Introduction:
Rufty-Holmes Senior Center recognizes the value that technology resources provide in facilitating normal administrative and service activities by employees and volunteers. This policy aims to provide support for use of technology resources while at the same time reducing exposure to the risks associated with the management of information systems.

For the purposes of this policy “administrator” will refer to the Executive Director of the Center.

Hardware Organization:
Information technology equipment will be classified as either networked, or non-networked, units. Networked equipment will include all desktop computers and accessories connected to the server. Non-networked units consist of stand-alone desktop computers, laptops, fax machines, copiers, and accessories not connected to the server.

Generally, all administrative office desktop computers as well as those in the Computer Lab will be networked on the server. Non-networked units will include bar-code counters, game computers, the Computer Club computer, the Phone Tree computer, the laptop, fax machine and copiers.

An inventory of technology equipment will be maintained. Employees, volunteers, members and others are not to move or change locations/connections of equipment without the authorization of the administrator.

The administrator is responsible, in consultation with the Facility Committee of the Board of Directors, to determine the number and type of technology units needed, and to maintain them in good operating condition. Older pieces will be upgraded or replaced each year in order to insure that equipment remains functional and compatible with changes in technology. Software updates will be downloaded as necessary by the administrator to insure that individual units are equipped with the latest revisions.

The administrator may employ the services of outside contractors as necessary, within budget constraints, to maintain and/or troubleshoot technology equipment. Skilled volunteers may also be utilized in this regard.

Security & Privacy Issues:
The administrator is responsible for determining which computer units are connected and maintained on the network, and the number and nature of user accounts. Employees and volunteers will be informed of user account information applicable to their approved use. Passwords will be established and maintained to provide system security. Passwords must be a minimum of eight characters, utilizing a combination of capital letters, lower case letters, and numbers. Passwords will be changed periodically as part of system security. Passwords should never be written down, stored on-line, or allowed to be used by other persons.
Authorized users of networked computers will log on using their user name and password. To prevent access by others when temporarily away from their desk, a screen saver password should be employed. Upon completion of the work day, or work session, users should log off, but leave units running. Only monitors should be turned off.

All users should exercise precautions when sending or receiving information over the Internet to prevent viruses, worms, Trojan horses and other potentially damaging software from being received. The administrator should be contacted immediately in the event a unit becomes infected, or develops other operational problems.

All computer files, including e-mail, are considered assets of Rufty-Holmes Senior Center. Users should be aware that computer files are not private and can be accessed or quarantined at any time by the administrator. Employees or volunteers who resign, retire or are terminated will have their access restricted immediately.

The Center respects and adheres to all copyrights and licensing agreements. Individual users are not allowed to download and/or install software to computer units. The administrator will determine the software configuration of each unit based on need, and will insure adequate licensing to support all installations. The administrator will be responsible for downloading and installing all software updates on networked units. All units on the network will use anti-virus software.

Physical security will be provided for the network server and for computers on the network. Sensitive and/or confidential record information must be secured. Printed copies, disks, and tapes should be kept in locked cabinets or rooms. When no longer needed, confidential and/or sensitive hard copy output will be shredded prior to being recycled. Software and files will be saved to the network server. The administrator is responsible for insuring that the network server is backed up at the conclusion of each work day. Backup tapes and original software disks will be maintained in a locked fire-proof box.

E-mail is considered to be a non-permanent form of communication and messages should be promptly deleted after use. E-mail messages stored in folders or archived should be maintained only so long as they remain in use and should thereafter be deleted unless otherwise directed by the administrator.

Sensitive or confidential information, when printed, should be cleared from printers immediately. When photocopying confidential information, employees are to be careful to remove the original and all copies from the machine when finished. Confidential faxes should contain a paragraph instructing the recipient that the fax is confidential. If received inadvertently, the recipient should notify the Center immediately, and not divulge the information.

Failure to comply with these security and privacy policies is grounds for employee disciplinary action, including termination of employment. In the case of volunteers, future access can be denied based on abuse of these policies.
Personal Use:
Employees and volunteers will be permitted to use computers and software for personal use when such use does not interfere with legitimate Center needs. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Computer files, including e-mail, created on Center computer systems are the property of Rufty-Holmes Senior Center. When email goes out from the Center, it is viewed as being a statement of the Center, and should not be considered private. It may be searched for legal or other purposes at any time as needed.

While incidental and occasional personal use of Center-provided electronic mail and Internet/Intranet services are permitted, they are valuable internal resources and must not be used for personal solicitation of non-Center business, advancement of individual views, or illegal activity. All use and product of such use, including e-mails, is the Center’s not the individual’s. Non-work related email is to be saved in a separate folder from work related email.

The access of inappropriate web sites and the downloading of offensive materials on the Internet will not be tolerated and may subject offenders to immediate disciplinary action. Similarly, the forwarding of jokes and “chain-letter” messages is prohibited.

Staff & Volunteer Training:
Employees and volunteers will be provided training opportunities to learn the skills necessary to effectively utilize technology hardware and software in the performance of assigned duties.

Use of Computer Lab:
In recognition of the strong interest of older adults in computer literacy, the Center maintains a computer lab to provide opportunities for members to learn basic and developed skills.

Purposes for the lab include:
*to educate older adults about computer hardware, software, and file management through hands-on classes and tutoring
*to provide access to computers by individuals and senior organizations
*to provide a library of computer books, periodicals, and catalogs for older adult use
*to provide e-mail access
*to provide Internet access
*to provide in-house printing capabilities for senior clubs & organizations
*to provide for computerized and/or electronic filing of income taxes by the AARP Tax-Aide Program
*to enhance learning and program opportunities for the R-H Computer Club

The lab is available for use by Rufty-Holmes members whose names, addresses, and phone numbers are on file with the office.

The Executive Director will schedule use of the lab for classes, demonstrations and special projects. The lab is open for individual use when not scheduled for a group session. Normally, beginners will
not be allowed to use the lab without supervision, and should not expect staff members to be available to provide individual tutoring.

Users will not be permitted to load software onto hard disk drives or remove/change/delete software or files they did not create. Participants are subject to copyright laws and software license restrictions. Users should exercise precautions when sending or receiving information over the Internet to prevent viruses, worms, Trojan horses and other potentially damaging software from being received. The access of inappropriate web sites and the downloading of offensive materials on the Internet will not be tolerated and will subject offenders to suspension of access to the lab. Similarly, the forwarding of jokes and “chain-letter” messages is prohibited.

RCCC instructors and the R-H Computer Club will serve in an advisory capacity to the Center with regard to software needs and operational policy and procedure.

Rufty-Holmes Senior Center will provide for costs associated with maintaining the lab with support from donations by members, the Computer Club, and fees charged for classes and instruction.

There will not be a fee charged for normal individual use of the computer lab facilities, although user contributions are requested to assist in maintaining equipment and operating costs, especially in the event of printing large volumes of information or photographs.

Adopted by the Board of Directors April 19, 2006