

2015 Rose Festival Computer Policies & Practices

We have some necessary practices to keep our precious equipment in top shape -- and to help YOU utilize what we have in the best way to keep you productive (and happy).

Employees are required to use the Foundation's communication technology in a manner that is appropriate, professional and courteous to all staff, Board and external customers. All such equipment, technology and data are the property of the Foundation. The employee has no expectation of privacy regarding any of the technology, data, or equipment.

(The official policy on the use of the PRFF's information technology is included in this document.)

IT Management

Charlie M. Clint is the current in-house IT Manager (ITM), working under the direction of the Chief Operating Officer. As a volunteer, she is in the office approximately two days a week, but she is almost always available by phone on other days (both work and non-work days). Her phone numbers are:

- Home: **503.286.5455** (try first)
- Cell: **503.679.7357** (try second)

Charlie will answer any and all computer-related questions to the best of her ability. If there's a question she can't answer, she'll let you know -- and then she'll attempt to find the answer for you.

Don't be shy about asking her for help -- that's her job. She should be told FIRST about any IT-related issues. (Be sure to be nice to our volunteer ITM because she's an invaluable resource for the Rose Festival.)

Kris Pihl (of KAICO, Inc.) is our IT Consultant (ITC), a paid subcontractor who works on high level server-related projects. **Don't contact Kris** without speaking to Charlie first. (Unlike Charlie, Kris costs us \$\$!)

Donn Busby is Charlie's technical assistant. He is often in the office, working on specific projects for Charlie. **Don't contact Donn** without speaking to Charlie first. When he needs access to your computer, please give it to him. Every attempt will be made to give you advance notice, but Donn may need to check something out immediately. Thanks for your cooperation with Donn. (Like Kris, Donn is paid hourly.)

There are NO stupid questions -- so bring 'em on!

Policies

We have rules for a reason -- to protect our equipment and try to alleviate down time.

1. ***Take your time!***

Computers are tools to make our lives and jobs easier, but they aren't magic. We need to manage our expectations of their speed in order not to make mistakes. Some of the habits you use at home may not work here on our equipment.

2. ***If you want to INSTALL any software applications or hardware, you must ask Charlie first.***

Chances are she'll be totally cool with it -- but would prefer to either do the installation herself or be there when it happens. Please don't let us find unauthorized software on your computer! When in doubt about any aspect of your computer equipment, talk to Charlie, please.

3. **Do not change the screensaver already set up on your computer.**
4. **Keep your computer TURNED ON at all times. It's easier on the equipment.**
Staff members may LOG OFF at night as they choose, as long as they don't shut down. (There are times when you'll be asked to Turn Off your computer by Charlie or Donn, which is not only okay, but essential. You can Reboot/Restart your computer to refresh RAM.)
5. **Save files and documents to the appropriate drive; DO NOT save documents on your desktop.**
You may save a shortcut to a folder or document on your desktop. These documents cannot be shared and are not backed up. If you're in the habit of saving things to your desktop, you may find they have been removed without prior notice. (Consider yourself forewarned!) If you have something private you'd like saved on your computer, save it to My Documents or to the H: drive.
6. **Do not automatically save huge photos to the M: drive; ask Charlie first.**
Our server has limited storage, and we need to cooperate to keep from having serious issues.
7. **Never click and drag in the Rose Festival electronic folders!**
You don't want to be the one who accidentally loses the Coronation or the Admin files (as has happened in the past.) Right-click is your friend. Right-click with your mouse! **Copy** and **paste** are your best options.
8. **Do not write down your password near your computer and do not share it.**
We have a strict password policy for security reasons. All user passwords are created by the ITM, who keeps a secured list. Please memorize your password, but if you forget, check with Charlie. If you're responsible for external PRFF accounts, please be sure Charlie has the password on her list. As ITM, it is her responsibility to maintain all PRFF passwords -- and if you lose yours, you'll be happy she has it!
9. **Keep magnets away from your CPU/tower.**
You don't want to risk erasing portions of your hard drive -- and magnets don't like computers any better than they do credit cards.
10. **Protect our bandwidth! We all share it!**
No streaming music or video unless it's work-related. Get an iPod, boom-box, radio or CD player if you want music. (iTunes and other related software are NOT allowed on your computer.) If you use Facebook or Twitter during the day, do not leave these programs open in your browser, as they sap bandwidth.
11. **IMing is okay at home, but not in this office.**
Instant Messaging takes up a great deal of bandwidth -- and there are potential virus risks.
12. **Take care of the equipment we have; we can't afford to replace it!**
Liquids and food don't mix well with keyboards or mice. If you eat and drink near them (and most of us do), use caution to keep from spilling on your hardware, please.

