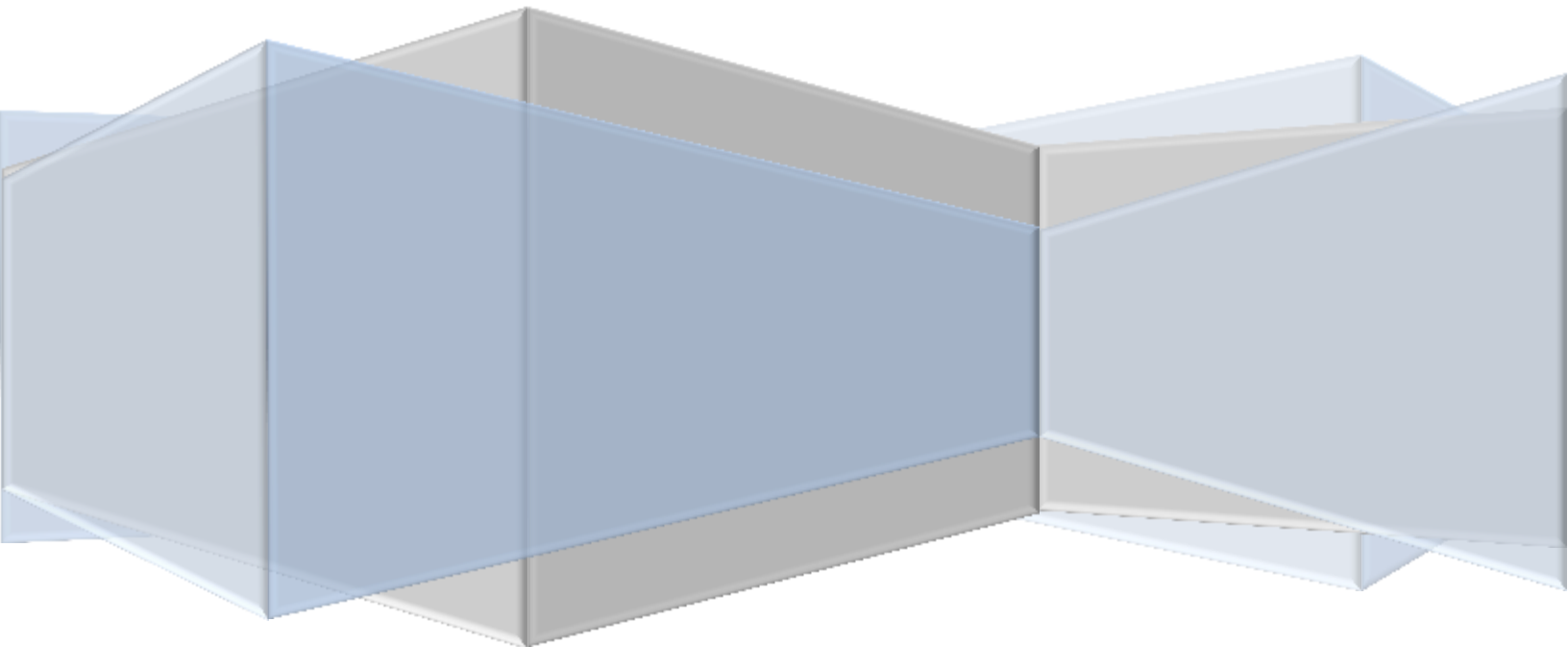




GREENSBORO HOUSING AUTHORITY

INFORMATION TECHNOLOGY POLICY



INFORMATION TECHNOLOGY POLICY

Greensboro Housing Authority

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SCOPE

This policy applies to all Greensboro Housing Authority (GHA) employees, commissioners, temporary workers and contractors that have access to and or are assigned company owned equipment. This policy addresses the use of wireless devices & services, landline devices & services, PC hardware, software, security, e-mail and GHA websites.

POLICY

The purpose of this policy is to provide guidance on the use of company owned Information Technology (IT) equipment and communication services users are eligible to receive based on the type of work they perform, and to outline the guidelines governing their use. These devices and services will only be provided in instances where there is a compelling business need to do so.

It is the responsibility of the supervisor and management team to ensure full compliance with this policy within their department. This includes periodic reviews to ensure that only users with a compelling business need continue to have access to company-issued devices and/or services.

The use of any company-provided device or service constitutes acknowledgement and acceptance by the user to abide by the policies and guidelines outlined in this document. It is the user's responsibility to have knowledge of this policy and adhere to all of the provisions within. Failure to comply with the provisions of this policy may result in disciplinary action up to and including dismissal.

