



County of Frederick

Paula A. Nofsinger
Director of Human Resources

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TO: Human Resources Committee and Board of Supervisors
FROM: Paula Nofsinger, HR Director
DATE: September 27, 2013
SUBJECT: HR Committee Agenda

The HR Committee will meet in the First Floor Conference Room at 107 North Kent Street on Friday, October 4, at 8:00a.m. The agenda for the meeting is as follows:

1. Discussion of proposed HR Policies.
2. Discussion of the Public Information Officer position.
3. Before another Department presentation is scheduled, the HR Director is requesting feedback from the initial presentation in our September meeting.
 - a. Was the overall presentation helpful?
 - b. Did it provide an understanding of the department's objectives and responsibilities?
 - c. Did it provide an understanding of our employee population and skill requirements?
 - d. Did it outline current topics of importance for the department?
 - e. What else would you like to see included?

Information Only:

1. Employee of the month award for October 2013.
Due to the cancellation of the Board of Supervisors' meeting on Wednesday, October 23rd, the Employee of the Month Award has already been included in the Board of Supervisors' meeting agenda for October 9th.



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TO: Human Resources Committee and Board of Supervisors
FROM: Paula Nofsinger, HR Director *Paula Nofsinger*
DATE: September 23, 2013
SUBJECT: Summary of Policy Changes

Attached you will find two (2) policies that have been recently drafted and are new to the HR policy manual.

Even though some policies are essential and may be more complicated to simplify and comprehend, the Committee's objective in reviewing the recommended policies is to determine the level of understanding of the policy from an employee's perspective. The ultimate goal is to recommend to the Board policies that are fundamental, compliant, and comprehensible to the extent possible.

XXIV. Information Technology Usage

This newly created policy combines two current IT policies:

1. Acceptable Use Guidelines for Internet Services (1998)
2. Security – Acceptable Use Policy (2004)

The proposed policy updates and combines all of the County's technology resources and outlines to our employees expectations of: monitoring, retention, use, and privacy. The Technology Committee recommends approval of the new policy.

XXV. Work for Hire

This newly created policy addresses ownership rights of copyrightable material.

Thank you for your support and please contact me directly with any questions.

XXIV. INFORMATION TECHNOLOGY USAGE

24.1 Purpose:

The purpose of this policy is to establish the County's policy for the use of the County's information technology resources, including telephones, electronic mail, internet, and all other information technology resources provided by the County. The County provides telephones, electronic mail, internet, and other information technology resources so that employees can serve the citizens of Frederick County effectively and efficiently.

24.2 Definition:

"Information technology resources" means any and all hardware, software, devices, programs, telephones, electronic mail, internet, and/or other resources that the County owns and/or controls, regardless of where located or hosted, including mobile resources and cloud-based resources, for the purpose of maintaining, storing, creating, transmitting and/or otherwise using data, communications, and/or information.

24.3 Ownership of Information Technology Resources:

The County provides information technology resources for the purpose of conducting County business. All data, communications, and/or information maintained, stored, created, transmitted, and/or used by means of any County information technology resources are the property of the County and, therefore, are not considered private.

24.4 Management:

The Department of Information Technology is responsible for maintaining the County's information technology resources and for providing general oversight of those resources.

24.5 Employee Responsibilities:

The County imposes certain responsibilities and obligations on employees when using County information technology resources. The following rules apply to employee use of those resources:

- A. Employees are expected to maintain the confidentiality of County information when using the County's information technology resources to communicate information. Employees must protect their individual user passwords from unauthorized use.
- B. Because the security of electronic messages and internet communications cannot be guaranteed, employees must be aware that marking a message or communication "confidential" or "private" must be done with the expectation that others may have access to all messages and communications, including those marked "confidential" or "private". Thus, in certain cases, electronic messages and internet communications may not be the proper means of communication.

- C. Employees are expected to demonstrate courtesy and good judgment in communications they choose to transmit via electronic messages and the internet, the same as with other forms of communications. In general, electronic messages and internet communications are appropriate for short, informal messages. Hard copy letters or memoranda are recommended for longer, formal communications.
- D. Messages, communications, and/or data exchanged and/or stored on the County's information technology resources are subject to same records retention requirements as apply to hard copy documents.
- E. Employees who receive inappropriate messages or communications from inside or outside the County government have a responsibility to bring the matter to the attention of their supervisors.