If you have an optical mouse, you might want to wipe off the bottom with a soft cloth.

Food (dust, etc.) can gum up your keyboard. Even so, we all tend to eat around the computer, so from time to time you might want to turn the keyboard upside down and GENTLY tap out particles. A Q-tip dipped lightly in rubbing alcohol (not soaking) is great for cleaning off keyboards! Avoid popping off keys, please. (We also have canned air to use for cleaning these -- see Charlie.)

Most of the monitors are previously owned, so they might need some cleaning up. A soft, DAMP (water only) cloth is the ONLY thing you use on the surface of the monitor. See Charlie for all cleaning supplies, please!

14. ***Be patient when something goes haywire!***

Yes, we sometimes have hardware, software or internet connection problems. Please ALWAYS contact Charlie (FIRST) if you're having trouble so she can address the situation. Bear in mind you may have to be flexible until the problem can be corrected.

If for some reason you can't connect with Charlie, let Marilyn know. If Marilyn is unavailable, make Christine, the Office Manager, aware.

You might be frustrated by one or more of our policies and practices, but these are all designed to get the most productivity out of the equipment we have.

If you have a **question** or **suggestion**, please talk to Charlie.

If you have a **concern** or **complaint**, see Marilyn.

Please Note: Charlie works with the Server, Phone Server and Computers (as well as software applications). Christine, as Office Manager, should be contacted regarding other office equipment, such as Printers and the Copy Machine. Christine is in charge of your regular Shoretel phones. Be sure you set up your phone as instructed right away. Any phone problems should be shared with Christine first, and if necessary, with Charlie.

Important Reminder: While the Rose Festival does not restrict your use of office computer equipment for occasional personal projects, you should remember the first caveat of that use:

You should have no expectation of privacy when using Rose Festival equipment.

If you are concerned about this, you should consider using web-based email for your personal communication.

Please review the helpful hints about best practices when using PRFF hardware and software, as well as the following three pages of policies taken from the Rose Festival Employee Handbook. Thanks!

BEST PRACTICES:

Using Outlook 2007

- Unread, Inbox and Junk should be set to NO Reading Pane.
- Junk mail should be checked regularly (at least once a week).
- When in doubt about whether an email is SPAM or not, please ask Charlie first.
- **Never click links.** Don't open attachments UNLESS you know in advance that you're expecting the item in question. Random PowerPoints via email often have viruses embedded. Watch the extension (three letters that appear on a file after the dot) -- .exe and .zip are especially to be avoided!
- Move items in your Inbox to subfolders. You should try to avoid having more than 200-300 items in your Inbox (large quantities of email can cause numerous issues that can't be resolved). Keep your Sent items and file important emails you receive. If these are too large (due to embedded elements or attachments), take time to strip out embedded elements and remove attachments (or Save them). The instructions on how to do this are located at the 'How To' portion of this website: <http://www.bigriverranch.org>
- If you're not receiving emails, check to see if Outlook has gone 'offline.' Go to File and glance all the way down to Work Offline. If this is selected, then deselect/unmark it.
- Clean up and organize your email regularly. To make this easier, scroll down to the Search Folders and click on Large Mail. This will bring up the largest emails so you can work with them, first. (If you need help with this, ask Charlie.)