This policy supersedes all previous policies and guidelines regarding IT equipment and communication services. GHA reserves the right to amend, change, or cancel this policy or any part thereof, or reduce, modify, or suspend its terms at its sole discretion. This policy is not a contract, assurance of compensation, continued employment, or benefit of any kind.

Individual Business Units may not modify this policy.

GENERAL USE GUIDELINES

Department managers are responsible for communicating acceptable usage guidelines to each employee, and monitoring use in accordance with the established expectations based on the scope of the employee's job. Employees are required to adhere to these expectations when using their wireless device, computing equipment or landline.

Equipment Selection

In some cases personal preference may influence or impact equipment selection however the final decision is determined by business need and work type.

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The cost associated with each device will be charged to the business unit of the employee.

Equipment Retention

Equipment disbursed for official company use remains the property of the GHA, and the asset holder should not sell or give wireless devices, computing equipment, landline voice equipment or software to a non-company entity without first receiving the necessary approvals.

Termination of Employment / Service

It is the responsibility of the supervisor and/or the departing employee, commissioner or other user to return company assets no later than the last day of employment / service.

Service No Longer Needed

If the supervisor or leadership team determines that an employee's job assignment no longer requires a company-provided piece of equipment or IT affiliated service (landline, wireless, etc), it is the supervisor's responsibility to advise IT.

Personal Use of Business Device

Company-provided equipment or wireless service is intended for business use. Eligible and approved users may use their company-provided equipment for personal use on a limited basis. GHA provides computer hardware, software and associated components, (printers, scanners, internet access, etc.) which are intended for business use. GHA understands that situations will arise in which employees will use this equipment for personal reasons such as correspondence or e-mail. Personal use of GHA equipment should be kept at a minimum and not abused. The Information Services Department monitors the use of GHA equipment and the use of email and the Internet. All email and Internet use are subject to review. If personal use involves more than incidental cost (such as volume printing or internet access/e-mail that involves a service charge), this will be reported to your supervisor. GHA reserves the right to require reimbursement of these costs. If GHA has reason to believe that computer hardware, software, or associated components are being abused and/or there is a suspicion of misconduct, an investigation will be carried out and appropriate disciplinary action will be taken.

In order to avoid computer software problems, computer viruses and other software-related issues pertaining to unauthorized software installations, software loaded onto a GHA computer must be approved, installed and tested by the Information Services Department before use. Information Services Department will set a standard for the appearance of the computer environment within GHA's network. These guidelines will ensure security, support and efficiency.

Asset Validation

Users are personally accountable for their company-provided equipment. As such, each user must affirmatively acknowledge receipt of any new and/or redeployed equipment and validate that all information is correct.

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COMPANY PROVIDED WIRELESS EQUIPMENT & LANDLINE VOICE SERVICES

Acquisition

All wireless equipment (mobile phones & tablets), wireless services, desk phones and landline services must be ordered by IT or Procurement. Use of redeployed wireless or landline equipment versus new acquisition is preferred whenever possible.

Setup & Issue Reporting

Initial setup of all wireless and landline equipment will be performed by IT. If an issue arises after setup it is the user's responsibility to notify IT immediately for assistance.

Features & Downloads

All company-provided wireless devices will be activated with basic voice and data features that are required for the use of the device. Subscription to paid sites and downloads from third party vendors are prohibited unless required to perform daily job duties. If additional services are required, they must first be approved by the employee's supervisor. Once approval has been received contact IT with equipment in hand to have services provisioned.

Company-provided wireless devices and desktop phones should not be loaned or given to spouses, friends, or dependents. Violations can result in disciplinary action.

Users are expected to use Company-provided wireless devices in a safe, responsible and courteous manner. Users are responsible for ensuring they are aware of the laws governing the use of wireless services, especially when driving. Additionally, all users are prohibited from using data services on their wireless devices, such as texting or accessing the mobile web or other distracting activities, while driving.

All information stored on a company-provided wireless device is the property of Greensboro Housing Authority and is subject to inspection at any time. Similarly, the Greensboro Housing Authority reserves the right at any time to review call detail records, text messages, SMS messages, e-mail, and any other data/information reflecting or relating to usage of a company-provided device and landline. Employees have no expectation of privacy with respect to such information.

Telephone Number Assignment

New numbers are assigned by service providers at random. In certain circumstances a specific type of number can be requested but not guaranteed to be available.

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Telephone Number Reassignment

An existing number may be reassigned to a new user in lieu of activating a new number. If a position is refilled with a new employee, every effort will be made to retain the wireless and landline numbers previously associated with that position in order for them to be reassigned.

