INFORMATIONAL TECHNOLOGY POLICY

I. Purpose: The purpose of this policy is to provide guidance and clarity for regional center staff regarding the appropriate usage of informational technology at and on behalf of the regional center.

II. Agency property

All SARC electronic communications systems including, but not limited to, computers, telephones, cell phones, voice mail, fax machines, portable computers, e-mail, and internet access, and all communications or information generated on or handled by these systems, (e.g. applications, documents, databases, spread sheets, e-mail, back-up files) are considered to be and will remain the sole property of San Andreas Regional Center.

III. Use of Agency Property

The usage of electronic communications systems will be monitored to support operational, maintenance, auditing, security and investigative activities.

Although we do not make a regular practice of monitoring the content of electronic communications, SARC may from time to time need to retrieve the contents of these systems for legitimate purposes, such as finding lost computer files, investigation of alleged violation of these or other agency policies, or to repair technical problems. Therefore with specific authorization from the Executive Director, SARC reserves the right, on a case by case basis, to read, copy, print and distribute any document, e-mail or other electronic communication.

Moreover, electronic communications can, depending on the technology, be forwarded, intercepted, printed and stored by others. Users should structure their electronic communications in recognition of the fact that the content of electronic communications may be viewed by others.

Personal passwords may be used for purposes of security, but the use of a personal password does not affect SARC's ownership of the electronic information/communication. If necessary, SARC will override any or all personal passwords.

IV. Access to Electronic Communications

Employees are not permitted to access the electronic communications/information of other employees or third parties unless directed to do so by SARC management. Professional courtesy dictates that access to an employee's electronic communications/information should be with that employee's prior knowledge and consent. If this is not possible, access must be authorized on a case by case basis by executive management.

An employee may be granted remote access through a personal electronic device to information generated on or handled by regional center systems upon approval by their supervisor and Director of Information Technology.

V. Personal use

Electronic communication systems generally must be used only for business-related activities. Incidental personal use is permissible so long as: (a) it does not consume more than a trivial amount of resources, (b) does not interfere with employee productivity, and (c) does not preempt any business activity. SARC reserves the right to determine the nature and scope of permissible use.

Users are furthermore forbidden from using electronic communication systems for purposes that are illegal, inconsistent with SARC policies, or detrimental to SARC's public image. Use of corporate resources, including electronic communications, should never create either the appearance or the reality of inappropriate use.

VI. Standard of Conduct

Internal and external communications using SARC equipment must be civil, business-like, and otherwise professional. San Andreas will not tolerate obscene, rude, or threatening language.

VII. Physical security

SARC employees, including temporary and intermittent help, are responsible for all agency property assigned to them or otherwise under their immediate use and control. Both outright abuse and negligence in using and protecting such equipment are prohibited and, if found, will lead to appropriate disciplinary action, up to and including termination of employment.

VIII. Confidentiality of Information

Employees who use devices on which information may be received and/or stored, including but not limited to removable memory, cell phones, cordless phones, portable computers, fax machines, and voice mail communications are required to use these methods in strict compliance with the California Welfare & Institutions Code Provisions re Confidentiality of Consumer Information (WIC 4514), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health (HITECH)

Any incident in which the privacy/security of a patient's PHI (Protected Health Information) may have been compromised will be immediately reported to the Director of Information Technology. An incident investigation will be initiated without unreasonable delay. The HIPAA Officer will investigate incidents and determine if the incident rises to the level of a breach.

IX. Inappropriate use of electronic communication systems:

The following activities are strictly prohibited:

- Making statements that are incompatible with the SARC policies, which prohibit slurs or harassment on the basis of sex, race, age, nation of origin, religion, sexual orientation, marital or veteran status, or disability;
- Encouraging any act of violence or supporting illegal activities;
- Engaging in defamation or sending or posting threatening or libelous messages.
- Violating statute or agency policy regarding confidential and proprietary information;
- Soliciting or advertising for outside products or services;
- Engaging in copyright or trademark infringement or misappropriation of trade secrets.
- Inserting non-SARC removable memory (e.g. USB drive, SD card, disk, tape, or CD) in any SARC computer without explicit prior permission.
- Downloading and/or installing any software of any kind on SARC computers without prior written permission.
- Installing or using anonymous e-mail transmission programs except as specifically authorized by the Executive Director.
- Using equipment or electronic resources for personal gain.
- Using equipment or electronic resources for purposes unrelated to SARC's mission.
- Causing damage to SARC owned or leased equipment;
- Sending or forwarding chain letters, pyramid schemes, or other illegal material from any source;
- Copying electronic files without permission.
- Other activities at the discretion of SARC deemed inconsistent with this or other regional center policies.

X. Exceptions and Revisions

San Andreas Regional Center reserves the right to grant exceptions and to make revisions and amendments to this policy as required.

Adopted: October 15, 2018