



# COUNTY OF SANTA CRUZ

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**SUSAN A. MAURIELLO, J.D., COUNTY ADMINISTRATIVE OFFICER**

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701 OCEAN STREET, SUITE 520

SANTA CRUZ, CA 95060

(408) 454-2 100 FAX: (408) 454-3420

TDD: (408) 454-2 123

June 8, 1998

AGENDA: June 16, 1998

Board of Supervisors  
County of Santa Cruz  
701 Ocean Street  
Santa Cruz, California 95060

## Update of Procedures Manual

Dear Members of the Board:

Twice each year your Board receives additions and modifications to the County Procedures Manual which is maintained and updated by the Clerk of the Board. Attached for your Board's consideration are proposed modifications to the Procedures Manual. Deletions are in strike-out form, and added language is underlined or redlined/highlighted. The recommended modifications are as follows:

► Title 1, Section 100 - Travel Rules and Regulations (Exhibit A)

Each year the Internal Revenue Service updates the Allowed Rates related to travel. The most recent update was implemented by the Auditor-Controller's office in January 1998. The regulations were not received in time to include them in the December 1997 update to the Procedures Manual. It is recommended that your Board approve the attached list of rates for 1998 and authorize the Clerk of the Board to automatically update the County Procedures Manual upon request by the Auditor-Controller when the new annual rates have been received.

► Title 5, Section 402 - Brown Act (Exhibit B)

This modification reflects new changes to the Brown Act, effective January 1, 1998.

• Title 6 - Internet Use Policy (Exhibit C)

This policy addresses issues **associated** with use of the Internet by county employees, including the process for determining which employees have a legitimate need to access the Internet, a description of appropriate and inappropriate uses of Internet access, roles and responsibilities, and guidelines.

► Title 6, Section 4 13 - PC Replacement Program (Exhibit D)

This policy provides information on the completion of the 48 month computer equipment lease program and identifies the options available to departments at that time.

On May 19, 1998, your Board directed that a standard training and travel request form be included in the next update to the Procedures Manual. In order to allow time for preparation and review, this form will be included in the December 1998 update.

IT IS THEREFORE RECOMMENDED THAT YOUR BOARD approve the material submitted for inclusion in the Santa Cruz County Procedures Manual and direct the Clerk of the Board to update the County Procedures Manual upon request by the Auditor-Controller when the new annual IRS travel rates have been received.

Very truly yours,

A handwritten signature in black ink, appearing to read "Susan A. Mauriello". The signature is fluid and cursive, with a large loop at the end.

Susan A. Mauriello  
County Administrative Officer

cc: General Services Department  
County Counsel  
Information Services Department  
Auditor-Controller  
Clerk of the Board

## ATTACHMENT A - LISTING OF IRS ALLOWED RATES FOR CALIFORNIA

Excerpted from:

FEDERAL REGISTER/Vol. 6.2, No.234/December 2, 1997/Rules and Regulations

Federal Travel Regulation; Maximum Per Diem Rates

Effective date: The per diem rates listed below apply for travel

performed on or after January 1, 1998.

