



October 1, 2020

TO: LOCSO Board of Directors

FROM: Ron Munds, General Manager
Laura Durban, Administrative Services Manager

SUBJECT: Agenda Item 9F – 10/01/2020 Board Meeting
Adopt a Resolution 2020-24 Amending and Updating Electronic Mail/Internet Use Policy and Guidelines

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Charles L. Cesena

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DESCRIPTION

The current Electronic Mail/Internet Use Policy and Guidelines were adopted in 1999. Over the last twenty years the way the Internet is used for District business has changed, and an updated policy is needed for the District. This report summarizes the purpose of the policy and its importance to the District

STAFF RECOMMENDATION

This item will be approved along with the Consent Calendar unless it is pulled by a Director for separate consideration. If so, Staff recommends that the Board adopt the following motion:

Motion: I move that the Board adopt Resolution 2020-24 Amending and Updating the Electronic Mail / Internet Use Policy.

DISCUSSION

Over the last twenty years the use of Internet for business purposes has dramatically changed. The attached Resolution 1999-32 shows the current policy which has not been updated since its adoption in 1999.

Staff with guidance from CSDA and TechXpress, our current Technical support provider, has updated the policy (see Exhibit A to the resolution). Many of the items are just reworded to follow the CSDA policy template. Also, the District is adding a section on Reporting Issues to Tech Express to ensure the integrity and safety of the District's computer network.

FINANCIAL IMPACT

There is no financial impact with the adoption of amending and updating the Electronic Mail/Internet Use Policy and Guidelines. The policy will provide clear direction to the General Manager and staff on proper Internet use and electronic communication while conducting District business.

Attachment – Resolution 2020-24
Exhibit A
Resolution 1999-32

RESOLUTION NO. 2020-24

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE LOS OSOS COMMUNITY SERVICES DISTRICT AMENDING AND UPDATING THE DISTRICT'S ELECTRONIC MAIL / INTERNET USE POLICY

WHEREAS, The Board of Directors finds it desirable to adopt a comprehensive set of administrative management policies for the District; and

WHEREAS, The District Board of Directors finds it to be in the best interest of the District to adopt policy guidelines regarding Electronic Mail/Internet Use by District elected officials, appointed officials, employees and consultants; and

WHEREAS, the current Electronic Mail/Internet Use Policy and Guidelines policy was adopted on November 18, 1999 and requires updating; and

WHEREAS, the Board reviewed the proposed amendment to the District Electronic Mail/Internet Use Policy to update the current policy at a public meeting.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE LOS OSOS COMMUNITY SERVICES DISTRICT DOES HEREBY RESOLVE, DECLARE, DETERMINE AND ORDER AS FOLLOWS:

1. The Electronic Mail/Internet Use Policy is hereby amended and updated as specified in Exhibit A and incorporated by reference herein.

On the motion of Director _____, seconded by Director _____, and on the following roll call vote, to wit:

Ayes: _____
Noes: _____
Abstain: _____
Absent: _____

The foregoing resolution is hereby passed, approved, and adopted by the Board of Directors of the Los Osos Community Services District this 1st day of October, 2020.

Charles L. Cesena
President, Board of Directors
Los Osos Community Services District

ATTEST:

APPROVED AS TO FORM:

Ron Munds
General Manager and Secretary to the Board

Jeffrey A. Minnery
District Legal Counsel

Los Osos Community Services District

Internet, Email and Electronic Communications Policy

PURPOSE

The Los Osos Community Services District (hereinafter "District") believes that employee access to and use of the internet, email, and other electronic communications resources, benefits the District and makes it a more successful local public agency. However, the misuses of these resources have the potential to harm the District's short and long-term success. Employees should have no expectation of privacy in work-related emails or internet usage while using District computers.

The District has established this policy to ensure that the District employees use the District-provided computer resources, such as the internet and email, in an appropriate manner.

POLICY

E-mail is a business tool which is to be used in accordance with generally accepted business practices and current law reflected in the California Public Records Act to provide an efficient and effective means of communications for the District.