24.6 Monitoring of Electronic Mail and Internet Use:

Electronic mail messages transmitted or received (whether current or deleted) and/or information created and/or obtained using the County's information technology resources may be subject to review and/or investigation. The County may override any County-issued password or any password for any account owned and/or controlled by the County. Electronic mail messages may be subject to disclosure under the Freedom of Information Act.

24.7 Disciplinary Action:

Employees who use County information technology resources for inappropriate purposes are subject to discipline in accordance with the County's Human Resources Policies. "Inappropriate purposes" include, but are not necessarily limited to, any illegal purpose, any commercial purpose not approved by the County, any obscene or harassing purpose, and/or any purpose otherwise in violation of this policy, the County's Human Resources Policies generally, and/or any other County policy.

XXV. WORK FOR HIRE

This policy governs the respective ownership rights of the County and its employees in copyrightable material produced within the scope of employment. The "work-for-hire" rule in the Copyright Act gives the County ownership of the copyrights to works produced by its employees within the scope of their employment. The employee owns the rights to any work created at his or her own initiative and outside the scope, time and place of employment.

April 9, 1998

ACCEPTABLE USE GUIDELINES FOR INTERNET SERVICES

INFORMATION TECHNOLOGIES, FREDERICK COUNTY, VIRGINIA

General Principles:

Internet services are provided by the County of Frederick to support communications, the exchange of information, and the opportunity for collaborative government-related work. The County of Frederick encourages the use of electronic communications by its departments and employees. Access to Internet services is a revocable privilege, and conformance with acceptable to use, as expressed in this policy, is required. The Frederick County Local Government Personnel Policies and Procedures applies to Internet usage, as do other existing rules and guidelines on the ethical behavior of government employees and the use of government resources supplied by the County of Frederick.

Specifically acceptable uses:

1. Communications and information exchange directly related to the operations and provision of services by Frederick County.
2. Communication and exchange for professional development, or to maintain currency of training or education.
3. Use for applying for or administering grants or contracts for the county.
4. Use for advisory, standards, research, analysis, and professional society activities related to work tasks and duties.
5. Announcement of new county regulations, ordinances, procedures, policies, rules, services, programs, information, or activities.
6. Any inter-departmental exchange not requiring a high level of security.

Specifically unacceptable uses:

1. Use of the Internet for any purposes which violate federal, state, or local law.
2. Use for any purposes which violate the Personnel Policies and Procedures of the Frederick County Local Government.
3. Use for any for-profit activities unless specific to the County of Frederick.
4. Use for private business, including commercial advertising.
5. Use of the County of Frederick's Internet services so as to interfere with or disrupt network users, services, or equipment.
6. Intentionally seeking out information on, obtaining copies of, or modifying files and other data which are confidential under federal, state or local law, unless specifically authorized to do so once the legal conditions for release are satisfied.
7. No intentional copy is to be made of any software, electronic file, program, or data using

Frederick County provided Internet services without prior, good-faith determination that copying is permissible. (Any efforts to obtain such permission must be documented in writing from the original source.)

8. Intentionally seeking information on, obtaining copies of, modifying files or data belonging to others, or electronically representing themselves as others without authorization of the file owner. Seeking passwords of others or the exchanging of passwords is prohibited.

9. Intentionally developing programs designed to harass other users or infiltrate a computer or computing system and/or damage or alter the software component of the same.

10. Use of fund raising or public relations activities not specifically related to the activities of Frederick County.

Guidelines:

Computer viruses on downloaded software: Any software provided from outside the County of Frederick government must be virus checked prior to use. Software is not to be downloaded from the Internet without guidance from the Director of Information Technologies.

Logoff (Exiting): Always make a reasonable attempt to complete the logoff or other termination procedure when finished using a remote, Internet-access system or resource.

