

County of Cumberland The Board of County Commissioners	Policy Number: 4.28	Pages: 1 of 5
Chapter: General Procedures		Effective Date: September 22, 2020
Subject: Telecommuting Policy		

**I. Policy**

The Cumberland County Department of Information Technology (DoIT) shall establish procedures and implement identification, authorization, and authentication controls to ensure only authorized individuals, systems, and processes can access County information and information systems. Departments shall strictly control remote access to non-public Cumberland County networks, systems, applications, and services. Appropriate authorizations and technical security controls shall be implemented prior to remote access being established. In accordance with the County Acceptable Use Policy (4.23) and the Mobile Device Management Policy (4.27) these rules still apply while telecommuting. These requirements apply to all departments using remote access services. They also apply to both County owned and personal devices used for telecommuting. Departments can include additional technical requirements based on their business and data needs, but cannot waive any of the IT requirements. The procedures governing remote access will apply as indicted in the Password and Remote Access Policy (4.25). Employees with questions should contact their department head, who will contact DoIT for further information, if needed.

**II. Purpose**

Telecommuting employees will need access to County computer systems. This document specifies the policies and guidelines regarding remote access to the County network, and provides remote connection instructions.

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### III. Definitions

A. Information Asset – An information asset is any data, Internet access, electronic mail (Email), device, or other component of an information or communications system. Assets generally include hardware (e.g. servers, laptop and desktop computers, switches), software (e.g. commercial off the shelf and custom developed applications and support systems) and information. Assets may also be referred to as information resources or systems.

B. Remote Access - Access to a Cumberland County information asset by a user (or an information system acting on behalf of a user) communicating through an external network (e.g., the Internet).

### IV. Remote Access Protocols While Telecommuting

Each Department will first determine if their employees need remote access. Cloud applications (Office 365, Microsoft Teams, Edmunds, etc.) are available over the Internet without establishing a connection to the County network. Departments whose employees require access to the County network will need to identify all applications required, including the delivery method, when requesting remote access.

#### A. Requesting Remote Access

1. The Department Head of the employee requesting access, will be required to submit a Help Desk Ticket and answer the following question:

- Who will be assigned the access?
- Why can't this be done from a County facility?
- What is the critical function(s) being performed to ascertain remote access? Please be detailed. Simply putting "access files" or "work from home" will not do.

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- What are the consequences of not being granted remote access?
- Is the employee essential or non-essential?
- What information asset will they be using?

2. DoIT, along with the County Administrator, will review, approve and/or deny all requests for remote access.

B. Technical Requirements and Policies for Remote Access

Employees may be suitable for telecommuting when County Policy and their personal characteristics, as determined by the supervisor, include:

1. Employees must have broadband Internet to utilize remote access.
2. Employees need an information asset with an operating system supported by their department. The use of personal devices for remote access are prohibited.
3. Those who are granted remote access must act in accordance with the Password and Remote Access Policy (4.25).
4. Employees should protect and secure their information asset communications while teleworking. This is easily done by using a secure Wi-Fi (wireless networking) at home. Specifically, look to see if it is using a password to connect to their WiFi. If users use their own computer or mobile device (something not issued by the County) for telework, make sure some basic security features are enabled. Simply enabling the PIN, fingerprint, or facial ID feature will prevent people from getting on your device should you walk away from it. Any PIN or password you use should be hard to guess.

C. Remote Access Considerations

Employees who experience problems using remote access should first determine whether their Internet connection is working properly by using the web browser to go to a different website. If the employee cannot reach any website, there is a problem

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with the Internet connection. This problem should be resolved with the Internet Service Provider.

D. Help Desk Protocol

The following guidelines should be observed when utilizing the County Help Desk:

- Please do not send a request for service to individual employees of the DoIT.

This includes via email or voicemail (landline or cell).

- If you have a problem where you cannot submit a request with your own computer, please ask your co-worker to submit the request on your behalf. This is the most efficient way to get service.

- In the event of a widespread problem that is affecting your entire building, such as NO ONE in your office can login or ALL Phones are down, please follow the County's Cyber Security Incident Response Plan (CIRP) for these network emergencies. Please confirm the problem with multiple people in your building prior to following the rules in the CIRP.

- Please utilize the CIRP procedures ONLY for WIDESPREAD computer or phone related issues. If someone is in the office, they will answer the phone immediately. If you get a voicemail on the hotline, LEAVE A MESSAGE. The message will be converted to a help desk ticket and all of the department will be notified.

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- While telecommuting and after a help desk ticket is entered, employees may need to make special arrangements to meet a member of DoIT at a County location to provide help desk assistance. There is also a drop off location, at the DoIT office, for information assets that are in need of support. DoIT will not provide help at a personal residence.

- Please do not attempt to call multiple extensions or submit multiple requests for the same problem. This has become more common and only yields to confusion. Outside of normal business hours (Outside of the previously mentioned normal hours of 8:30a-4:40p Mon-Fri) DoIT does not monitor help desk tickets while they are off. In the event of an emergency: Call the OEM dispatch center (856-455-6886) at the on call Technician will be notified.

I verify I have reviewed the Technical Policy and Guidelines for Telecommuting and the Cumberland County Telecommuting Policy and agree to be bound thereby. I further agree that as to all equipment being provided to me by the County, I will safeguard it from third party access and I have confirmed it to be in good working condition and acknowledge an obligation to return it in the same or similar functional condition, or failing that, agree to replace such equipment at my expense.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

COUNTY OF CUMBERLAND, NEW JERSEY  
COUNTY EQUIPMENT POLICY AND AGREEMENT FORM

**I. EMPLOYEE INFORMATION**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Department: \_\_\_\_\_ Division/Unit: \_\_\_\_\_

**II. DEPARTMENT HEAD**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Department/Organization: \_\_\_\_\_ Phone: \_\_\_\_\_

**III. EQUIPMENT INFORMATION**

This agreement will run from \_\_\_\_\_ to \_\_\_\_\_

Equipment Supplied: \_\_\_\_\_

Received Equipment: \_\_\_\_\_ (Date)

Supplies: \_\_\_\_\_ Yes/No \_\_\_\_\_

Other: \_\_\_\_\_ Yes/No \_\_\_\_\_

Work Plan:

Work you will perform while using County equipment: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Method of communication while possessing County equipment:

\_\_\_\_ Phone – phone number: \_\_\_\_\_

\_\_\_\_ Email – email address: \_\_\_\_\_

\_\_\_\_ Text – phone number: \_\_\_\_\_

\_\_\_\_ Other: \_\_\_\_\_

**IV. EMPLOYEE ACKNOWLEDGMENTS**

\_\_\_\_ I understand and agree that I am responsible for maintaining the safety and security of County equipment, supplies and information while telecommuting.

\_\_\_\_ I understand and agree that I must comply with all procedures designed to protect sensitive County information, including information that is confidential, private, personal, or otherwise sensitive while telecommuting.

\_\_\_\_ I acknowledge that my designated work space complies with all health and safety requirements.

**V. EMPLOYEE VERIFICATION**

I verify I have reviewed this agreement and the Cumberland County Policy governing the use of County equipment and agree to be bound thereby. I further agree that as to all equipment being provided to me by the County in the context of this agreement, I have confirmed it to be in good working condition and acknowledge an obligation to return it in the same or similar functional condition, or failing that, agree to replace such equipment at my expense

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





# Receipt

Cumberland County  
Department \_\_\_\_\_

Date: \_\_\_\_\_

To: \_\_\_\_\_

From: \_\_\_\_\_

Item	Quantity	Description
SIGN HERE: _____		