

N-02: Internet Use

POLICY: See HHSA-N-02 County Internet Use, at www.cosdcompliance.org.

DEFINITIONS: See HHSA Policy N-13 Security Definitions.

PROCEDURES:

1. Acceptable Use

- a. The internet must be used primarily for County business activities. Permitted use includes:
 - i. Accessing systems and resources required for HHSA duties.
 - ii. Researching work-related information.
 - iii. Accessing web-based applications needed to deliver HHSA services.
- b. Posting Public Information on County Platforms. County policy states:
 - i. Only management-authorized information may be posted or published on County websites, portals, official County social media platforms, or other County-authorized public-facing platforms.
- c. All public-facing content must align with County Communications Office and County Technology Office standards.
- d. Use caution when accessing non-work-related websites, and ensure that:
 - i. It does not interfere with work duties or County business.
 - ii. It does not impact work productivity.
 - iii. It does not result in additional costs for the County.
 - iv. It does not compromise the security, availability, or integrity of County information and resources.
 - v. It complies with all County policies and information security requirements.
- e. No expectation of privacy exists when using County systems, even during personal use. See Section 3: Notice on Internet Use Monitoring and Enforcement.

2. Prohibited Use

- a. Inappropriate or unsafe internet use includes, but is not limited to:
 - i. Transmitting HHSA Protected Information without authorization and encryption.
 - ii. Accessing, viewing, downloading, or transmitting offensive, threatening, defamatory, harassing, or obscene content.
 - iii. Engaging in computer hacking, bypassing security controls, or other malicious activity.
 - iv. Downloading unapproved software, shareware, or files that violate copyright licensing.
 - v. Downloading large files for work purposes in a manner that may adversely impact network performance. Staff whose duties require frequent downloading of large

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media (e.g., video, audio, graphics, or other intensive bandwidth files) should coordinate with the County Technology Office (CTO) to ensure operational impacts are addressed.

- vi. Streaming non-work-related media (audio/video) that impacts network performance.
- vii. Using a County email address to create accounts for or subscribe to external website-based services or AI tools without appropriate authorization and approval.
- viii. Uploading County information into external website-based services, AI tools, or personal internet-connected devices without appropriate authorization and approval.
- ix. Posting personal opinions online in a manner that suggests an official County position.

- b. If an employee suspects misuse of County Internet resources, they must notify their supervisor.

3. Notice on Internet Use Monitoring and Enforcement

- a. Users have no expectation of privacy when using County systems, networks, or devices. Any data or information created, accessed, received, stored, deleted, or sent via County's information systems must not be considered private or confidential as County reserves the right to monitor, access, retrieve, restore, delete, or disclose any data or activity at any time.
- b. All browsing activity on County-managed devices or networks is subject to review.
- c. Violations or suspected violations of this procedure may be referred to management for review and appropriate follow-up, which may include referral to Human Resources, and/or legal review.

4. Additional Guidance

- a. Employees should also reference County of San Diego Administrative Manual Item 0400-02, Internet Use, for additional requirements related to Internet use.
- b. Employees should also reference County of San Diego Department of Human Resources Policy 117, Social Networking, for additional requirements regarding use of social networking and social media.

QUESTIONS/INFORMATION: Please contact HHSA Business Assurance and Compliance (BAC) by email at Compliance.HHSA@sdcounty.ca.gov or by phone (619) 237-8571.