The District respects the individual privacy of its employees. However, an employee cannot expect privacy rights to extend to work-related conduct or the use of District-owned equipment or supplies. Consequently, E-mail users shall have no reasonable expectation of privacy in E-mail communications sent over the System as E-mail communications are not confidential.

GUIDELINES

Employees are expected to understand and comply with the following additional guidelines regarding use of the internet and District computer systems.

- A. Internet access is to be used for the District business purposes only. Employees who have completed all job tasks should seek additional work assignments. Use of the internet should not interfere with the timely and efficient performance of job duties.
 1. Personal access to the internet and email is not a benefit of employment with the District. Limited personal use of the District's systems to access internet, email, and other electronic communications may be permitted only during the employees' authorized break time.
- B. Employees do not have any right or expectation to privacy in any of the District computer resources, including email messages produced, sent, or received on the District computers or transmitted via the District's servers and network. The District may monitor the contents of all computer files and email messages to promote the administration of the District operations and policies.
- C. Employees' access to and use of the internet, email, and other electronic communications on the District systems is monitored, and such files and electronic communications may be reviewed by the District at any time. Employees have no expectation of privacy.

- D. Deleting an email message does not necessarily mean the message cannot be retrieved from the District's computer system. Backup copies of all documents, including email messages, that are produced, sent, and received on the District's computer system, can be made.
- E. Email and any attachments are subject to the same ethical standards, and standards of good conduct, as are memos, letters, and other paper-based documents.
- F. Currently all District email sent is not encrypted. Unencrypted email is not a secure way of exchanging information or files. Accordingly, employees are cautioned against transmitting information in an email message that should not be written in a letter, memorandum, or document available to the public.
- G. Email, once transmitted, can be printed, forwarded, and disclosed by the receiving party without the consent of the sender. Use caution in addressing messages to ensure that messages are not inadvertently sent to the wrong person.
- H. Virus scanning software shall be used where provided.
- I. It is advisable for all employees of the District to remind customers, clients, and contractors of security issues when sending confidential email or documents to the District via email. If applicable, our customer, clients, or contractors should be reminded to implement a security policy and make sure their employees understand the ramifications of sending confidential information via email.

RULES REGARDING PROHIBITED USE

Employees shall not use the District internet and email in an inappropriate manner. Prohibited use of the internet and email systems includes, but is not limited to:

- A. Accessing internet sites that are generally regarded in the community as offensive (e.g., sites containing pornography or that exploit children), or accessing sites for which there is no official business purpose.
- B. Engaging in any profane, defamatory, harassing, illegal, discriminatory, or offensive conduct or any conduct that is otherwise inconsistent in any way with the District policies.
- C. Distributing copyrighted materials.
- D. As computer viruses can become attached to executable files and program files, receiving or downloading executable files and programs via email or the internet without express permission of the Systems Administrator is prohibited. This includes, but is not limited to, software programs and software upgrades. This does not include email or documents received via email and the internet.
- E. Use of another person's name or account, without express permission of the System Administrator, is strictly prohibited.

- F. Using the District's computer resources for personal social media, online shopping, and other similar online commercial activity.
- G. Employees must respect all copyright and licensed agreements regarding software or publication they access or download from the internet. The District does not condone violations of copyright laws and licenses and the employee will be personally liable for any fines or sanctions caused by the employee's license or copyright infringement.

