



## Tucson City Court Administrative Directive

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### I. PURPOSE

To establish policy addressing how City Court employees may use their Court-assigned computer equipment. Additionally covered are areas pertaining to the interaction between Court IT and Court staff and the appropriate procedures for reporting problems or making requests for support.

### II. POLICY

City Court employees are responsible for the computer equipment assigned to them. They are expected to treat the equipment in a professional and respectful manner in accordance with all City IT and Court IT-related procedures. This policy describes the procedures to be followed by all Court staff.

### III. PROCEDURE

#### A. GROUPWISE

1. It is the responsibility of Court Administration to notify Court IT when a new employee is starting with the Court. Court IT will coordinate with City IT to create a GroupWise account for said employee—an employee number must be issued before this process can begin.
2. GroupWise email accounts are for work-related business, and will not be used to register for non-work related sites. Incidental personal usage of GroupWise email is permitted as long as it does not interfere with work duties.
3. GroupWise passwords should be unique to GroupWise and should not be the same password that is used for other things such as online banking, personal email accounts, etc.

**Note: GroupWise email is considered public record.**



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### **B. NEW EMPLOYEE**

Court Managers/Supervisors are responsible for notifying Court IT of additions to their staff. This will ensure that Court IT has setup the new user with access to the appropriate applications. Court Managers/ Supervisors should submit the *New Employee Form* (attached to this Administrative Directive) to Court IT and should include a request along with detailed information about non-standard applications that the new employee will need installed.

### **C. USE OF EXTERNAL DEVICES**

Users may not use external devices such as flash drives or CDs to transfer or share work-related files with other users inside or outside the Court network without approval from Court IT.

### **D. COMPUTER SOFTWARE**

1. Users may not use software installed on Court computers to conduct non-City business operations, or for malicious purposes.
2. Incidental personal use is permitted as long as it does not interfere with the user's work duties or have a negative impact on the court.
3. Written consent from Court IT is required to download any software from the Internet to Court computers; e.g. toolbars, browsers, weather trackers, shockwave, music, or any other freeware application.

### **E. PROBLEM RESOLUTION**

1. All requests for service must be submitted through the Court\_IT email and a priority will be assigned to each request. It is not acceptable to circumvent the system by directly requesting service from a Court IT employee.
2. All requests for service must be submitted by department Managers or Supervisors.



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3. Managers/Supervisors should submit a description of the problem encountered in order to assist in getting the issue resolved in a timely fashion. The following information must be given:
  - Location (e.g. Public Services)
  - What the user was doing? (e.g. Signing on to AZTEC)
  - What happened? (e.g. Denied access)
  - What did the user expect to happen? (e.g. Be able to logon to AZTEC)
4. Managers, Supervisors or other designees should perform frontline analysis to determine if the problem can be solved before escalating the matter to Court IT.
5. If assistance is requested from Court IT and the user is able to solve the issue independently, it is the Manager/Supervisor's responsibility to cancel the service request.

### **F. COMPUTER HARDWARE**

1. Computers and peripherals (monitors, scanners, printers, etc.) may not be moved from their designated areas. Equipment that must be moved will be moved by Court IT following the appropriate request submitted to the Court\_IT email.
2. Only designated Court IT staff are responsible for plugging in or unplugging equipment from a computer.
3. Users are permitted to conduct their own basic printer maintenance services: replacing toner cartridges and removing simple paper jams. In the event that a jam is within the internal workings of the printer, the matter must be handled by Court IT.
4. Removal of any zip ties affixed to computers is not permitted. Ties are in place to ensure computer peripherals remain with the computers they were assigned to.



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### G. PERSONAL STORAGE (I:)

1. The personal drive (I:) is a fixed-sized space set aside for each user. This drive is backed up on a nightly basis by Central IT; therefore all work-related documents should be stored there. Files on the local drive (C:) are not backed up, and could be lost in the event of a hard drive crash. Due the fixed-size of the I: drive, personal files such as pictures, music, etc. should not be stored there.

**Note: The C: and I: drives are considered public record.**

### H. EQUIPMENT SETUP

1. A minimum of 24-hour notice is required when requesting that Court IT setup equipment for presentations and/or training. Requests should be accompanied by a full list of equipment needed. Ample time must be given to ensure the equipment can be setup at least one hour prior to the training or presentation beginning. If a presentation is scheduled for 8:00 A.M, the equipment will be setup the night before. The form to request equipment setup is attached to this Administrative Directive.

### I. EMPLOYEE TRAINING

1. Departmental – For software solely issued to a specific department, it is the responsibility of that department to train their staff. For example, it is the responsibility of Judicial Services to train their staff on how to use the Courtroom Automation application.
2. Court Wide – The Court Training team will be responsible for training all court employees on software issued court wide. For example, it is the responsibility of the training team to train all staff on the use of Microsoft 2010.



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### J. CONFIDENTIALITY

1. In order to ensure confidentiality and accountability, users are encouraged to utilize the screen saver password. Doing so, secures a user's computer when it is left unattended to ensure that other users are unable to access systems and software from terminals that they are not logged into by name. A password protected screen saver requires a user to log back into their machine once the screen saver has come on—the login information is the same as that used to log into the computer.

**Note: If a user has requested service from Court IT and are not available to unlock the computer, Court IT will log the user off resulting in the loss of any unsaved data.**

### K. NEW APPLICATION DEVELOPMENTS OR ENHANCEMENTS

Requests for new applications, as well as application enhancements, need to be presented at the POPI meeting, not sent directly to Court\_IT.

### L. COURT IT ACCESS

Access to Court IT is limited to Court IT staff, Presiding Magistrate, Court Administrator, Assistant Court Administrators and Court Managers.

### M. COMPUTER USAGE RESTRICTIONS

1. Do not click on any notifications that indicate the computer has been infected with a virus. In the event this occurs, please notify Court IT immediately.
2. Computers may not be used to stream live uninterrupted online content; e.g. Internet radio and Internet TV.
3. Web-surfing is limited to content deemed appropriate per City policies.



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**N. INVENTORY**

Managers will be provided with a list of the equipment that has been assigned to their area. Periodic inventories will be conducted to account for all equipment.

**REVIEW RESPONSIBILITY:** The Court Administrator or designee will review this Court Administrative Directive for revision or deletion every two years or as needed.

  
\_\_\_\_\_  
PRESIDING MAGISTRATE

*4/10/12*  
\_\_\_\_\_  
DATE

Attachments: New Employee Form  
Equipment Setup Form



