



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 1 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

INTRODUCTION

The guiding principle for both computer and internet usage at the County of Lethbridge (herein referred to as the “COL”) is that these are resources paid for and owned by the County, being used by employees on County time, and should thus be devoted to the maximum degree possible to official County business and not personal matters.

The County has no objection to employees using computer resources on their own time for routine and benign matters, however personal usage should be restricted to breaks, lunchtime, or before or after hours, and should be consistent with other guidelines in this policy.

GENERAL ASSET DECLARATION

The computer, server, software, internet and email connections at work are all owned and maintained by the COL and as such, all COL owned IT assets will be subject to review and/or inspection, random or specific, at any time by the COL to enforce computer, internet and email policy as it applies to usage by employees and/or contractors utilizing COL owned computers and Internet connections.

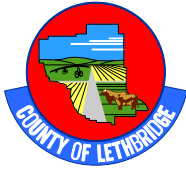
All software and electronic data remain the property of COL. COL reserves the right to perform any of the following actions without prior notification or consent of the primary user of the aforementioned asset:

- COL servers and user computers record computer, internet, file storage, and email history.
- Locally or remotely access computer system for maintenance, security, or investigative purposes.

This policy applies to all COL employees, contractors and third parties using the COL computer system.

IT Department is Responsible for:

- Purchases all computer hardware/software/peripherals for all County departments.
- Facilitates the installation, maintenance and repair of all computer hardware/software/peripherals/networks systems.
- Assists departments with technology issues.
- Maintains the County’s website.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 2 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

IT Department is not Responsible for:

- Troubleshoot or perform maintenance or repair on non-county owned computers, nor does the department assist in the configuration or setup of those computers.
- The COL software will not be made available to employees for home use, and each participant understands that the corporate software is protected by copyright laws and may not be copied.

GENERAL INFORMATION SECURITY

Any and all information regarding the internal structure and workings of the IT Department is critical to the security of networking environment. It is the responsibility of everyone who works at COL to protect our electronic data.

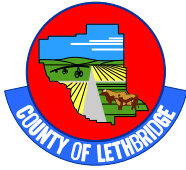
Employees are personally responsible for assisting in maintaining the security of any and all data to which they have access. The following items are specifically prohibited from disclosure:

- Passwords - It is each employee's personal responsibility to guard the confidentiality of their passwords, usernames and computer names.
- Information - It is each employee's personal responsibility to guard any confidential information they may gain access to during the performance of their duties for COL.

Incidental communication among and between COL authorized computer users and professional colleagues on general overall information technology can be discussed. This includes:

- general operating system
- type of servers, computers, and printers
- names of accounting and telephone systems
- software applications

Outside organizations and third party vendors continue to request specific IT information from the COL (e.g. surveys via telephone and/or email, etc.). Employees must realize that Information Security is confidential information is not to be released unless authorized by the IT Department.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 3 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

ACCEPTABLE USE POLICY – IT HARDWARE
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The term IT hardware in this policy includes equipment owned by the COL, e.g. workstation computers (desktops, laptops), computer software, portable storage devices, telephones (including business cell phones), fax machines, projector, photocopiers and printers.

User Responsibilities

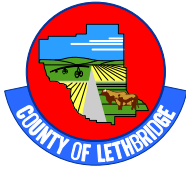
Users shall only use hardware that has been purchased or approved by the IT Department. Appropriate use policies are:

- Active desktops and laptops may not be left unattended for prolonged periods of time, unless the user either locks or logs off of their workstation.
- COL information displayed on screens or on reports shall be treated as confidential and private. Users must guard company information from unauthorized access or use.
- All acceptable use policies apply equally to non-company provided hardware (e.g. leased hardware) if the hardware accesses COL networks or information.
- Users who access COL information and computer systems from remote locations must adhere to this policy.
- Offsite COL provided IT hardware shall be kept in a secure manner so that the employee's household members and others do not have access to the device when not in the office.

Prohibited Practices

Any activity, action, or lack of action on the part of a user that damages the COL or compromises security and/or confidentiality is prohibited. Examples of prohibited practices include:

- Installing new desktops or IT hardware, upgrading or adding peripheral hardware without prior approval by the IT Department.
- Using COL IT hardware for non-business reasons or for personal gain.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 4 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

- Users should not store COL information or files locally. The use of shared or network drives for all company information is required.
- Unauthorized attempts to break into any workstation.
- Do not relocate or reassign computer hardware either inside the office or to another COL office or shop without informing the IT Department.
- Do not swap internal computer hardware equipment (such as network cards, video cards, hard disks, etc.) from one PC to another without authorization from the IT Department.
- Do not take computer hardware home without authorization from the IT Department. Employees taking any computer hardware home must have permission from the IT Department.
- Failing to fully cooperate with IT security investigations.
- Allowing co-workers or other users to use your desktop without approval of your Supervisor or by the IT Department.