E-Mail security: Unencrypted electronic mail sent or received outside any department and on the Internet cannot be expected to be secure.

Large file transfers and Internet capacity: The Internet connection is a shared resource. While routine electronic mail and file transfer activities will not impact other users much, large file transfers and multimedia activities will impact service levels of other users. Users contemplating large file transfers (over 10 megabytes per transfer) or interactive video activities should, to be considerate of others, schedule these activities early or late in the day or after regular business hours.

Disclaimers: When using Internet services provided by Frederick County, users should remember that they are representing the county.

Procedures:

The department heads are responsible for staff compliance with this policy, and for investigating non-compliance. When an instance of non-compliance is discovered or suspected, the department head will proceed in accordance with the Disciplinary Policy of the Personnel Policies and Procedures of the Frederick County Local Government. Suspension of service to users may occur when deemed necessary to maintain the operation and integrity of the County of Frederick Internet-work. Discipline may be appropriate in some cases. Criminal or civil action against users may be appropriate where laws are violated.

SECURITY – ACCEPTABLE USE POLICY

INFORMATION TECHNOLOGIES, FREDERICK COUNTY, VIRGINIA

1.0 Overview

The intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to Frederick County, Virginia's established culture of openness, trust and integrity. The County is committed to protecting its employees, and the County from illegal or damaging actions by individuals, either knowingly or unknowingly. Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of Frederick County, Virginia. These systems are to be used for business purposes in serving the interests of the County, and of our clients and customers in the course of normal operations. Effective security is a team effort involving the participation and support of every Frederick County, Virginia employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

2.0 Purpose

The purpose of this policy is to outline the acceptable use of computer equipment at Frederick County, Virginia. These rules are in place to protect the employee and Frederick County, Virginia. Inappropriate use exposes Frederick County, Virginia to risks including virus attacks, compromising of network systems and services, and legal issues.

3.0 Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at Frederick County, Virginia, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by Frederick County, Virginia.

4.0 Policy

4.1 General Use and Ownership

1. While Frederick County, Virginia's network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of Frederick County, Virginia. Because of the need to protect Frederick County, Virginia's network, management cannot guarantee the confidentiality of information stored on any network device belonging to Frederick County, Virginia.
2. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. In the absence of such policies, employees should be guided by County's Internet usage policy on personal use, and if there is any uncertainty, employees should consult their supervisor or manager.
3. It is recommended that any information that users consider sensitive or vulnerable be encrypted.
4. For security and network maintenance purposes, authorized individuals within Frederick County, Virginia may monitor equipment, systems and network traffic at any time.
5. Frederick County, Virginia reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.
6. Users of PC's must backup the critical information that they have stored on their computers hard drive. This is their personal responsibility.

4.2 Security

1. Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. System level passwords should be changed quarterly; user level passwords should be changed every six months.
2. All PCs, laptops and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by logging-off (control-alt-delete for Win2K users) when the host will be unattended.
3. Because information contained on portable computers is especially vulnerable, special care should be exercised.
4. Postings by employees from a Frederick County, Virginia email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of Frederick County, Virginia, unless posting is in the course of business duties.
5. All hosts used by the employee that are connected to the Frederick County, Virginia Internet/Intranet/Extranet, whether owned by the employee or Frederick County, Virginia, shall be continually executing approved virus-scanning software with a current virus database. Unless overridden by departmental or group policy.
6. Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

4.3. Unacceptable Use

The following activities are prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of Frederick County, Virginia authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing Frederick County, Virginia-owned resources.

The lists below are by no means exhaustive, but attempt to provide a framework for activities, which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by Frederick County, Virginia.
2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Frederick County, Virginia or the end user does not have an active license is strictly prohibited.
3. Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.
4. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
5. Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
6. Using a Frederick County, Virginia computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
7. Making fraudulent offers of products, items, or services originating from any Frederick County, Virginia account.
8. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging

into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

9. Port scanning or security scanning is expressly prohibited unless prior notification to Information Technology Department is made.
10. Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
11. Circumventing user authentication or security of any host, network or account.
12. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
13. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
14. Installation of software, on County owned PC's, other than what is needed to perform the duties of the job.