Loss

In the event a user's assigned wireless equipment is lost or damaged due to user negligence, the cost of the replacement equipment will be charged to the user. Repayment will be one of the following options:

- 1) Payment in full at time of loss.
- 2) Payroll deduction (Lump sum or payment plan)
 - Maximum of 24 pay periods
 - Minimum of \$25 per pay period

Mobile Phone & Tablet Updates

Mobile device updates are frequent and imperative to allow for full functionality of the device. When an update displays available on a mobile device it should be promptly downloaded.

PC HARDWARE & SOFTWARE

Acquisition

The purchase of all desktops, servers, portable computers, computer peripherals, routers and software must be purchased by IT or Procurement. This ensures all hardware and/or software meets standards set across the company and ensures compatibility with existing systems. Use of redeployed computing hardware and/or software versus new acquisition is preferred whenever possible.

All free software must be approved by the employee's supervisor and verified by IT for compatibility prior to download.

The costs associated with the acquisition of new hardware and software will be charged to the requesting business unit.

Desktop, Laptop & Netbook Updates

GHA computers are setup to automatically perform system updates. If an employee's computer was shut down when an automatic update was set to occur, the system will prompt the employee to perform the update once powered back on. Each employee should allow the update to install at that time.

Installation

PC hardware and software should only be installed and setup by IT or a company in which GHA has contracted for IT assistance.

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ELECTRONIC MAIL

GHA maintains an electronic mail system to assist in the conduct of its business within the company. To prevent downloading an inadvertent virus to GHA servers the use of e-mail for personal purposes is discouraged. E-mail is subject to the same restrictions on its use, and the same review process, as any other Company-furnished resource provided for the use of employees.

The e-mail system hardware is GHA property, and all e-mail transmitted by, received from or stored on the e-mail system resources (i.e., servers, personal computers or printers) is the property of GHA. GHA reserves and intends to exercise the right to review, audit, intercept, and access all messages created, received or sent over the e-mail system for any purpose. The contents of e-mail properly obtained for legitimate business purposes may be disclosed within the Company without permission of the employee. The privacy of any message should not be assumed or expected. Even if a message is erased, the message may still be retrieved and read. Further, the use of passwords does not guarantee confidentiality, and all passwords must be disclosed to the Company. Use of GHA's e-mail system constitutes consent to monitoring by the user.

Users May Not:

- 1) Use e-mail for commercial solicitation or for conducting or pursuing the user's own business interests or those of another organization.
- 2) Use e-mail to distribute hoaxes, chain letters, or advertisements; and/or send rude, obscene or harassing messages, or any other information or materials with the instruction that the recipient forwards the materials or information to other users except as required for business reasons.
- 3) Propagate viruses, knowingly or maliciously.
- 4) Send, forward and/or reply to large distribution lists concerning non-Company business. In addition, users must consider the impact on the network when creating and using large, work-related distribution lists.
- 5) Transmit any message, picture or file that may be construed as harassment or disparagement of others based on sex, race, color, religion, age, national origin, disability, marital status, sexual orientation, status as a Vietnam-era or disabled veteran or any additional categories protected by applicable federal, state or local laws. Users may not transmit any message, picture or file that may be construed as unlawful, libelous, abusive, threatening, harmful, disruptive, vulgar, obscene or otherwise objectionable material of any kind or nature. GHA's equal employment opportunity policy and policies against sexual and other harassment apply fully to the use of the e-mail system, and any violations of these policies are grounds for discipline up to and including discharge.
- 6) Transmit any material that encourages conduct that could constitute a criminal offense, or violate any applicable local, state, national or international law or regulation.
- 7) Attempt to gain unauthorized access to other GHA's employee's PC for the purpose of falsely transmitting e-mail under a name other than their own, thereby, misrepresenting their identity or affiliation in e-mail communication; or with the

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- purpose of reading another's e-mail, except with the prior approval of that employee or department manager.
- 8) Transmit any message that in any way violates GHA's standard of ethics and professional conduct.
 - 9) Transmit any message soliciting or proselytizing on behalf of any charitable, political or religious cause or on behalf of any other non-business related organization or for any non-business related purpose.
 - 10) Transmit or post-confidential information in any manner that is inconsistent with applicable policies and directives.
 - 11) Permit third parties to have access to the e-mail system without the authorization of the Company.

Allegations of inappropriate use of e-mail technology will be investigated and may lead to disciplinary action up to and including dismissal.

E-Mail Usage Guidelines

Users should carefully consider the intended audience, tone, formality, and format for all e-mail messages.