REPORTING ISSUES TO IT

Even with every possible protection in place, a security breach is still a possibility. The best way to mitigate the impact of this is to recognize the signs of a breach, and report it to IT immediately so they can investigate and take any necessary steps. Workers should be aware of:

- A. A sudden increase in pop up ads and spam.
- B. A significant decrease in performance.
- C. Frequent error messages.
- D. A new homepage or default search engine.
- E. Anti-malware software indicating that a virus or malware is present.
- F. Never share sensitive information with an unauthorized party. This may sound obvious but all too often employees feel some sort of social pressure when someone else asks them for information (this applies to people within your organization too). If there's any doubt, say no and consult a supervisor for permission.
- G. Be careful about what you share on social media. Whether you are on a personal or work account, criminals can gain insights from sensitive data you share that can help them target you.
- H. Slow down and evaluate emails carefully before clicking or taking action.
- I. Never click links from an unknown sender before carefully vetting the URL. They may pose as someone from your company or a reputable company, use a URL similar to a well-known site, use logos and disguised email accounts — pay close attention to detail.
- J. Keep an eye out for strange requests, spelling and grammar mistakes, flashy click-bait content and other things that may seem "off."

It's imperative that workers contact IT if they realize that someone may have gained unauthorized access via social engineering. This is a common method where someone posing as a support agent or other authority talks someone into providing access to their devices, usually using some sort of screen sharing software.

DATE: November 18, 1999

AGENDA ITEM NO: 9

(X) APPROVED

() DENIED

() CONTINUED TO

RESOLUTION NO. 1999-32

A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LOS OSOS COMMUNITY SERVICES DISTRICT
ESTABLISHING ELECTRONIC MAIL/ INTERNET USE
POLICY AND GUIDELINES

WHEREAS, in consideration of the advent and use of electronic mail and internet use (herein "E-Mail"), the Los Osos Community Services District (herein "District") finds it to be in the best interest of the District to adopt policy guidelines regarding E-Mail use by District elected officials, appointed officials, employees and consultants,

NOW, THEREFORE, BE IT RESOLVED, DETERMINED AND ORDERED by the Board of Directors of the Los Osos Community Services District as follows:

1. The attached Electronic Mail/Internet Use Policy and Guidelines is hereby adopted by the Los Osos Community Services District Board of Directors.

2. A copy of said Policy shall be delivered to each District elected official, appointed official, employee, and consultant.

On the motion of Director Gustafson, seconded by Director Hensley, and on the following roll call vote, to wit:

AYES: Director Smith, Director Hensley, Vice President Nash-Karner, President Bowker, Director Gustafson
NOES: None
ABSENT: None
CONFLICTS: None

the foregoing resolution is hereby passed, approved and adopted by the Board of Directors of the Los Osos Community Services District this 18th day of November, 1999.

Rosemary Bowker
ROSEMARY BOWKER, President
Board of Directors, Los Osos
Community Services District

ATTEST:

Paavo Ogren
PAAVO OGREN, Interim General
Manager and Secretary to the
Board

LOS OSOS COMMUNITY SERVICES DISTRICT

ELECTRONIC MAIL / INTERNET USE POLICY AND GUIDELINES

PURPOSE:

The Los Osos Community Services District (hereinafter "District") may provide staff with electronic computer systems (hereinafter "System"), including Electronic mail and Internet access, for the purpose of performing business and public policy research, communication and related information exchange. The purpose of this document is to establish guidelines for the use of electronic mail (hereinafter "E-mail") on the computer network of the District. For purposes of this policy, E-mail shall also include all messages transmitted on the Internet.

POLICY:

E-mail is a business tool which is to be used in accordance with generally accepted business practices and current law reflected in the California Public Records Act to provide an efficient and effective means of communications for the District.

The District respects the individual privacy of its employees. However, an employee cannot expect privacy rights to extend to work-related conduct or the use of District-owned equipment or supplies. Consequently, E-mail users shall have no reasonable expectation of privacy in E-mail communications sent over the System as E-mail communications are not confidential.

APPLICATION

The policy and guidelines shall apply to all District elected officials, appointed officials, employees, consultants and other non-employees utilizing electronic communications with the District (hereinafter "E-mail users").

GUIDELINES

1. The System and the contents thereof are the sole property of the District and therefore not considered personal. Communications sent over the System may be subject to disclosure under the Public Records Act or litigation.