Email and Communications Activities

1. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
2. Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
3. Unauthorized use, or forging, of email header information.
4. Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
5. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
6. Use of unsolicited email originating from within Frederick County, Virginia's networks or other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Frederick County, Virginia or connected via Frederick County, Virginia's network.
7. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

5.0 Enforcement

Any employee found to have violated this policy shall be subject to disciplinary action, up to and including termination of employment.

6.0 Definitions

Term Definition

Spam Unauthorized and/or unsolicited electronic mass mailings.



MEMORANDUM

Kris C. Tierney
Assistant County Administrator

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E-mail:
ktierney@co.frederick.va.us

TO: Human Resources Committee Members
FROM: Kris C. Tierney, Assistant County Administrator
RE: Establishment of Public Information Officer Position
DATE: September 27, 2013

Back in January the creation of a County Public Information Officer (PIO) position was brought before the HR Committee as a potential component of the FY 2013 budget. Although the benefits of, and need for, a PIO have long been recognized, in light of the challenging economic climate over the last number of years; staff had refrained from bringing the issue forward. However, when a committee created to evaluate the shortcomings in our internal and external communication following Hurricane Sandy identified the need for the creation of this position, staff felt compelled to bring the recommendation forward. This position was not funded. More recently, the creation of a County PIO was again identified as an action that should be considered in a report produced by an ad-hoc, Citizen's Business Climate Assessment Committee.

As proposed, the PIO position would serve at the pleasure of the County Administrator and provide support to all County Departments. The position's primary responsibility would be to provide a reliable communication link between the county government and the residents of Frederick County, providing the citizens with timely, reliable information on County projects, programs and activities, as well as providing information to the media and other external groups. The position would also assist the County Administrator, Board of Supervisors, County departments and other county officials through press releases, public and media relations and the coordination of special events. The position would play a key role in enhancing the County's professional image as a first rate, livable, business friendly, community by communicating its attributes and successes. The position would also:

- Oversee the cable channel, website and social media sites
- Be the principle point of contact for Freedom of Information requests
- Coordinate compliance with the State records retention laws
- Be the primary point of contact for media information during weather or other emergencies

Staff is requesting that the position be established at the R12 with a salary range of (\$59,043.94 to \$108,078.63) with the anticipation that the position would pay in the low to mid \$60,000's. A full job description is attached for your review and information. Staff is seeking guidance from the Committee and a possible recommendation regarding the creation of the position.

County of Frederick, Virginia

Position Details

Position Title: Public Information Officer		Date Position Created:
Department: County Administration		Reports To: County/Assistant County Administrator
<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Date Prepared: 7/24/2013	Prepared By: Assistant County Administrator
Range: R12	Grade: up to C	Salary: \$60,000-\$65,000
G/L Line Item: TBD		

Job Description

Job Purpose: Under the direction of the County Administrator, the POI manages, coordinates and provides leadership for the County's public information and engagement initiatives. Performs specialized work involving the preparation, publication and distribution of multi-media materials and press releases for the County. Responsibilities include assisting in establishing and maintaining cooperative relationships with community representatives, employees, public interest groups and the media. Provides expert advice, consultation, training and facilitation to all levels of county management in developing and implementing communication strategies and public participation programs.

Essential Functions

- Plans and manages dissemination of information regarding county programs, services and general information to citizens, including oversight of the County's website and supervision of web content staff.
- Provides strategic and technical assistance to the County Administrator and elected officials relating to all aspects of relations with the public and the dissemination of information to the public.
- Serves as primary county liaison to media, oversees and manages communications with the public, including local press, radio and television media.
- Coordinates responses by County departments, offices, and agencies in accordance with the Virginia Freedom of Information Act (FOIA) and, as appropriate, prepares responses to such inquiries.
- Oversees and manages the development, writing, design, production and editing of programming for the County's cable channel.
- Assists county administration, constitutional officers and department heads in planning and arranging various promotional activities and special events including arranging press conferences for elected and appointed county officials.
- Works with the county administrative staff in the preparation of reports, executive summaries, speeches and correspondence, formulates message and articulates the County's response to sensitive, controversial community issues.
- Works closely with public safety and emergency services departments and serves as the media representative for the Emergency Operations Center when activated.
- Develops and manages department budget.

