

**Cuyahoga County Division of Children and Family Services  
(CCDCFS)  
Policy Statement**

**Policy Chapter:** Information Services  
**Policy Number:** 12.05.06  
**Policy Name:** Electronic Communications Equipment

**Original Effective Date:** 11/30/1995  
**Revision Date(s):** 04/01/2016, 04/01/2013, 05/18/2005  
**Current Revision Date:** 06/01/2019  
**Approved By:** Cynthia G. Weiskittel

**PURPOSE:** The purpose of this policy is to provide guidance in understanding the proper use of County-provided electronic communications equipment: specifically, to make it possible for the staff of the Cuyahoga County Division of Children and Family Services (CCDCFS) to use electronic communications systems and equipment (Internet access, e-mail, computers, software, telephones, voicemail, cellular telephones, etc.) in a professional and appropriate manner.

**SCOPE:** This policy pertains to all electronic communications equipment and software and to all CCDCFS staff who have privileges to use these systems. Cuyahoga County provides to its employees various tools for electronic communications and information management (Internet access, e-mail, computers, mobile devices, software, telephones, voicemail, cellular telephones, etc.). These tools are provided for the express purpose of advancing County business and must be used accordingly.

**POLICY**

- A. All County-provided electronic equipment may be monitored and inspected at any time and without prior notice.
- B. Access to, and use of, County-provided electronic communication equipment and services are provided at the discretion of the County and may be revoked at will.
- C. Any persons under contract to CCDCFS and using the automated system and/or electronic communication equipment must abide by all of these policies and procedures.
- D. Violations of this policy may subject the violator to appropriate disciplinary actions including, but not limited to, suspension, demotion, removal, and/or prosecution.

## PROCEDURES

- A. When there is a failure of electronic communications system and equipment (Internet access, e-mail, computers, software, telephones, voicemail, cellular telephones, etc.) CCDCFS staff contacts support using the following appropriate procedures.
1. Create a Service Center Request by logging into FACTWIS, choosing Applications, then choosing Service Center. You will be given several options to choose from to begin the process that will route your request to the appropriate area. If you cannot access FACTWIS, please see your supervisor or a co-worker to assist you in creating this request.
    - a. Help Desk – use this option when you have an issue with your password, printing, logging into the computer itself, computer keyboard or computer mouse issues. All computer move request must be submitted via Network Engineering Relocation Form and must come from a supervisor or higher.
    - b. Records – all records request would fall under this option.
    - c. Facilities – use this option to request van reservations, parking questions/issues, painting request, environmental issues with the heat or air conditioning, furniture moves or issues, office cleaning, cleaning supplies, or mass paper/flyer reproductions.
    - d. Performance Management Unit – use this option for any data analysis, internal or external.
    - e. FACTWIS – use this option for issues with Adoption software application, purchase orders, employee expense entry, reading file, SARA, eForms, or reports.
    - f. SACWIS – anything associated with SACWIS.
    - g. ICase Support – use this option to request iCase password resets.
  2. Call the Help Desk for Network and/or email password resets or basic questions.
- B. Inventory
1. Information Services staff will maintain a physical inventory of electronic communications equipment associated with Internet access, e-mail, computers and software, etc., and will adhere to routine maintenance schedules.
  2. The Communications Department will maintain a physical inventory of electronic communications equipment associated with desk and cellular telephones.
- C. It is the users' responsibility to keep his/her electronic communications equipment clean and free of dirt and/or food particles. This includes County-issued cell phones, laptops, iPads, and computer tablets.

- D. Each employee must acknowledge reading and understanding this policy/procedure statement (and related Electronic Communications policy/procedure statement) by signing and dating an **ELECTRONIC COMMUNICATIONS POLICY / ELECTRONIC COMMUNICATIONS EQUIPMENT POLICY ACKNOWLEDGEMENT FORM.**

**THIS FORM NEEDS TO BE SIGNED AND TURNED INTO PERSONNEL BY EACH AND EVERY EMPLOYEE.**

[NOTE: This is an adaptation of Cuyahoga County Department of Information Technology (DoIT) Policy 2-1-99 and Acceptable Use of Government Office Equipment and the Internet 2005]

**FORM**

Electronic Communications Policy/Electronic Communications Equipment Policy Acknowledgement Form