immediately notify their supervisor of the incident;
2. Sworn personnel will complete an *Incident Report* describing in detail those circumstances which lead to and/or caused the damage(s);
3. Non-sworn personnel will complete a *Memo* and a *Statement Form* describing in detail those circumstances which lead to and/or caused the damage(s), and they will have an officer complete an *Incident Report*;
4. Ensure that the damage(s) is/are thoroughly documented and photographed at the time of discovery or occurrence;
5. Attach the photographs, if applicable, to the *Incident Report* via the Department's Records Management System (RMS); and
6. Forward a copy of the *Incident Report* and photographs, if applicable, to the Logistics & Operations Unit Commander, or designee.

Either the involved supervisor, Logistics & Operations Unit Commander, or designee, will determine if the damage was caused through normal operation of the computer hardware or software, or negligence. If it is determined that the damage(s) was/were caused by negligence, the assigned or issued personnel may face disciplinary action up to, and including, termination.

Refer to CCPD SOP *B11: Disciplinary Procedures* regarding potential disciplinary action and CCPD SOP *B14: Agency Property Control* regarding the repair and replacement of equipment.

- D. The CCPD does not approve or support the installation of County-owned hardware and/or software on privately-owned computer hardware, unless specifically authorized by the Logistics & Operations Unit Commander or designee. In addition, County-owned computer hardware will not be connected or linked to any other computer hardware that is not County-owned without the authorization of the Logistics & Operations Unit Commander or designee. In all such cases, the integrity of the County network must be maintained.
- E. Only authorized and legally-obtained and licensed software, with proof of licensing for each instance of use, shall be installed on County-owned computer hardware. The Logistics & Operations Unit Commander, or designee, shall not install, support or maintain any other software.

Unauthorized and/or personal software is prohibited from being installed on any County-owned computer hardware.

The Logistics & Operations Unit Commander, or designee, shall submit an *Inter-office Memorandum* (memo) to the concerned Division Commander, reporting all instances of:

1. Installation or presence of unlicensed or unauthorized hardware, software or digital media on County-owned computer hardware.
 2. Computer viruses on County-owned computer hardware.
 3. Any alterations to County-owned computer hardware and/or software without the consent of the Logistics & Operations Unit Commander or designee.
- F. Any employee who has reason to believe a computer virus has infected County-owned computer hardware and/or software shall immediately notify their supervisor and the Logistics & Operations Unit Commander or designee via County email. Personnel will be assisted by the Logistics & Operations Unit Commander, or designee, in identifying, and, whenever possible, removing viruses from County-owned computer hardware and/or software. All equipment used on such device shall be located and tested. Any computer equipment that may have come in contact with the suspect thumb-drives or other removable memory shall also be checked.
 - G. Internet Service Provider (ISP) accounts including electronic mail (email) paid for the by County, or obtained by or through the County, will be used for official CCPD business purposes only. Employees have no right of privacy regarding the use of County-owned computers even when using a personal ISP account and email on the County-owned computer. The County may monitor an employee's Internet and email use to ensure compliance with this policy.
 - H. Employees may use their own Internet Service Provider (ISP) accounts to access the internet or County e-mail; however, if the employee is using a County-owned computer, there is no right of privacy in such use.
 - I. The use of encryption software on County-owned computers is prohibited without prior approval of the Logistics & Operations Unit Commander or designee. Use of encryption

software will be restricted to the files specific to the particular case for which it is approved. Other use of encryption software on County-owned computers is expressly prohibited.

J. County-owned Hardware/Software Will Be Used for Official CCPD Business Purposes Only

When official CCPD business purposes require the accessing of material prohibited by this policy, personnel will, prior to accessing the material, obtain the approval from their supervisor. If the material in question is software contained on an external device, the employee will then use the designated secure computer for this investigation.

Upon completion, the material will be promptly removed from the computer's hard drive, with the assistance of the Logistics & Operations Unit Commander, or designee, and treated as evidence. Other approved law enforcement agencies with the capabilities to remove or access such material may be utilized.

K. Sworn and non-sworn employees who access the National Crime Information Center (NCIC)/Georgia Crime Information Center (GCIC) Network shall be bound by the GCIC Council Rules on the use of the NCIC/GCIC Network. Personnel in violation of current GCIC Council Rules will be subject to disciplinary action which may include suspension and up to termination.

V. PRIVACY

A. The CCPD has the right to inspect County-owned computers and the contents of any storage media used with the County-owned computer hardware. This includes the right to monitor internet and email usage.

There is no right to privacy regarding the use of County-owned computer hardware or an ISP account.

B. The County accepts no liability arising from lost, or stolen personal data stored, used, accessed, or transmitted using County-owned computer hardware and/or software.

VI. CANCELLATIONS

A. This procedure amends and supersedes the following standard operating procedure: *B7: County Computers & Data Network, Use of*, dated June 20, 2014.

B. This procedure rescinds CCPD SOP B7: Appendix B, *Device Repair Request & Status Log*.