2. Communications transmitted over the System are restricted to business activities of the District or communications that contain information related to the accomplishment of District business, administration or practices.
3. Generally E-mail messages are restricted to transitory communications which are not required or intended to be kept for future reference.
4. E-mail messages which are intended to be retained in the ordinary course of the District's business are recognized as official records that require protection/retention in accordance with the California Public Records Act. Because the E-mail system is not designed for long term storage, E-mail communications which are intended to be retained as an official record shall be printed out and the hard copy filed in the appropriate subject file.
5. E-mail messages which are responsive to an existing public record requests, subpoena or production demand, or which are otherwise relevant to pending litigation or claim shall be printed out and the hard copy shall be retained.
6. Use of the System for transmitting any information that is discriminatory, harassing, or obscene, including but not limited to, comments based on race, national origin, gender, sexual orientation, age, disability, religion, or political beliefs, is strictly prohibited.
7. Use of the System for transmitting any information that counsels insubordination, harms close working relationships, publicizes a personal dispute, undermines the District's ability to provide public services through its employees or harms the integrity of the System or network is strictly prohibited.
8. Use of the System to solicit, promote or proselytize others for non-job related commercial ventures, religious or political causes, or other non-job-related activities is strictly prohibited.
9. E-mail messages transmitted to or from District Legal Counsel and/or his/her employees and agents are considered to be confidential work product communications and subject to the attorney/client privilege.
10. All materials – diskettes, applications, documents downloaded materials, etc. – brought into the workplace from external source must be approved by the General Manager or his/her designee before being installed or used on the District's computer system.
11. The District reserves the right to monitor the System including reviewing, auditing, and disclosing all matters sent over and/or stored in the System.

LOS OSOS COMMUNITY SERVICES DISTRICT

EMPLOYEE GUIDELINES

E-MAIL ETIQUETTE AND USE

1. Remember you are representing the Los Osos Community Services District (herein "District") through your communications both internally and externally, and it is critical that you maintain a positive image for both yourself and the District.
2. Be certain that your message is addressed to the proper person. Be sure you check the list of persons being E-mailed when you choose a REPLY ALL function. E-mail should not be used for broadcast purposes unless the message is of interest to all users.
3. Capitalize words only to emphasize an important point or to distinguish a title or heading. Capitalizing whole words that are not title is generally interpreted as shouting.
4. Be professional and careful of what you say about others. E-mail is easily forwarded and blind copied.
5. Be cautious when using sarcasm and humor. Without face to face communication, humor may be viewed as criticism. By the same token, also carefully read what others write. The perceived tone may easily be misinterpreted.
6. Some E-mail messages, especially those written in "the heat of the moment," are best unsent. Think twice before sending angry or sarcastic messages or using E-mail to let off steam.
7. Be aware that deleting or erasing information, documents, or messages maintained on the District's network is, in many cases, ineffective. Information kept on the District's system may be electronically recalled or recreated regardless of whether it may have been erased or deleted by an employee. Further, since the District may periodically back-up files and messages, and because of the way in which computers re-use file storage space, files and messages may exist even after a user assumes they are deleted. Finally, information or messages may still exist in the storage areas of other users. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

LOS OSOS COMMUNITY SERVICES DISTRICT

EMPLOYEE ACKNOWLEDGMENT: E-MAIL POLICY AND GUIDELINES

I hereby acknowledge receiving and reading a copy of the Los Osos Community Service District Electronic Mail / Internet Use Policy and Guidelines and the Employee Guidelines for E-Mail Etiquette and Use. I also understand that any questions concerning the policy may be addressed to the General Manager.

I understand that the District's E-mail system and computer network are for District business only. I further understand that all information contained on or communicated through the E-mail system and computer network is subject to monitoring, review and disclosure. Consequently, I may not assume that any information stored on or communicated through any District system or network is confidential or private. Finally, I understand that violation of this Electronic Mail Policy may result in disciplinary action, up to and including dismissal.

Name (print): _____

Signature: _____

Date: _____

e-mail etiquette and ack 11-12-99
GOVT File 78