

Chapter: Records
Subject: Use and Security of Computers
Section: 5.4
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COA Standard: PA-RPM 5; PA-RPM 6, 6.01, 6.03, 6.05, 6.06;
PA-RPM 9; PDS 2.03
Review/Revised: 9/15/2020

NRTC utilizes the Montgomery County Juvenile Court's JCS system and local network for the computerized collection of data compiled on each resident prior to placement, upon intake, upon admission, and throughout the course of placement. County and Facility wide cooperation is critical to effective management and timely decision making and helps prevent or reduce duplication of effort. Employees should share information while respecting the confidentiality and privacy of juvenile records.

An organized system of data collection will provide information to the facility to assist in its decision making responsibilities. The system should be only as complex and sophisticated as the facility's size, complexity and resources warrant. NRTC has policies, procedures and practices that govern access to, and use of our case management system, email, intra-net and internet users for purpose of gathering, entering, organizing, storing, retrieving, reporting and reviewing information in real time.

In an effort to protect and manage a network of computer Systems and computer- related resources available to the Montgomery County Juvenile Court, certain policies and security guidelines are established to which personnel must adhere. The following operational rules will not only allow for ease of use and user participation, but will also protect the integrity of the system.

Security and Confidentiality

Upon hire, all facility staff reviews the MCJC/NRTC Confidentiality Agreement and sign in acknowledgement.

NRTC staff has access to resident data.

The facility will cooperate with other with other juvenile justice systems and human resource agencies in information collection, exchange, and standardization while respecting the confidentiality and privacy of resident records.

Data is secured through firewalls and requires a staff identification and password system, administered by the MCJC-Data Services Department.

Hard Copies of pertinent resident information are maintained in the secure, confidential case records, within the business manager's offices. Youth information sheets are provided for direct care staff and placed in the control room. Case records are marked confidential.

Case records are maintained in accordance with ODJFS Rule: 5101: 2-5-10.

New Users

Only Information Technology (I.T.) staff will have the capability of creating new users for the network. During orientation, staff will be given log-in and password information to access our case management system, email and Kronos system. Staff will be added to NRTC's email distribution list to receive all Staff emails. New staff will receive specific case management and Kronos training by their supervisor during their orientation period.

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User Termination or Transfer

Written notification of employee termination or transfer is to be reported to the Court Administrator, whom will forward pertinent information on to I.T. Position changes must be reported prior to the effective date so that system access issues can be addressed by removing JCS login credentials and email accounts will be deactivated.

Unauthorized Programs

Programs that have not been authorized by I.T. may not be installed on the network or any computer directly or indirectly connected to the network. This is to protect systems from viruses that destroy data. Programs installed by Information Technology may not be modified or deleted without approval from I.T. IT staff will monitor security measures on an ongoing basis.

Personal Data

Any data that is not used for NRTC-related business will not be kept on the network servers.

Movement of Computer Equipment

Only Information Technology staffs are authorized to move or relocate computer equipment at NRTC. Movement or relocation of any computer equipment in a department will be permitted only with approval from I.T.

Unattended PCs

PCs logged onto the system should never be left unattended. By leaving a PC unattended, anyone could gain access to the network and have all the rights and privileges that are assigned to the user who is logged in.

Service Requests

Technology support is available through the IT department and can be accessed by sending an email to support@mcjcohio.org describing the problem. IT will then work directly with staff to resolve the issue. The Court's IT department will manage data interruptions, minimize and notify NRTC of planned maintenance interruptions. Information is backed up on Court servers.

Evaluation, Monitoring and Maintenance

Upon review, any required modifications to the information technology system, will be requested through the Court's IT Department. IT is responsible for the day-to-day management and support of the NRTC, the Court's local and wide-access network, personal computers and as well as the JCS, printers and all data bases used within the Juvenile Court and NRTC. Data Service's functions include system development and planning, evaluating and implementing new hardware and software platforms, technical support for this hardware and software, database planning, programming and support, computer and technical training for the use base of the Court and also "Help Desk" support.

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Software Copyright

In accordance with Federal copyright laws, only original, licensed copies of software will be installed on computers.

INTERNET and E-MAIL POLICY

Use of the Internet, **Electronic Mail (E-Mail) and On-line Services** has great potential to enhance the productivity of NRTC employees. The following guidelines serve as the framework for the effective use of electronic sources available to staff. NRTC employees will be held accountable for the use and misuse of the Internet, electronic mail systems, and on-line services.

Guidelines

Use of NRTC's computers and software is provided primarily for business purposes, however, employees may use these computers during authorized breaks, or on their own time for reasonable personal use, as long as it does not interfere with the operation of official NRTC business.

The **Internet** and **Online** services are to be used for business purposes only. Uses that interfere with normal business activities; involving solicitation; are associated with any for-profit business activities; or could potentially embarrass NRTC or the Court, are strictly forbidden. NRTC employees shall not access news groups and/or internet relay chat groups unless they involve approved work related topics.

There is no expectation of privacy on NRTC owned/provided computer resources, which include servers, PC's, workstations, connections, Internet, electronic mail and on-line services. NRTC without notice to NRTC employees, reserves the right to routinely and randomly; monitor, access, disclose and use the contents of materials on or utilizing NRTC owned/provided computer resources.

All files stored in NRTC's computers, including all e-mail messages, are the sole properties of the Court/NRTC. Removal or deletion of permanent NRTC records and files from NRTC's computers is prohibited, except as otherwise authorized.

NRTC employees shall not use the Internet, electronic mail, or online services to access, distribute or solicit sexually oriented messages or images.

NRTC employees shall not use the Internet, electronic mail, or online services for operating a business for personal gain, sending chain letters, or soliciting money for religious and political causes.

NRTC employees shall not use the Internet, electronic mail, or online services to disseminate offensive, harassing, vulgar, obscene, or threatening statements, including disparagement of others based on their race, national origin, sex, sexual orientation, age, marital status, pregnancy, disability, and religious or political beliefs.

NRTC employees shall not use the Internet, electronic mail, and online services to distribute or print materials (including articles and software) in violation of copyright or trademark laws.

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Use of electronic mail shall be viewed no differently than the use of other NRTC equipment, e.g., telephone, fax or copier.

NRTC employees shall not use the Internet, electronic mail, and online services to provide access to and/or disclosure of confidential information.

NRTC employees shall not use the Internet, electronic mail, and online services to provide access to public information without following the existing rules and procedures of release of information.

NRTC employees shall not use an Internet, electronic mail, or online service account or signature other than their own.

NRTC employees violating the above guidelines are subject to discipline up to and including termination. Violations of these procedures may also result in criminal prosecution.

Privacy Policy

Montgomery County Juvenile Court utilized its own IT department to manage the Court's and NRTC's website. To access NRTC's website page viewers must go to the County's main site. The Court's website privacy statement is contained directly on the public website for visitors to view.