City	County	Maximum Lodging	M&IE Rate	Maximum Per Diem
Clearlake	Lake	65	34	99
Death Valley	Inyo	93	42	135
Eureka	Humboldt	76	34	110
Fresno	Fresno	70	34	104
Los Angeles	Los Angeles, Kern, Orange, Ventura	109	42	151
Mammoth Lakes/Bridgeport	Mono	83	42	125
Merced	Merced	54	34	88
Modesto	Stanislaus	63	34	97
Monterey	Monterey	94	38	132
Napa	Napa			
April 1- October 31		116	42	158
November 1-March 31		103	42	145
Oakhurst/Madera	Madera	61	30	91
Oakland	Alameda, Contra Costa, Marin	111	34	145
Ontario	San Bernardino	66	38	104
Palm Springs	Riverside	72	38	110
November 1-May 31		81	36	119
June 1-October 31		50	38	88
Palo Alto/San Jose	Santa Clara	116	42	158
Point Arena/Gualala	Mendocino	120	42	162
Redding	Shasta	53	34	87
Redwood City/San Mateo	San Mateo	87	38	125
Sacramento	Sacramento	61	38	119
San Diego	San Diego	93	38	131
San Francisco	San Francisco	120	42	162
San Luis Obispo	San Luis Obispo	66	38	104
Santa Barbara	Santa Barbara	98	34	132
Santa Cruz	** REQUIRES BOARD OF SUPERVISORS APPROVAL **			
Santa Rosa	Sonoma	64	38	102
South Lake Tahoe	El Dorado	96	38	134
Stockton	San Joaquin	55	34	89
Tahoe City	Placer	94	38	132
Visalia	Tulare	55	38	93
West Sacramento	Yolo	88	30	118
Yosemite Nat'l Park	Mariposa			
April 1-October 31		87	42	129
November 1-March 31		59	42	101
**If City and/or County are not listed, the standard rate will apply.**				
Standard Rate		50	30	80

Section 402 of Title V, 2.(A) (1)(b): The local public body determines by a two-thirds vote of its ~~membership~~ members present at the meeting, or if less than two-thirds of its members are present, by a unanimous vote of those members present, that a need to take immediate action and that the need for action came to the attention of the County subsequent to the printed agenda being posted; or

Section 402 of Title V, 2.(A) (2): Meetings: In order to hold a special meeting, a local public body subject to the Brown Act must provide advance notice of such meeting to each member. In addition, notice be given to each local newspaper of general circulation and radio and television station which has requested notice in of the meetings of the local public body. An agenda shall state the time and place of the special meeting and state the business to be transacted. No business other than as stated in the special notice shall be considered at a special meeting. (Section 54956 of the Government Code). The notice shall be delivered personally or by ~~mail~~ any other means and shall be received at least 24 hours before the time of the meeting. Thus, mailing the notice 24 hours in advance is not sufficient; notice must actually be received 24 hours prior to special meeting. (Section 54956 of the Government Code).

**Changes and additions to COUNTY PROCEDURE MANUAL:**

Section: Title 6. Info. Svcs., Telephones, Dup./Printing, D.P.

Document: DM64 13 PC REPLACEMENT PROGRAM

Add to section B. DESCRIPTION  
(new paragraph)

When a department terminates the lease program during the 48 month lease period a lease buyout charge equal to the outstanding principle amount will be charged to the department or agency. The Information Services Department will provide lease buyout requirements upon request. At the end of the lease customer departments/agency's will have multiple options for continuing or terminating the lease. Please see E. End of Lease Options below.

Add (new section E.)

**E. END OF LEASE OPTIONS**

At the end of the lease period, or upon successful lease buyout, the customer department/agency will have the following options:

1. An opportunity to continue with a new 48 month lease with new replacement equipment. If the option is selected Information Services will replace the equipment with a Tier 1, office computer at the lower Tier 1 lease rate. The equipment would be replaced during the 48<sup>th</sup> month of the program.
2. Have the "first right of refusal" to assume ownership of equipment coming off of lease. Upon election the asset will be transferred to the department/agency's inventory. The exact timing and billing sequence for the transition of ownership can be agreed upon between the customer department, Information Services, and the Auditors Office to address unique funding needs. The department/agency will then assume responsibility for maintaining the equipment. The Information Services Department has a maintenance program available. If the customer department/agency elects the maintenance program costs will be passed on to the customer department/agency.
3. If the customer department/agency declines ownership of the equipment coming off of lease then the equipment will be removed from the department and made available to other County departments, including Board-governed special districts and JPA. agencies of which the County is a member. In the event requests for these transition PC's exceed supply, priorities would be established as follows:
  - a) County general fund departments
  - County non-general fund departments (including RDA)

- b) Any other priorities specifically established by the County Administrative Officer.
- c) Board governed special districts.  
JPA Agencies of which the County is a member.
- d) Equipment that is not selected by any agency for transition would be used for “best service to County” as determined by the Information Services Department.