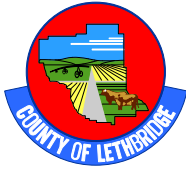
Compliance

The IT Department will monitor and report violations of all computer usage policies. This will be done through a combination of remote monitoring and on-site visits. Whenever an IT professional is onsite at a COL location, they will test compliance levels at the individual desktop level.

Employees, contractors, and temporary staff will make no modifications of any kind to company owned and installed hardware or software without the express approval of IT Department.

ACCEPTABLE USE POLICY – PORTABLE COMPUTERS

The Council of the COL deems it appropriate to provide portable computers (laptops, notebooks, netbooks, blackberry, etc.) to Councillors and any employee that may require a portable computer to perform their duties. The following policies will apply:



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 5 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

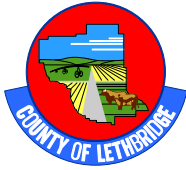
- The main purpose of a portable computer is to assist in performance of County duties.
- The COL IT Department shall be the only personnel authorized to make upgrades to the portable computer or to install additional software.
- The portable computer may be used for personal use after normal working hours. The portable computer however, must remain in the custody and control of the Councillor or County employee.
- All persons entrusted with a portable computer must take precautionary measures to protect the computer from theft or loss. A person entrusted with a portable computer may be deemed responsible for any loss as a result of negligence.
- Should any Councillor or employee find that the portable computer is not an effective tool or aid towards performance of normal duties, the computer should be returned to the IT Department.
- The Internet Acceptable Use Policy applies to portable computer users as well.
- The portable computers remain the property of the COL while in the control and custody of the Councillors or County employee.
- The portable computer must be returned to the IT Department upon completion of employment or term of office with the COL.

ACCEPTABLE USE POLICY – EMAIL

This policy applies equally to onsite usage as well as remote usage of COL email.

Generally, email messages are temporary communications which are non-vital and should be discarded routinely. However, depending on the content of the email, it may be considered public record. Accordingly, employees have the same responsibilities for email messages as they do for any other public record, and must distinguish between records and non-record information.

While COL electronic email retention is for a period of 5 years, an email communication should be deleted as soon as practicable from the system.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 6 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

It is the policy of the COL that email is not to be used to retain or store public records of any department or agency of the County. Communications or records intended or required by law to be retained shall be printed in a hard copy and filed or stored as appropriate or saved to designated electronic files or other media as required by departmental procedures. It is County policy that all departments adhere to their legal record retention requirements.

Back-up Tapes

Email should be considered a communication tool, not a storage mechanism. Backup tapes are for disaster recovery purpose only. Retention is the responsibility of the sender of the message, not the backup process. Email backup copies performed by IT Department are not for the purpose of records retention.

Legal Proceedings

Regardless of retention requirements, email and all other electronic or paper documents pertaining to threatened or actual legal proceedings must be retained until the litigation is finally concluded.

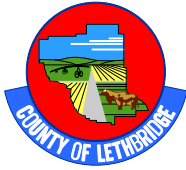
Method of Retention

E-mail records that have not met their retention period should be saved by one of the following methods:

- Print the e-mail and store the hard copy in the appropriate file
- Use the "save as" function to save the email (and any attachments) to your network folder.
- When there is doubt about the retrievability of an electronic record over its life span, the record should be printed and maintained in a hard copy format.

Retention Period for Record Emails

Email itself is not considered a record series or category; it is a means of transmission of messages or information. Retention or disposition of emails messages must be related to the information they contain or the purpose they serve. Thus, the retention period is determined by the content of the email, not the medium. Record emails may



County of Lethbridge Policy Handbook

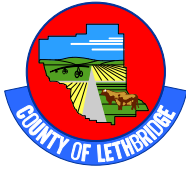
EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 7 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

be deleted upon expiration of the statutory retention period (or after 5 years if there is no statutory retention period).