Any message received which is intended for another person should be returned to the sender. All copies of the misdirected message should be deleted after it has been returned to the sender. Any such incident is required to be reported to the Information Technology department. An incorrectly addressed message should only be forwarded to the intended recipient if the identity of that recipient is known and certain. Any such incident, if deemed to be appropriate, peculiar or a security issue, is required to be reported to the Information Technology department.

The sending of large attachments (for example, greater than 2 megabytes) to large distribution lists should be avoided because of the impact on the network. If a message is sent to a distribution list, recipients should consider whether the response or reply needs to go to everyone on the original list or just sent back to the originator. The creation of single topic messages should be done whenever possible. This will facilitate filing, retrieval and forwarding messages.

Employees should periodically formally delete older "sent files", "deleted files" and any unnecessary previously saved e-mail files to allow the system to work at peak efficiency.

User Responsibilities

1. Users should insure that their use of e-mail technology is appropriate and consistent with this policy.
2. Users should report any violations of this policy.
3. Individuals using GHA's equipment and/or the Company network to access e-mail are subject to having their activities and communications monitored by GHA. Use of this system constitutes consent to security monitoring, and employees should

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remember that e-mail transactions, although always held to be confidential, could be monitored.

WEBSITE CONTENT

All content on the company intranet and internet websites is to be accurate, appropriate and current. Content must be approved before publication can occur. If an update, change or addition to the website is needed, contact IT with the approvals and update information.

INTERNET USAGE

It is expected that employees will use the Internet to improve their job knowledge and to access information that has relevance to GHA's business. Users are advised not to use the Internet for any purpose that would reflect negatively on GHA or its employees. Supported Internet activities as well as Prohibited Internet activities and responsibilities are detailed below.

Supported and Allowed Internet Activities:

1. Accessing job-related information, as needed, to meet the requirements of their jobs.
2. Participation in news groups, chat sessions, and E-mail discussion groups (list servers), provided these sessions have a direct relationship to the user's job within GHA. If personal opinions are expressed, a disclaimer should be included stating that this is not an official position of GHA.
3. Retrieval of non job-related text and graphics information to develop or enhance Internet-related skills if the access does not interfere with the employee's production. It is expected that these skills will be used to improve the accomplishment of job-related work assignments.

Prohibited Internet Activities:

1. Downloading from the Internet and displaying or storing on GHA's computer equipment material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful, inappropriate, offensive (including offensive material concerning sex, race, color national origin, religion, age, disability, or other characteristic protected by law), or otherwise violates GHA's equal employment opportunity policy and its policies against sexual or other harassment. Employees encountering or receiving this kind of material should immediately report the incident to their supervisor or the Human Resources Department. GHA's equal employment opportunity policy and policies against sexual or other harassment apply fully to the use of

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the Internet and any violation of those policies is grounds for discipline up to and including discharge.

2. Engaging in any unlawful activities or any other activities, which would in any way bring discredit on GHA.
3. Engaging in personal commercial activities on the Internet, including offering services or merchandise for sale or ordering services or merchandise from on-line vendors.
4. Engaging in any activity, which would compromise the security of any of GHA's host computer. Login names and login passwords may not be disclosed or shared with other users.
5. Soliciting or proselytizing for any charitable, religious, or political organization for any other non-business related organization or for any non-business related purpose.
6. Initiating non-work related Internet sessions using Company information resources from remote locations.
7. Deliberately performing acts that waste computer resources or unfairly monopolize resources. These acts include but are not limited to spending excessive amounts of time on the Internet or online chat rooms, playing games on the Internet, and downloading non-business related audio, video or picture.

Users must:

1. Follow existing security policies and procedures in their use of Internet services and refrain from any practices that might jeopardize GHA's computer systems and data files, including but not limited to virus attacks, when downloading files from the Internet.
2. Learn about Internet etiquette, customs, and courtesies, including procedures and guidelines to be followed regarding the use of remote computer services and transferring files from other computers.
3. Familiarize themselves with any special requirements for accessing, protecting, and utilizing data, including Privacy Act materials, copyrighted materials, and procurement of sensitive data. Employees may not illegally copy material protected under copyright law or make that material available to others for copying. Employees are responsible for complying with copyright law and licenses that may apply to software, files, graphics, documents, messages, and other material that you may wish to download or copy.
4. Conduct themselves in a way that reflects positively on GHA, since they are always identified as GHA's employees on the Internet.

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Monitoring Usage

The computer system belongs to GHA. GHA has the right to monitor any and all aspects of its computer system, including but not limited to, monitoring sites visited by employees on the Internet, monitoring chat groups and news group, and reviewing material downloaded or uploaded by users of the Internet.

Sessions on the Internet are logged in the same manner as e-mail or host sessions.