In determining timing and technical suitability, the Information Services Department will utilize the date order of requests received from customer agencies and logged by ISD, provided that specific PC units conform to the technical requirements of the intended use.

## Internet Use Policy

Prepared By  
Jim Kinnebrew

Division Manager, Information Services Department

## INFORMATION SERVICES

## INTERNET USE POLICY

COUNTY OF SANTA CRUZ

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Purpose:

This guideline addresses issues associated with use of the Internet by County employees. It is believed that when properly used the business functions supported by the Internet will allow County staff to do their jobs more efficiently and effectively. It provides a powerful tool to allow local and world -wide communication and research. Because the Internet is such a powerful tool, County departments must be cognizant of how the Internet is being used and ensure its proper use.

Web guidelines have been addressed under a separate policy and are not included in this document.

Business Functions Supported by the Internet:

- 1) Sending and receiving private communications via electronic mail.  
(future implementation)
- 2) Accessing a vast warehouse of information located in databases, libraries, files, etc.
- 3) Engaging in public discourse via bulletin boards, forums, discussion groups and distribution lists.
- 4) Holding on-line conferences.
- 5) Distributing information.

Basic Principles

When accessing the Internet, employees must accept the personal responsibility of being County representatives and as such maintain high standards of professional conduct. Internet use offers a great deal of freedom, but this freedom requires responsible behavior. It is essential that each County employee:

- 1) understands the technology so that he/she knows enough about the functions to be used to avoid unintentional abuse;
- 2) is accountable for his/her behavior using common etiquette in network communications;
- 3) thinks about the implications of a communication before initiating it.
- 4) be polite and use appropriate language in all communications.
- 5) understand that some parts of the Internet contain material that is defamatory, inaccurate, obscene, profane, sexually oriented, threatening, racially offensive or illegal. The County does not condone the use of these materials or permit their use in the office environment.

### Internet Use Policy

It is vital that this tool be used appropriately by County staff. This involves both appropriate "behavior" while conducting County business as well as avoiding "cyberloafing" - wasting time visiting and searching for sites that do not support your business needs.

Internet Use at Santa Cruz County:

- 1) Department management will determine who within their organization has a legitimate need to access the Internet.
- 2) All employees who will be accessing the Internet must read and sign the attached Acceptable Internet Use agreement.
- 3) Individual Supervisors/Managers are responsible for monitoring the productivity of these employees for possible abuse.
- 4) Inappropriate and non-business use of the Internet could result in abuse of an employee's work time and therefore productivity, as well as abuse of County computing resources, and may result in disciplinary action as determined by the employee's department head.

Business uses that could justify a County employee accessing the Internet are :

- 1) Research Resources - Need for, research resources for decision making and customer support, such as government studies, company and/or product information (specs, comparisons, availability, pricing, procurement, contacts) available through the Web.
- 2) Retrieve Data - Need to obtain data that is stored on a central, external site (government data, new software, software upgrades / patches, etc. ) which can include need for data that is dynamic and available 24 hours/ day via file transfer (FTP) on the Internet.
- 3) Work Related Information - Need to obtain expert opinions, ideas, and/or facts from similar organizations (for example, computing-customer applications support, telecommunications, end-user support, facilities, procurement, etc.) outside the County through electronic discussion groups (newsgroups or mailing lists) on the Internet.

### Unacceptable Use of the Internet

The Internet may not be used for any purpose which conflicts with the goals of the authorizing department, doesn't conform to the guidelines of the County or for illegal or unethical purposes. Appropriateness of use will be determined by individual County departments. The following are examples of use that is illegal or unethical and , therefore, unacceptable.