User Responsibilities

When using COL email, users shall follow these guidelines:

- COL provided email generally shall be used for business communications only.
- Employees are responsible for the content in their email account.
- All users are assigned storage limits on their email accounts. To conserve the email system capacity, proactively manage your inbox, sent and deleted items, and deleting all emails you do not require a copy of.
- Employees need to be aware of when sending large work attachments to recipients inside and outside of the organization as this overwhelms the system.
 - Large attachments such as work related photographs, video clips, PowerPoint presentations, Adobe PDF, GIS and AutoCAD files or similar high resource usage elements.
 - The attached files must be reduced in size (if possible). An alternative is to save the files on the server and send an email as to their location or transport with removable media.
 - If a large attachment is needed you can send the message during off-peak periods.
 - Many Internet Service Providers have a limit on the size of an email attachment.
- Employees need to be aware of how to reply to group emails: choosing “reply” or “reply to all”. Only use “reply to all” if the message needs to be seen by each person who received the original message. “Reply to all” should be used sparingly, so as to reduce the volume of unnecessary email.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 8 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

Prohibited Practices

- It is prohibited to send large attachments (non-work related) such as: music, graphics, games, videos, software, etc., on the organization's email system. This prohibited practice not only degrades the performance of the department's network system but is also in direct violation of copyright issues.
- The COL email system is not to be used to save personal email.
- Users should not open email attachments from persons unknown to them. Conversely be aware of opening attachments in general. Opening of unknown or suspicious attachments can have serious consequences for the company in terms of security breaches. Users should contact the IT Department if there is even a slight concern about an attachment.
- Sending or posting confidential files to unauthorized persons.
- Users must not attempt to read another user's email unless otherwise authorized.
- Users should not respond to spam emails or unsolicited advertisements. This action will confirm your email address is valid and is likely to result in further spam emails being received. Responding will multiply the amount of spam received. Unsolicited emails should be deleted.
- Users may not use email for purposes that violate legal or company policies regarding gambling, hate, pornography, or other inappropriate purposes.
- Users may not forge email.

Privacy Expectations

Staff cannot expect a right to privacy while using government provided IT resources or equipment at any time, even if those communications are of a personal nature.

Staff is also reminded that action can be taken externally by blocking sending domains and email addresses and, where appropriate, filing complaints with other employers for abuse.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 9 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

COL IT Administrators, County Manager, Directors, Supervisors and other authorized individuals, reserves the right to review or access information, files, materials and email messages which reside in hardware or software used by staff if there is reasonable suspicion that an individual is using COL IT resources in an unauthorized or illegal manner.

Employees who are terminated or laid off have no right to the contents of their email messages and not allowed access to the email system. Supervisors or management may access an employee's email if employees are on leave of absence, vacation, or are transferred from one department to another department and is necessary for County's business purposes.

Compliance

All email and other electronic messages within this system are the property of COL.

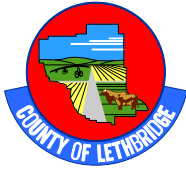
COL has the legal right to monitor email usage and individual emails at its sole discretion. All email activity is logged and stored on the network server system.

It is, however, the Policy of the COL to respect the privacy of its employees with respect to email and other content on their computers, and that there shall be no active monitoring of either email or content, with the following two exceptions:

- The total number and size of emails sent and received is recorded and reviewed (however content and destination are not reviewed). This is a basic and prudent industry standard check.
- If an email is determined by system protection software to contain a security threat, the attachment is quarantined.

ACCEPTABLE USE POLICY – INTERNET

Use of the Internet is a privilege, not a right. When using the Internet, users shall follow these guidelines:



County of Lethbridge Policy Handbook

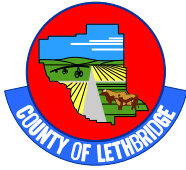
EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 10 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

User Responsibilities

- Personal use of Internet access is authorized within reasonable limits as long as it does not interfere with or conflict with business use, and will limit use for personal matters to free time or breaks on a limited basis.

