

NEVADA DEPARTMENT OF WILDLIFE POLICY AND PROCEDURE	Pages: 9 Effective: January 9, 2007 Approved: Rob Buonamici (Signature on File)
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TITLE: Computer Use in the Workplace

REFERENCE: NRS 239B, 242.300, 205.473 to 205.513, inclusive, 281.195, 281.481

AFFECTED EMPLOYEES: Deputy Director (Pos. No. 0101), Information System Specialist III (Pos. No. 0113), Conservation Education Chief (Pos. No. 0500), Public Information Officer I (Pos. No. 0540), All Employees

PURPOSE: To provide written policy for the appropriate uses of the Department’s computers, software, and associated hardware, such as printers and scanners.

POLICY: Computers, software, and associated hardware are invaluable tools used in the workplace for word processing; accounting systems and spreadsheets; personnel and payroll systems; databases for compiling and analyzing data; GPS/GIS systems for inventory and mapping; visual presentations; communications for e-mail and public safety radio systems; Internet access for the licensing system, research, and for business travel arrangements, just to name a few. Therefore, the Department recognizes the importance of computers, software, and associated hardware used in the workplace and the need to provide guidelines to the employees for the appropriate, ethical, and professional uses of these technologies.

DEFINITIONS:

Computer – means an electronic device which performs logical, arithmetic and memory functions by manipulations of electronic or magnetic impulses and includes all equipment related to the computer in a system or network.

PROCEDURE:

General

According to NRS 242.300, a state agency that uses at least one computer in the course of its work will have a written policy setting forth the appropriate uses of the computers of the state agency and provide all employees with a copy of the written policy.

1. An officer or employee will not use departmental time, property or equipment to benefit his personal or financial interest.
2. Since the Department is a public office and subject to the scrutiny of the public, all employees are required to use property or equipment including computers and their technologies in the utmost appropriate, ethical, and professional manner.

- a. Appropriate, ethical, and professional uses of a computer may minimize the risk of unlawful or inappropriate activities.
 - b. An employee will not use a computer for unlawful acts or for accessing pornographic sites, accessing personal e-mail accounts through the State's server, and loading or downloading unauthorized programs and software. Inappropriate use further includes unacceptable or improper acts for non-work related activities that may or may not impact an employee's productivity and performance and include, but are not limited to, using the computer and/or Internet to conduct business for personal financial gain or excessive use of the Department's computers for personal use.
 - c. Employees are not allowed to play computer games, even during their breaks or lunch period as these activities create the appearance of impropriety with the public and co-workers. Employees are, instead, encouraged to take a break from the computer.
3. Computers, software, and associated hardware provided and assigned by the Department to its employees for use in carrying out the duties of their positions are property of the State.
- a. As property of the State, computers are subject to access whether for routine maintenance or in the course of an investigation.
 - b. Employees are responsible for the proper care and maintenance of the computers assigned to them.
 - c. Employees must take reasonable care not to abuse or damage the computers. If damage results because of carelessness, such as spilled food or drinks, the employee may be responsible for repairs or replacement.
 - d. The portability of laptop computers increases the risk of damage, loss, or theft from an employee's home or personal or work vehicle. If the damage, loss, or theft is a result of carelessness (i.e., laptop left in plain view in a vehicle that is broken into, etc.), the employee may be responsible for the replacement costs.
4. Only authorized and legal software necessary for the duties of a position will be loaded onto Department computers.
- a. All software requires a site license or program disks.
5. Employees will not customize a computer beyond the needs of the employee's duties.

- a. Customization can use memory and slow the computer speed, even for such things as changing the cursor from the default, accessing and listen to the radio channels through the Internet, installing the “weather bug”, etc. These features can tie up the network bandwidth and slow other critical processes.
 - b. Customization takes time and may impact an employee’s work productivity without benefit to the employee’s duties or performance.
6. Employees will not download Internet programs or software unrelated and unnecessary to work as the programs can cause critical problems by taking up valuable disk space and memory needed to run the programs necessary for work.
- a. Not only can downloaded programs slow a computer speed, but may introduce viruses, worms, and corrupt the computer and the network, all of which may impact the employee’s work productivity and performance and incur costs for employee’s downtime and labor.

Internet and E-mail Usage

- 1. Internet and e-mail should be used for legitimate state business; however, brief and occasional (incidental use) Internet usage or e-mail messages of a personal nature may be sent and received if the following conditions are met:
 - a. Personal use of the Internet and e-mail on state systems is a privilege, not a right. As such, the privilege may be revoked at any time. Abuse of the privilege may result in appropriate disciplinary action.
 - b. Employees have no right to privacy with regard to the Internet or e-mail usage on state systems. Management has the right to view employees’ usage patterns and take action to assure that Department Internet and e-mail resources are devoted to maintaining the highest level of productivity.
 - c. All e-mail sent on the state systems can be recorded and stored along with the source and destination.
 - d. Recorded e-mail messages from state systems are the property of the Department.
 - e. If sending e-mail of a personal nature on a state system, there is always the danger of the employees’ words being interpreted as official agency policy or opinion; therefore, employees should be very cautious in sending these types of personal e-mails through the state system. If an employee chooses to send these types of e-mails, the employee must use the following disclaimer at the end of the message: “This e-mail contains the thoughts and opinions of (employee name) and does not represent official (agency name) policy.”