Avoid using STATIONERY for Outlook emails -- this makes your emails way too large. (It's also difficult for the end user to strip out stationery if they wish to.)

Using Word 2007

- Be sure you've changed your Default SAVE to .doc (rather than .docx), please.
- Be sure you've changed your AutoCorrect features to remove all special formatting.
- Please change your Default font to Arial 11.
- Avoid using STATIONERY for letters created in Word -- this makes your final product far too large. It's better to simply use a small copy of our logo and TYPE IN the address and other contact information. (Fewer images means smaller size.)

Saving Documents

- When you begin working on any document, SAVE IT FIRST, even if there's nothing yet to save! This will help you avoid losing your work or accidentally over-writing a document. SAVE AS is your best option for moving a document from year to year. If you don't know how to use this feature, ask for a refresher from Charlie! Our format is to save ALL files starting with the current year. For example: 2015 PRFF Computer Notes
- If you have documents that have been incorrectly named, please take time to rename them adding the year (2015) to the beginning.

FROM THE EMPLOYEE HANDBOOK:

Computer and Email Usage

Computers, computer files, the email system, and software furnished to employees are Foundation property intended for business use. To ensure compliance with this policy, computer and email usage may be monitored.

No software programs or applications may be downloaded or installed on Foundation equipment without the permission of the Chief Operating Officer or IT Manager. Employees who violate this policy will be subject to disciplinary action.

The Foundation strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, the Foundation prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment, showing disrespect for others, or addressing a protected class.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters. Email may not be used to send chain letters and similar spam to others. Email accounts are the property of the Foundation and are subject to search and/or monitoring at any time. The employee should have no expectation of privacy in either the email or computer system.

Email is provided for the business use of the Foundation. Sending, writing, reviewing, etc. personal email should be scheduled during the employee's meal break, or before/after work hours.

Employees should notify their immediate supervisor, department supervisor, the Chief Executive Officer or the Chief Operating Office (or any member of management) upon learning of any violation of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Internet Usage

The Foundation provides Internet access to assist employees in obtaining work-related data. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits, such as meal breaks, and before or after work hours.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the Foundation and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Foundation. As such, the Foundation reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems. The employee should have no expectation of privacy in any Internet accounts, files accessed on the Internet, or computer equipment used to access the Internet.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic or class protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not received authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by the Foundation in violation of law or Foundation policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and may result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images,
- Using the organization's time and resources for personal gain,
- Stealing, using, or disclosing someone else's code or password without authorization,
- Copying, pirating, or downloading software and electronic files without permission,
- Sending or posting confidential material, trade secrets, or proprietary information outside of the Foundation,
- Engaging in unauthorized transactions that may incur a cost to the Foundation or initiate unwanted Internet services and transmissions,
- Sending or posting messages or material that could damage the Foundation's image or reputation,
- Participating in the viewing or exchange of pornography or obscene materials,
- Sending or posting messages that defame or slander other individuals or companies,
- Attempting to break into the computer system of another organization or person(s),
- Refusing to cooperate with a security investigation,
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities,
- Using the Internet for political causes or activities, religious activities, or any sort of gambling,
- Jeopardizing the security of the Foundation's electronic communications systems,
- Sending or posting messages that disparage another organization's products or services,
- Passing off personal views as representing those of the Foundation,
- Sending anonymous email messages,
- Engaging in any other illegal activities.

Workplace Monitoring

Workplace monitoring may be conducted by the Foundation to ensure quality control, employee safety, security, and customer satisfaction.

Computers furnished to employees are the property of the Foundation. As such, computer usage and files may be monitored or accessed.

Because the Foundation is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner. However, employees should have no expectation of privacy when using Foundation-owned systems such as voicemail, email or Internet.