Prohibited Practices

- The following are absolutely prohibited types of internet sites from being visited and used, ever, under any circumstances:
 - File sharing sites (Files Tube, 4Shared, Hotfile etc)
 - Gambling sites
 - Adult Content Sites
 - In addition, sites not related to County business activities should be viewed with great discretion with regard to content others may find offensive, sexist, racist, or otherwise inconsistent with a tolerant and inclusive workplace.
- Downloading software from the Internet, unless it is an approved upgrade to an existing product via the vendor's web site, is prohibited unless approved for use by the IT Department.
- Downloading games from the Internet is strictly prohibited.
- Use of streaming audio, radio, video from the Internet, unless specifically related to county work, is prohibited.
 - This prohibited practice uses large amounts of bandwidth (data transmission exchange) and has a significant impact on network resources and performance.
- Users may not use internet for purposes that violate legal or company policies regarding gambling, hate, pornography, or other inappropriate purposes.
- Individuals may not establish company computers as participants in any peer-to-peer file sharing network, unless approved by management.
- Employees will not gain unlawful access to information or computers and communication resources.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 11 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

- Employees will not introduce or experiment with malicious code such as computer worms or virus, hacking tools, or similar material.
- Establishing personal and/or non-work related websites or bulletin board systems.

Allowable Uses

- It is acceptable for staff to use Social Media sites (Facebook, Skype, Twitter etc.) if it pertains to County business. However, using Social Media sites for personal uses is prohibited.

Compliance

COL has the legal right to monitor and keep system logs of all Internet activity occurring on all Internet accounts. If COL discovers activities which do not comply with applicable law or departmental policy, records retrieved may be used to document the wrongful content in accordance with due process.

Users shall not have a right to privacy when using Internet on company provided hardware.

Certain websites may be blocked by web filtering software based on website content.

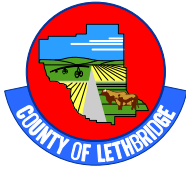
This policy is not exhaustive and inevitably new social and technical developments will lead to further uses, which are not fully covered.

Disclaimer

COL assumes no liability for any direct or indirect damages arising from the user's connection to the Internet. COL is not responsible for the accuracy of information found on the Internet and only facilitates the accessing of information through its systems. Users are solely responsible for any material that they access through the Internet.

ACCEPTABLE USE POLICY – SOFTWARE

This policy applies to all software identified by the COL as a business application (Appendix-B, Software Standards). Employees, vendors, contractors, and visitors must adhere to this policy.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 12 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

User Responsibilities

- Users must not accept unlicensed software from any third party.

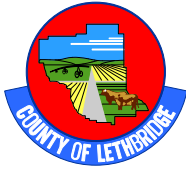
Prohibited Practices

- Employees will not install or copy any software, programs or applications. Any software loaded to COL computers must be owned by the COL, in addition to being approved and installed by COL IT Department.
 - This includes downloading software from the Internet or installing software from home.
- Installing new screen savers or inappropriate background screen images on county owned computers is prohibited.
- Do not change system settings (Network Neighborhood, Device Setup, Internet access options, Control Panel Regional Settings, etc.) without authorization from the IT Department, except for printers' properties.
- Employees shall not attempt to gain unauthorized access to software, databases or confidential information.
- Users should not grant access to non-employees, including vendors or contractors, without approval of their Supervisor or approval by the IT Department.
- Removing or compromising desktop virus protection programs. See Appendix-C, Virus Protection.

Compliance

The IT Department must review and authorize the purchase of any new software for any county owned computer. The IT Department must approve any lease or contract for professional services that relates to computer software. This includes design, support or maintenance of computer software, operating systems, databases, networking, and web design services.

The COL prohibits any employee from making unauthorized copies of software for either for personal (home) use or to be given to some outside third party. Unauthorized



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 13 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

copying of computer software exposes the individual and the organization to possible legal action for copyright infringement and for breach of the license agreement. The IT Department reserves the right to reject any software installation request for any reason.

The IT Department reserves the right to monitor software installation and usage on COL computing devices. The IT Department will conduct periodic audits to ensure compliance with this Software Installation Policy. Unannounced, random spot audits may be conducted as well. Other unsanctioned software may also be uninstalled at this time.

ACCEPTABLE USE POLICY – SIGNING OUT IT EQUIPMENT

The COL IT Electronic Equipment Borrowing Policy and Loan Form (Appendix A) must be filled out when signing out IT equipment (e.g. projector, laptop).

The employees signature will specify that the person checking out the equipment agrees to the restrictions mentioned in this policy and that they will be responsible for any loss or damage relating to the equipment borrowed.

The IT department will provide instruction for the use of IT equipment, but may not necessarily be present to operate it.

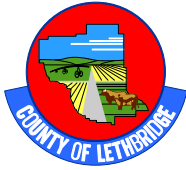
Any malfunction or difficulty encountered in the use of the IT equipment must be reported to the IT department immediately.

