ADMINISTRATIVE POLICIES

SECTION: 600 – Information Technology		**POLICY#:** 606
TITLE: Cloud Service Policy		**R & O #:** 23-58
		IMPLEMENTED BY PROCEDURE #: 606-A
SPONSORING DEPT/DIV: Department of Information Technology Services (ITS)		
ADOPTED: 09/26/2023	**REVIEWED:**	**LAST AMENDED:**

PURPOSE: This Policy establishes procedures and guidelines that specify:

1. The County's strategic position on the use of cloud services to conduct county businesses.
2. How the County will mitigate the potential adverse operational impacts of using cloud hosted computing resources to an acceptable level of risk.
3. The County owns, controls, and has the right to access cloud hosted computing resources used in support of county business.
4. Accountability for the management of Cloud Service Providers (CSP) and acceptable use of approved cloud services.
5. Accountability for the management and coordination with the County Solution Sponsor (CSS).

APPLICABILITY: This policy applies to:

1. Workforce members including employees, contractors, consultants, temporaries, volunteers, and interns who conduct business in support of the County.

2. IT vendors of applications and programs that require agreement to terms and conditions before downloading, installing, or using an application or program (even those that are free). This is commonly known as "click-to-agree." Be aware that modern IT vendor terms and conditions often violate Oregon public contracting law or are unacceptable to Washington County for other legal reasons.

AUTHORITY:

This Policy will be administered by the County Administrative Office in accordance with Section 34 of the Washington County Charter and the authority delegated to the County Administrator in Washington County Code Section 2.04.100.

BACKGROUND:

Under the County's Administrative Manual, the Department of Information Technology Services (ITS) is responsible for providing and supporting a reliable and secure end user technology, business applications, internet and intranet technologies, County websites, GIS functions, and information security for the County. Further, ITS is responsible for developing and implementing policies related to acceptable use of technology, IT procurement, data, privacy, and information security.

DEFINITIONS:

Cloud service: Cloud services provide on-demand access, via the internet, computing resources—applications, servers (physical servers and virtual servers), data storage, development tools, networking capabilities, and more—hosted at a remote data center managed by a CSP.

Cloud computing solutions provide services, platforms, and infrastructure to support a wide range of business activities. These services support communication; collaboration; project management; scheduling; and data analysis, processing, sharing, and storage.

Apple, Google, Microsoft, and Amazon are examples of common CSPs that enable organizations to leverage powerful computing resources that would otherwise be too expensive to purchase, support, and maintain on premise; or provide other benefits or savings in managing the resources.

Cloud computing services are generally easy to use through a variety of platforms (workstations, laptops, tablets, and mobile devices).

The CSP makes these resources available for free or for a subscription fee or bills them according to usage. Many services, such as Zoom and Google Docs, make it easy for individuals to sign-up online by "clicking to agree" and use (self-provision) their services via an end user license agreement (EULA), often at no monetary cost.

Cloud Service Provider (CSP) - A company or entity providing the cloud service, usually in a subscription model.

County Solution Sponsor (CSS) – A department or division representative (any individual requesting the solution) who will sponsor the cloud-hosted solution.

Click to Agree – Is a list of Terms and Conditions (T&Cs) and/or an End User License Agreement (EULA), Service Agreement (SA), or License Subscription Agreement. It often includes links to additional terms and conditions documents such as privacy agreement, data use, and warranties.

Adverse Risk: Cloud-based computing services are exposed to threats that can have adverse effects on county operations (i.e., missions, functions, image, or reputation), organizational assets, individuals, and other organizations. Malicious entities can exploit both known and unknown vulnerabilities to compromise the confidentiality, integrity, or availability of the information being processed, stored, or transmitted by those resources.

GENERAL POLICY:

It is the Policy of the County:

1. To recognize that where there is a sound business justification, the use of cloud services can provide technology business solutions that minimize implementation time, maximize financial resources, create efficiencies, and enhance collaboration with customers and business partners.
2. That the county will manage the adverse risk associated with engaging third-party CSPs to host computing resources in support of county business in the cloud with the following requirements:
    a. Workforce members shall not click-to-agree to download, install, or run any application or program that has not already been licensed or approved by Washington County and is an approved application or program to run on county owned equipment.
    b. Workforce members will consult with ITS if uncertain whether a particular application or program is qualified to run on Washington County equipment.
    c. Workforce members will follow the Cloud Services Procedure to obtain department head or designee and CIO approval to prior to using a cloud service for County business.
    d. Terms and Conditions (T&C) Assessment and Monitoring: ITS will work with CSS' to review, negotiate, and finalize all T&Cs associated with implementation, use, and end-user access of the product(s). These T&Cs may be supported through a formal contract or Click to Agree.

3. Use of cloud services to conduct county business, is neither personal, nor private. The county has legal right to access any county owned and/or controlled cloud computing resource that stores electronic information at any time without knowledge or consent of a workforce member. Unless otherwise specified by initial agreement, all computing resources hosted within a cloud service in support of county business is county property.

The County's use of CSPs shall be conducted in accordance with this Policy.

POLICY GUIDELINES:

When negotiating an appropriate contractual agreement with the CSP, the CSS must ensure that County data in the cloud must be maintained and stored in accordance with Oregon Public Records Law, Intellectual Property, applicable regulatory information security compliance requirements.

All applicable policies, procedures, standards, and guidelines in Information Technology User Policy (#602) apply to the use of county-approved cloud services.

Personal Use of Cloud services:

Work force members shall not store anything related to county business within a cloud service that they, as a private citizen, have created for personal use. Nor shall they store personal documents or data in a cloud service that was created for county business purposes.

Content:

All records, messages, and communications hosted by county Cloud Service Providers should be appropriate, professional, and courteous.

Departments will follow the county's design standards where applicable.

Violation of Policy:

Violation of this Policy may constitute just cause for disciplinary action up to and including termination.

Exceptions:

Exceptions to this policy may only be granted by the County Administrator or their designee.

Effective Date:

This Policy shall be effective immediately.