- 1) Use without having your electronic or written acceptance of these terms and conditions form on file.
- 2) Sending or receiving messages that have content or purpose which is likely to be illegal or is not related to official County business. The County reserves the right to determine the likely legality, appropriateness, business relevance or unethical nature of any information residing on the system.
- 3) Transmitting unacceptable content which includes but is not limited to material which is likely to be pornographic, or contains illegal solicitations, or to be racist or sexist, or to contain inappropriate language for an office environment.
- 4) Transmitting a message with someone else's name as author.
- 5) Transmitting any material in violation of any United States **or** California law or departmental regulation. This includes copyright - ed or trademarked material, threatening or obscene material, material protected by trade secret or data considered confidential' under local, state or federal regulations or laws.
- 6) Use that impairs or damages any system operations or that impairs or damages the use of the system by another account holder.
- 7) Sharing of an individual account and/or password.
- 8) Display or transmission of information or software that contains a virus, cancelbot , Trojan Horse, worm or any other harmful **compo-** nent.
- 9) Stealing data or equipment.

- 10) Gaining unauthorized access to others' files.
- 11) Use for any for-profit, commercial or political activity.
- 12) County employees should not use their Internet accounts for personal use.
- 13) Use for access to or distribution of computer games that have no bearing on County business. games that help teach, illustrate, or simulate agency-related issues are acceptable.
- 14) Display of, linking to, or transmission of any URL address that displays or transmits information that is in violation of this Acceptable use Policy.

### **Services**

The County makes no warranties of any kind, whether expressed or implied, for the County Internet accounts and will not be responsible for any damages suffered while on this system. These damages include loss of data as a result of delays, non-deliveries, mis-deliveries, or service interruptions caused by the system or your errors or omissions. Use of any information obtained via the Internet is at your own risk. The County specifically disclaims any responsibility for the accuracy of information obtained through its network services.

### **Roles and Responsibilities**

Departments hold primary responsibility for the proper use of, the Internet within their organizations and for the management of all County Web pages which they may choose to develop within their organization.

#### **Board of Supervisors**

The Board of Supervisors, through their stated mission and goals, sets the county's course in supporting activities that make government more accessible to the citizens it serves.

#### **Department Heads**

It is the responsibility of the departments; 1) to determine which members of their staff have a legitimate need to access the Internet; 2) to pay for the browser software; 3) and to follow the policies and procedures stated herein.

### Information Services

It is the responsibility of Information Services: 1) to maintain a high speed data connection to the Internet in support of County-wide users and the security required to protect the County network; 2) to maintain the browser software used to access the Internet and distribute it to all County departments; 3) to provide Help Desk support on use of the browser for Internet access; and 4) to provide classes for using the County supported browser to access the Internet.

### Employees

All employees who will be accessing the Internet in the performance of their job 1) will adhere to the policies stated herein, 2) will accept the personal responsibility of being County representatives in all their Internet activities; and 3) will at all times conduct themselves in a professional manner.

### Procedures

The County has a dedicated direct connection and browser software available to any department desiring Internet access.

### Guidelines : Using The Internet

The following guidelines are designed to assist departments in properly utilizing the power of the Internet.

Verify Information : There is currently no Internet "review process" and therefore no restrictions on what may be posted and distributed. It is important to know the source of the information you use. Posted material should contain an e-mail address for contacts:

Cite Sources : If you use information in a report or quote, you need to acknowledge the source just as you would for printed documents.

Ownership : Be careful to identify the role in which you are speaking: are you acting as an individual, or as a representative of the County. When accessing the Internet via the County connection, by implication the County organization is reflected in what you do or say. A disclaimer message is not enough.

Privacy : Communication on the Internet is not considered secure and should be used accordingly. Employees may have no expectation of privacy as to their use of the Internet.

## Definitions

The following terms are frequently used in any discussion of the Internet and most are referred to in this guideline. Therefore, a discussion and or definition of the term has been included here. .

### 1 ) I n t e r n e t

The Internet, is a large world-wide network of computers that communicate with one another. Each of the individual networks is developed and maintained by different organizations. No single person or organization, therefore, maintains the Internet. Since so many different networks are connected, they must have a common language (protocol) in order to communicate. This is called TCP/IP (Transmission Control Protocol/Internet Protocol). To be "on" the Internet means having access to a computer with its own, unique IP address.