ACCEPTABLE USE POLICY – REMOVABLE MEDIA

Applicability

Removable media devices include, but are not restricted to the following (the list will be modified as technology continually changes):

- CD, DVD, Optical Disks.
- External Hard Drives.
- USB Memory Sticks (also known as flash, thumb or key drives).



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 14 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

- Memory cards (e.g. SD, CompactFlash or any related based supplemental storage media).
- Portable music devices, PDA, and cell phones that support data storage function.

User Responsibilities

The following rules must be observed by employees, contractors, visitors, third parties:

- All removable media must be scanned for vulnerabilities (see Appendix-C, Virus Protection) prior to connecting to the COL network.
- Outside parties that introduce removable media must be supervised at all times while the device is connected to COL equipment.
- Removable media must only be used for the temporary transfer of documents.
- Ensure that removable media are stored securely when left unattended. Devices taken offsite should not be left unattended in public places.
- Do not use removable media to store “personal data”.

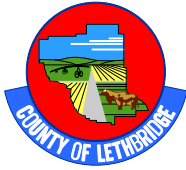
Compliance

The overriding goal of this policy is to protect the integrity of the confidential and business data that resides within COL technology infrastructure. This policy intends to prevent this data from being deliberately or inadvertently moved outside the COL network and/or the physical premises where it can potentially be accessed by unsanctioned resources.

Prior to initial use on the corporate network or related infrastructure, all removable media must be registered with IT Department.

COL IT Department will support its sanctioned removable media, but is not accountable for conflicts or problems caused by the use of unsanctioned removable media.

IT Department reserves the right to refuse the ability to connect removable media to corporate connected infrastructure.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 15 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

- A breach of this type could result in loss of information, damage to critical applications, theft, copyright and damage to the County's public image.

IT ASSETS PLANNING AND BUDGETING

This policy is required to ensure that the IT Department be consulted in the planning stages of all current and future projects that require IT assets.

Departments will identify all components of planned information technology expenditures.

POLICY NON-COMPLIANCE

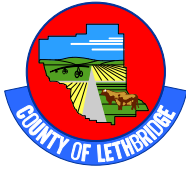
Penalties for violation of this policy will vary depending on the nature and severity of the violation. Failure to comply with the Computer Usage Policy may include:

- Disciplinary action, including, but not limited to, reprimand, suspension and/or termination of employment.
- Suspension of any or all technology use and connectivity privileges.
- Civil or criminal prosecution under applicable law(s).

The (i) County Manager, (ii) Director of Corporate and/or Municipal Services, and (iii) or Supervisor will be advised of breaches of this policy and will be responsible for appropriate remedial action.

Appendices

The below list of appendices is illustrative, not exhaustive. It represents a baseline for acceptable employee usage.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 16 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

APPENDIX A

EQUIPMENT BORROWING POLICY

BORROWERS ARE RESPONSIBLE FOR LOSS OR DAMAGE TO EQUIPMENT.

BORROWING TIMES MAY BE SHORTENED AT ANY TIME IN CASE OF SIGNIFICANT DEMAND.

Privileges to borrow IT equipment may be revoked or suspended due to the following:

- Repeatedly returning equipment late
- Returning equipment that is damaged or otherwise not complete or in good condition
- Repeatedly not picking up booked equipment

The following form should be completed by the IT Department and the borrower prior to any equipment being removed from the IT Department.

<p style="text-align: center;">County of Lethbridge IT Electronic Equipment Loan Form</p>

<p>Name: _____ Department: _____ Phone Number: _____ Email Address: _____ Department Head: _____</p>

<p>Equipment Information: _____ _____ _____</p>

<p>Reason equipment is being borrowed: _____ _____ _____</p>
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<p>Location where borrowed equipment will be used: _____ _____</p>
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County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 17 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

Terms of Loan:

The equipment indicated above is the property of County of Lethbridge and is to be used only for the purposes indicated in the borrowing policy.

Period of loan: From _____ To _____

Restrictions of use: _____

- I have read and understand the equipment borrowing policy detailed above.
- I understand that I am responsible for damage or loss of the above equipment while it is in my care, custody, and control.

Signature of borrower: _____

Date: _____

Authorized by: _____
IT Department Representative

Date: _____

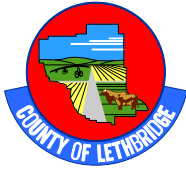
Complete upon return of loaned equipment:

I, _____ (print name), acknowledge receipt and inspection of the equipment listed above.