All users of GHA's computers system to access the Internet are subject to having activities monitored by system or security personnel, and use of this system constitutes consent to security monitoring.

Users should not consider private, nor possess any expectation of privacy even if secured by password, anything downloaded, uploaded, stored, created, sent or received on the Company's computer system.

Disclaimer of Liability for Use of the Internet

GHA is not responsible for material viewed or downloaded by users from the Internet. The Internet is a worldwide network of computers that contains billions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. Users accessing the Internet do so at their own risk.

Discipline

Violation of any provisions of this policy may be subject to disciplinary action up to and including termination.

INFORMATION SECURITY

Security and safety of all portable technology such as laptops, notepads, tablets, cell phones, etc. will be the responsibility of the user who has been issued the equipment. Each user is REQUIRED to use a device password to secure all portable technology assets issued to them.

Upon setup, IT creates a unique login ID and password for each user to have system access. The user's password should be kept confidential and should not be shared with others. Passwords should abide by the following rules:

- Passwords should never be generic making it easy for someone to gain access.
- Passwords should not be found in any English or foreign dictionary. That is, do not use any common name, noun, verb, adverb, or adjective. These can be easily cracked using standard "hacker tools".
- Passwords should not be posted on or near computer terminals or otherwise be readily accessible in the area of the terminal.

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Anytime an employee steps out of sight of their computer the computer must be locked to ensure data integrity.

All information used within the business is to adhere to the privacy laws and the business's confidentiality requirements. Any breach may result in disciplinary action.

In the event of loss or damage, contact IT and the device will be remotely wiped of its data.

Agency issued tablets are to remain powered ON at all times and should not be intentionally powered off except for troubleshooting. This ensures the agency can track the device in the event a tablet is lost or stolen.

Cybersecurity

To defend the GHA network from viruses and hacker attacks, GHA has installed a Cisco ASA (Adaptive Security Appliance) Firewall to monitor and restrict the flow of data traffic. This Firewall is equipped with an Internet content filter that screens and restricts access to sites by site reputation. If an employee encounters a website that is blocked and needed for business purposes, contact IT.

GHA uses an MXLogic SaaS spam filter to defend against phishing and man in the middle attacks that may arrive via e-mail. When an e-mail is captured by the spam filter the employee must validate the sender is a verified source before moving it to their inbox. Failure to do so may result in the inadvertent download of a virus or malicious code.

All technology that has internet access must have anti-virus software installed. It is the responsibility of IT to install all anti-virus software and ensure that this software remains up to date on all technology used by the business. Each of GHA's critical servers and computers have AVG antivirus installed to protect against viruses and malware/spyware. AVG is set to automatically scan each computer for threats and provide a report to the user. If a virus is detected the user should immediately contact IT. In the event an employee thinks they may have downloaded a virus a manual scan should be initiated by opening the AVG CloudCare AntiVirus program and selecting Scan Now or by calling IT to have a scan performed.

Data Backup

In the event of a disaster or security breach GHA utilizes QSync for backup and recovery. A local appliance in our network backs up hourly and can be restored at file level. The service also backs up offsite via a 256 bit AES encrypted virtual private network to a datacenter in the event of physical failure of that appliance.

GHA's primary operational software is Yardi Voyager. By contract, Yardi agrees to store all GHA data on Yardi's primary server and back-up servers. If any client data is lost for any reason, Yardi agrees to use commercially reasonable efforts to recover lost GHA data and will assist GHA in identifying lost data.

Security Incident Handling

The term "security incident" is defined as any irregular or adverse event that threatens the security, integrity, or availability of the information resources on any part of the company network. Employees

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who believe their computer has been subjected to a security incident or has otherwise been improperly accessed or used, should report the situation to IT immediately. The employee should not turn off the computer or delete suspicious files. Leaving the computer in the condition it was in when the security incident was discovered will assist in identifying the source of the problem and in determining the steps that should be taken to remedy the problem.

PHYSICAL SECURITY

For all servers, mainframes and other network assets, the area must be secured with adequate ventilation and appropriate access through a keypad or lock. It will be the responsibility of the IT and the corresponding site managers to ensure that this requirement is followed at all times. Any employee becoming aware of a breach to this security requirement is obliged to notify IT immediately.

All mobile devices and portable computers such as laptops, notepads, tablets, etc. should be stored in a secure location requiring the use of a key or keypad to access it. These devices should not be left in a vehicle overnight or throughout the day as severe temperatures may cause damage to the equipment. If necessary to leave equipment in a vehicle for a very short period of time it is mandatory to lock the vehicle and place the equipment out of sight.