### 2) Firewalls

Special types of computers established to protect networks from misuse from the "outside" world (hackers). Firewalls control network communications by acting as an access control mechanism filtering activities, messages and linkages. They **serve** to isolate internal networks from the Internet and from each other, where appropriate.

### 3) FTP

The File Transfer Protocol that defines how to transfer files from one computer to another as well as an application program which moves files using this File Transfer Protocol. Used when downloading files from the Internet.

### 4) Newgroups (USENET)

Computer discussion groups or forums related to particular subjects that are read all over the world and are accessible via the County's Web browser. Anyone on the Internet has access to view and post information. E-mail facilities are not used.

### 5) Mailing Lists (List Servers)

Like newsgroups, mailing lists provide a forum for discussions with people all over the world on various topics. Unlike newsgroups, you must subscribe. Mailing lists function like public e-mail, a member posts a message or article to the group and other members can post replies.

## 6) Web Browser

Software packages which provide an interface to the PC user for accessing the Internet's Web making searching more "user friendly". Browsers give access to an ever increasing range of common programs or "tools" used to search, retrieve and send information on the Internet. Many browsers also provide encryption as an important component of network security. To encrypt is to transform or scramble information into gibberish so that even if someone is able to break through other security features the information obtained will be unintelligible.

## 7) Web Site

Any computer that has the proper WEB software installed and acts as an Internet Host. The term is also used when referring to a specific address on an Internet Host.

## 8) Web Pages

Web pages can contain text, pictures and animation to be viewed and sound files to be heard. They are developed using hypertext links so that by simply clicking on a highlighted word or image within the page displayed on your screen, you are taken to another page which provides you with further information. To continue you click another link to view more information. Each page has a unique location or address.

## 9) Web Home Page

The first view of a Web site, "the cover".

## 10) Hypertext Markup Language

Hypertext Markup Language (HTML) is used to create Web pages allowing pictures, video and sound files to be embedded into documents and point and click linking to access documents and specific locations within documents. Each of these links is called a hyperlink and moves you to other information.

## 11) The Web

A hypertext-based, world-wide distributed information system that allows text, graphics, video and sound files to be mixed together. Users may create, edit, browse or search hypertext documents.

### Appropriate Internet Use Policy Agreement

It is the policy of Santa Cruz County that each employee, whether permanent, temporary, part-time, contractor or any other, be individually responsible for the protection of all County information, data and information processing resources to which he/she has access by virtue of employment by the County.

I hereby acknowledge that I will be held accountable for my actions when accessing the Internet from County owned resources. I understand that use of the Internet will include, but not be limited to the, following:

- 1) I will not transmit or make available private or confidential information over the Internet unless authorized by County contract and pursuant to County-approved security procedures which preserve the privacy and confidentiality of the information.
- 2) I will not transmit data and/or communication violating any applicable law or regulation (including copyright laws).
- 3) I will not communicate in language which may be deemed offensive in any way.
- 4) I will not share my log-in ID and password.
- 5) I will not leave my Internet session unattended.
- 6) I will not jeopardize network services by knowingly or carelessly distributing "computer worms", "Trojan horses" or computer viruses. I will follow all virus protection procedures.
- 7) I will use the County's Internet access for County management business approved purposes only. Personal communications, research and other personal uses are not allowed.
- 8) I am aware that my activity on the Internet, including the sites that I visit, may be monitored by the County. Because my activity on the Internet is for business-related purposes only, I have no personal expectations that my use of the Internet is a private activity.
- 9) I will follow the County's Internet Use Guidelines.
- 10) I recognize that my willful or negligent failure to fulfill these responsibilities could result in the abuse of County information resources and data, and that the County may terminate my access to the Internet from County-owned resources. In addition, the County may initiate a disciplinary action against me. Violations pursuant to California Penal Code Section 502 are subject to prosecution.

Employee's Name (PRINT)	Employee Signature	Date
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Manager's Name (PRINT)	Manager's Signature	Date
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