2. Restrictions for the use of Internet and e-mail include:
 - a. Personal Internet usage or e-mail will not impede the conduct of state business; only incidental amounts of employee time shall be used to attend to personal matters – time period comparable to reasonable coffee breaks during the day.
 - b. Accessing, posting or sharing any racist, sexist, threatening, obscene or otherwise objectionable material (i.e., visual, textual or audible) is strictly prohibited.
 - c. Internet usage or e-mail will not be used for any personal monetary interests or gain.
 - d. Employees shall not use state systems to subscribe to mailing lists or mail services strictly for personal use.
 - e. Personal Internet usage or e-mail will not cause the state to incur a direct cost in addition to general overhead of the Internet or e-mail. Employees will not intentionally use the Internet facilities or e-mail to disable, impair or overload performance of any computer system or network, or to circumvent any system intended to protect the privacy or security of the systems or another user.
3. While e-mail communications are less formal than other forms of written correspondence, the employee should always strive for a professional product by reviewing the content for clarity, grammar, punctuation, format, and tone.
 - a. Employees should verify the recipients before sending the e-mail to avoid sending it to an unintended person.
 - b. Employees need to be cognizant of how an e-mail may be perceived by the receiver, so re-read the message as if you are the recipient and make sure the content is professional.
 - c. The use of stationary, fancy fonts and dancing smiley faces or characters do not portray professional style and format and should not be used for business communications. However, they may be used in designing a specialty notice or announcement related to a Department activity.
 - d. Employees must not remotely access personal e-mail accounts through the State's system as the access may introduce viruses, worms, and corrupt a computer and the network. Employees may access their State account from a remote site.

4. The Internet will be used as a research and communication tool for work related matters and must not be used for personal activities that impact an employee's work productivity and performance.
 - a. Spam can be the result of accessing Internet sites or downloading programs, even for something as simple as a screensaver.
5. The Department of Information Technology (DoIT) Network Administration responsible for the centralized Internet and e-mail services is responsible for alerting agency network administrators of inappropriate Internet or e-mail use by an agency's staff while using the centralized services.
 - a. Department disciplinary action may be taken against any employee who inappropriately uses the Internet or e-mail, whether it decreases the employee's productivity or not.
 - b. DoIT will take action to immediately revoke the user's access to the Internet and e-mail and notify the employee's agency head if the inappropriate use presents a security risk to the state system (i.e., introduction of viruses due to accessing personal e-mail, impairing or overloading the performance of the state system or network).

Customer Communications and Use of List Serves

The Department will use e-mail addresses to communicate with customers via both individual communications and database list serves. All e-mail databases will be maintained as confidential, unless court ordered or such disclosure is necessary to protect public safety or to assist in the investigation or prosecution of a crime. Individual e-mails used in business communications will be treated as government records and are subject to the same retention and disposal schedules.

All e-mails sent via list serves will conform to the federal requirements for commercial e-mail set forth in the Federal Can-Spam Act, January 1, 2004. In that regard, all Department e-mails will be sent with a valid physical address, accurate and clearly defined headers and subject lines; all e-mails will provide recipients an opt-out method to be removed from future e-mails; all e-mails will be identified as Department communications.

Confidentiality of Databases

If a person provides the electronic mail address or phone number to a government entity to communicate with that entity, the government agency may maintain the address or phone number in a database (NRS 239B.040). Further, it defines that the database is not a public book or record and is to remain confidential unless court ordered or such disclosure is necessary to protect public safety or to assist in the investigation or prosecution of a crime.

Individual electronic mail of those doing business with the state or seeking contractual relationships with the state are not confidential and may be disclosed in accordance with applicable law.

Currently, e-mail addresses and information are collected through a variety of customer transactions: fishing and hunting license applications; hunt applications, hunter education class registrations, volunteer registrations, boat registrations, and online subscription to the Department's list serves.

Opt-Out Mechanism

For all e-mails sent via list serve, the Department will provide a link for customers to Opt-Out of existing lists.

The Public Information Officer I is responsible for running the Opt-Out list against the subscriber list before each list serve e-mail blast. This will remove the customers who have requested to be removed from the mailing list before the communication is sent.

Opt-In Mechanism for Department Communications

The confirming e-mails sent to customers for on-line applications, boat registrations, and licenses will include a similar check-off box stating "I would like to receive DEPARTMENT communications." This provides customers an Opt-In opportunity to receive Department communications.

E-mail addresses will be requested from the contracted application hunt and licensing vendor four times each year: January 30, April 30, August 30, and November 30.

Topics for list serve communications must be approved by the Conservation Education Chief and the Deputy Director. Communications will be sent bi-weekly in four categories: fishing, hunting, habitat and conservation, and boating. Regular communications will include: stocking reports, fishing reports, upland game and big game forecasts, wildlife viewing updates, birding hotspots, boating notices, and dates and information about various seminars and clinics. No commercial communications will be allowed.

