

## **FRED ROBIN YOUTH CENTER INFORMATION SYSTEMS POLICIES & PROCEDURES**

### **General Policies**

- Hardware, software, Internet access, etc. are to be used for agency business only. Personal use is prohibited.
- All files should be stored in designated directories; network users should store files on network drives to ensure backups and access from other stations if their computer is down.
- All information, including email, created or stored on agency equipment or using agency accounts, is the property of Fred Robin Youth Center. This information may be accessed at any time by your supervisor or the IS department. Supervisors will have access to the files of staff they supervise.
- You must have authorization prior to using your own hardware or software at Fred Robin, it is generally discouraged.
- FFYC is not responsible for hardware or software brought from home, including damage, theft, viruses, data loss, and equipment failure.
- All disks brought from an outside source must be scanned for viruses.
- Hardware and software allocations and access rights are determined by the IS department based on the agency business to be performed by that person or at that workstation. Rights and allocations may be changed at any time.
- Hardware and software that are donated to the agency become the sole property of FFYC and may be allocated according to agency needs (e.g., given to another user, sold, stripped for parts).

### **Staffing Issues**

If a position requires computer skills, the supervisor should screen for those skills during the interview process.

When a staff person is hired or a new position created, the supervisor must turn in an IS Services Request Form 5 days prior to start date (or date staff will start using computer). If new or different hardware is required, the request must be received 10 days prior to start date.

When a staff person leaves a position, an IS Services Request Form should be turned in 5 days prior to last day worked. If this is not possible, it should be received on the last day worked. IS will close the network account immediately to prevent further access to agency information. Any files not specifically designated by supervisor to be retained will be deleted.

### **Confidentiality**

Staff are responsible for protecting confidentiality of agency information by following all given guidelines including

- keeping passwords confidential and changing them when directed
- logging out of workstation and/or remote connection when not in use
- not allowing any other staff or resident access to your workstation while you are logged in

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- locking offices when not present
- reporting lost or stolen keys
- not copying agency information onto other media without authorization
- having confidentiality agreements signed when any agency information is shared via disk, modem or other media

Furthermore, staff are required to respect confidentiality of any data not meant for their review. This includes documents left in printers and fax machines, files open on or accessible through a computer, and similar situations. Staff are prohibited from accessing another user's files without specific authorization.

### **Resident Use**

- Residents are not to use staff computers. They should only use computers designated for resident use
- Staff supervising resident use of computer equipment are responsible for reporting damage, viruses, data loss, and equipment failure in writing to IS department.
- If problem is the result of resident negligence or deliberate damage, staff is responsible for assigning appropriate consequences and/or training.
- Designated staff are responsible for training residents in appropriate use of computer equipment and software and for monitoring their use.

### **Working at home**

- Staff using remote access to dial into Fred Robin networks must protect confidentiality of connection information and all Fred Robin data
- Any software provided for staff to use at home is the property of Fred Robin Youth Center and may not be copied or used for non-agency business.
- Agency equipment that is loaned to a staff is for business use only.
- The borrower is responsible for maintaining the equipment in good working order, and notifying the IS department of any problems.
- No other software may be installed, downloaded or otherwise transferred to agency computers

### **Internet**

- Internet subscriptions are to be used only for agency business, including email and special subscription services
- Staff should not download files without authorization of supervisor and IS department
- Staff should not use personal credit cards for purchases on FFYC Internet accounts. Purchasing should only be through established agency accounts or purchase orders and should be pre-approved by supervisor
- Email attachments from unknown senders should be deleted without opening and IS department notified. Viruses are often spread by enclosing them in email attachments that look legitimate.
- Email attachments from known senders should be scanned for viruses.
- No personal information should be given out; staff should identify themselves in any public or private forum with their name, title and the agency. Sites that require other information, such as address and phone number, should be filled in using agency information.

### **Standardization**

- Fred Robin Youth Center operates on PC based hardware and DOS/Windows software. Any agency work that is not created on that platform is the responsibility of the staff creating it to translate to that platform.

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- Staff are responsible for using agency-standard software to do their jobs. If our current software does not suffice, a software package may be ordered using an IS Services Request.

**I have read and agree to follow the above policies and procedures.**

**Name:** \_\_\_\_\_  
*please print*

**Title:** \_\_\_\_\_  
*please print*

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_