Remarks: _____

Signed: _____

Date: _____



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 18 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

Appendix B

SOFTWARE STANDARDS

Software titles are to be installed on company owned computers by the IT Department.

The IT Department has established the following standards, subject to future revision:

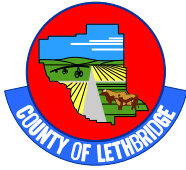
- COL will use "Microsoft Office" software products:
 - Word, Excel, Outlook, PowerPoint, Access
- COL Geographic Information System (GIS) staff and client departments will use:
 - ESRI ArcView, Autodesk AutoCAD
- COL will use current versions of Adobe Products:
 - Acrobat, Illustrator, InDesign, Photoshop
- COL will use current versions of the following Anti-Virus software:
 - Symantec Endpoint Protection

However, there are a few titles that may be downloaded and installed by end users without supervision. These are limited to: Adobe Reader, Firefox Web Browser, Java Software, Microsoft Active Sync, Microsoft Windows Updates, Windows Media Player.

Use of other software than this may be permitted with approval of the IT Department.

All software installed on COL systems must be used in compliance with all applicable licenses, notices, contracts, and agreements.

The IT Department reserves the right to uninstall any unapproved software from a company owned machine.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 19 of 21
APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE
REVISED DATE: December 5, 2013

Appendix C

VIRUS PROTECTION

Scope

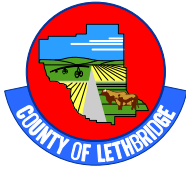
This policy applies to all company owned and leased computers and devices that are connected to the COL network via a standard network connection, wireless connection, modem connection, or virtual private network connection. The definition of computers includes desktop workstations, laptops, handheld computing devices, and servers.

General

- The COL uses industry standard virus protection software for workstations and servers.
- Licensed copies of virus protection are installed by the IT Department on every computer.
- All computers attached to the COL network must have standard, supported virus protection software installed. This software must be active, be scheduled to perform virus checks at regular intervals, and have its virus definition files kept up to date.
- Any virus infected computer will be removed from the network until it is verified as virus free.
- COL Exchange Mail Server scans all email attachments for virus infections. The system blocks attachments with critical file extensions for both incoming and outgoing traffic.

IT Department Responsibilities

- The IT Department will keep the virus protections software it provides up-to-date in terms of both virus definitions and software version in use. COL server is scheduled to check the virus protection website every one hour for updates and to auto update both the virus definition file and the software version. The system is also set to report success and failures of all updates.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 20 of 21

APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE

REVISED DATE: December 5, 2013

- When individual systems are set up, software is installed so that a script runs and automatically updates individual systems daily. An update is installed if there is an update.
- The IT Department will take appropriate action to contain, remove, and assist in recovery from virus infections. In order to do so, the IT Department will disconnect a suspect computer from the network or disconnect an entire segment of the network.
- The IT Department will attempt to notify users of COL systems of any credible virus threats via email or telephone messages. Virus reports will not be acted upon until validated. Employees should not forward these or any virus warning messages in order to keep network traffic to a minimum.
- The IT Department will provide advice to departments and individuals on virus protection generally. This includes advice on virus hoaxes, including occasional circulars on specific hoaxes. Additional advice is provided on containment to stop the spread, help with removing viruses, taking note of information about the incident and advice on how to prevent a recurrence.
- Depending on the severity of the virus infection, the IT Department may reformat the computer which is less time constringent. All personal information would be lost.

User Responsibilities

- All employees are responsible for taking reasonable measures to protect against virus infection. Always run the standard virus protection software provided by COL.
- Employees must not attempt to either alter or disable virus protection software installed on any computer attached to the COL network without the express consent of the IT Department.
- No employee should attempt to destroy or remove a virus, or any evidence of that virus, without direction from the IT Department.
- Never open any files attached to an email from an unknown, suspicious, or untrustworthy source.
- Be suspicious of email messages containing links to unknown Web sites. It is possible that the link is a malicious executable (.exe) file disguised as a link. Do not click on a link sent to you if you were not expecting a specific link.



County of Lethbridge Policy Handbook

EFFECTIVE: December 17, 2009 **SECTION:** 100 NO. 151 Page 21 of 21

APPROVED BY: COUNTY COUNCIL **SUBJECT:** COMPUTER USAGE

REVISED DATE: December 5, 2013

- Always scan a floppy diskette, CD and DVD Rom, external hard drives and flash drives for viruses before using it.