On-line magazines and journals will be sent to all list serve recipients as well as the State of Nevada employee list.

GPS Set-Up Standards for GIS Products

The objective of this standard is to provide statewide consistency in setting the correct protocol for Global Positioning System (GPS) units to collect data regardless of the brand or quality of the GPS unit.

1. All GPS units used in documenting the locations of wildlife or objects, and for law enforcement investigations will be set to the Universal Transverse Mercator (UTM)

projection using the NAD 83 Geodetic Datum (NAD – 83), Zone 11. Distance and elevation units should be set to meters. It is very important that all GPS units be set correctly for time and date. GPS receivers are based on the Universal Time Coordinated (UTC) system, which is the same as Greenwich Mean Time. For Pacific Standard Time, the local time zone or set-back time is minus eight hours (-8 hours). For Pacific Daylight Savings Time the set-back is minus 7 hours. The time set-up can be in either local 24-hour or local 12-hour format, although it is recommended that the time format be in military time (24-hour).

Mapping Standards Required for GIS Products

The objective of this standard is to set statewide consistency in producing map products using Geographic Information Systems (GIS) and will apply to all Department GIS users. A GIS user is anyone who produces map products using GIS technology. Maps produced by the Department can generally fall into four groups or products: draft products for use by GIS users; draft products for customer review; products for internal use only; and products for public display and distribution. Each map product or mapping group will require different map elements and are dependent on the intended use or purpose of the map. Draft products created for quality control purposes will require fewer map elements than products for public display and distribution.

Regardless of the grouping, all datasets used for producing maps shall be in the Universal Transverse Mercator (UTM) projection using the NAD 83 Geodetic Datum (NAD – 83), Zone 11. In addition, all datasets whether in-house or from outside sources must have associated metadata. Metadata is very important as it adds value to the data, provides information for the purpose of the data, its accuracy, and its spatial reference. The Department has adopted the Federal Geographic Data Committee (FGDC) standard, as it has become the industry standard in providing the geospatial community with a comprehensive method of documentation. The FGDC website (www.fgdc.gov) can be accessed for additional information related to standards and metadata.

Group 1 - Draft Products for Use by GIS Users

These Draft or Quality Control (QC) map products are working documents created by users to review for errors and inconsistencies in their work. Products of this type are used to determine accuracy, quality, and the completeness of a work in progress, and are not intended for final use or public display and distribution.

1. **Map Element Design:** Each map must contain a title, date, and disclaimer, as well as any additional information necessary to check the accuracy, quality, or completeness of the product.
2. **Metadata Requirements:** Metadata documentation is not required. However, notes regarding the development of data at this stage will be helpful when creating the metadata documentation as required for Group 4 products.

3. Labeling: All Group 1 products must be labeled with the following disclaimer:

"DRAFT"

Group 2 - Draft Products for Customer Review

These draft map products for customer review are working documents created by users to provide their customers an opportunity to review progress made, and check for errors and inconsistencies. Products of this type are used by the customer to ensure that their needs and expectations are met, and are not intended for public review or distribution at this time.

1. Map Element Design: Each map must contain a title, date, and disclaimer, as well as any additional information necessary to check the accuracy, completeness, or quality of the product, and satisfy the customer's needs.
2. Metadata Requirements: Metadata documentation is not required. However, notes regarding the development of data at this stage will be helpful when creating the metadata documentation as required for Group 4 products.
3. Labeling: All Group 2 products must be labeled with the following disclaimer:

"For Internal NDOW" – Date

Group 3 - Products for Internal Use Only

These are map products that are created by the Department GIS users for use by Department employees. The products are not intended for use outside of the Department, and should be safe guarded to minimize misuse or misinterpretation of the data.

1. Map Element Design: Each map must contain a title, date, disclaimer, scale, legend, north arrow, and geographic reference. Additional elements such as; a neat line, standard agency logo, office identification, locator map, data source acknowledgments and descriptive text can be used to maintain the quality of the product.
2. Metadata Requirements: Metadata documentation is not required. However, notes regarding the development of data at this stage will be helpful when creating the metadata documentation as required for Group 4 products.
3. Labeling: All Group 3 products must be labeled with the following disclaimer:

"Review and/or display copy - Not for distribution" – Date

Group 4 - Products for Public Display and Distribution

These are map products created by the Department GIS users for public display and distribution. They can be utilized outside of the Department, may be published, used

within a public document, presented at public or interagency meetings, and for professional conferences. Map products from this grouping will be used in the Department's decision-making process; therefore, a copy must be maintained for official records.

1. Map Element Design: Each map must contain a title, date, disclaimer, scale, legend, north arrow, neat line, standard agency logo, office identification, and geographic reference. Additional elements such as; a locator map, data source acknowledgments and descriptive text can be used to maintain the quality of the product.
2. Metadata Requirements: FGDC compliant metadata is required for all data released for public review or distribution. Metadata documentation will be collected and made available for all data displayed on map products released for public review.
3. Labeling: All Group 4 products must be labeled with the following disclaimer:

“No warranty is made by the Nevada Department of Wildlife as to the accuracy, reliability, or completeness of these data for individual use or aggregate use with other data.”