Job Requirements:

Education: Bachelor's degree in Public Administration, Public Relations, Communication, Journalism or English, or substantially similar field required.

Experience: Minimum of five years of experience in designing and implementing community based information programs, editing and writing publications, preparing media releases.

Knowledge/Skills: Extensive knowledge of modern principles and practices of public relations as applied to local government. Exceptional written and oral communication skills; proven ability to work effectively, productively, and diplomatically with and maintain effective working relationships with elected and appointed officials, employees, members of the media, community organizations, and citizens. Ability to perform under pressure and make effective presentations to civic/business organizations. Working knowledge of local government; including, criminal justice, emergency service systems, and FOIA. Substantial knowledge of word processing and web content management and computer graphics. Basic knowledge of television production and broadcast processes and techniques.

Working Conditions:

Physical Demands: Walking, talking, stooping, kneeling, bending, reaching, and gripping. Incumbent may be required on occasion to move and lift up to 30 Ibs. (boxes, files, etc.); work long periods at a desk; walk over rough terrain on occasion.

Supervisory Responsibilities:**Number of Employees Supervised: 0****Number of Subordinate Supervisors Reporting to Job: 0****Approvals:**

Department Director:	Date:
HR Director:	Date:
Finance Director:	Date:
County Administrator:	Date:
Board of Supervisors Approval:	Date:



County of Frederick Employee of the Month Nomination Form

10/9/13
BoI Mtg

Outstanding service can be demonstrated in many ways, but it always involves more than just good job performance. An employee can be outstanding for suggesting improvements that result in greater efficiency, improved service, or cost savings; for leadership in departmental activities, for the department's goals or for the goals of the county as a whole. Outstanding service includes job performance that clearly exceeds requirements.

The Board of Supervisors must discount generalities not supported by specific examples of activities which support the nomination. Remember, there is no way to know whether specifics are missing by accident or because they do not exist. If you believe an employee has made an outstanding contribution, give specific examples of what they have done.

Nominations are not judged on how well you write. However, they are judged on the facts presented.

Employee Name : Jodi Jones Department: Fire & Rescue

Nomination Submitted By: Captain Keith Jenkins Department: Fire & Rescue

Nominator's Signature: Keith Jenkins Date: 07/14/2013

Digitally signed by Keith Jenkins
DN: cn=Keith Jenkins, ou=Frederick County Fire and Rescue Dept., ou=emal+signature@frederickva.us, c=US
Date: 2013.07.14 10:29:11 -0400

Reason for Nomination (please be specific, precise, and definite):

Specialist Jodi Jones is a very dedicated and hardworking employee and she has went above the expected work performance for the Fire and Rescue Department once again. Specialist Jones is stationed at the Round Hill VFC which is the first due company to the new Lutheran Home at Orchard Ridge in Frederick County. This is a very large residential facility that is several hundred thousand square foot under roof. These buildings pose many risk and obstacles to fire and rescue workers.

Specialist Jones has worked with the staffed at Round Hill VFC and Lutheran Home at Orchard Ridge to establish a pre-incident plan of the complex. She has conducted countless walk through of the building detailing the buildings layout. She has taken this information and developed a pre-incident plan that has a very detailed lay out of all the floors of the building. The plan identifies all the features of the building and the multiple things that are needed for the response to this facility. Upon completion of this document the Round Hill VFC has conducted multiple training sessions on the facility to relay the information learned. These documents have been loaded onto our Fire Manager System and will allow everyone to see the pre-plan and the incident commanders to access while on scene of a incident at the Lutheran Home.

Specialist Jones dedication and hard work will result in more safe and proficient operations at the Lutheran Home for all fire and rescue units. She was able to complete this along with many other task as upgrading maps for the fire station and performing her normal duties. For these reasons I would like for Specialist Jodi Jones be considered for employee of the month for Frederick County.

HR Section: Received: 07/15/2013

Emailed to HR Committee: Oct. 2013