SAN JOAQUIN COUNTY WORKNET
EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT
POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
D-49	August 23, 2019	Departmental	1 of 3

SUBJECT:	**ACCESS TO BLOCKED WEBSITES**

I.   PURPOSE

The purpose of this directive is to provide guidance and direction to staff for requesting access to blocked websites.

II.   GENERAL INFORMATION

San Joaquin County policy for website access is becoming more restrictive as more sophisticated software is on the market to block access to inappropriate sites.

While the County has the capacity to monitor the employee's access to any and all websites, it is never the intent to monitor anyone's use of the computer unless there has been a complaint filed or a question is raised.

The use of office equipment, including computer equipment, is intended to be used for the actual performance of work activity. While access to some websites may be appropriate to do research that leads to a finalized work product, there are numerous sites that could be considered inappropriate or unnecessary.

Limiting access to certain sites is intended to protect everyone's interest including the County, the Department and our employees.

III.   POLICY

It is the policy of the Employment and Economic Development Department (EEDD) to provide access to websites when necessary to perform a work-related activity.

The blocking and unblocking of any website will be done in accordance with the policies and procedures set forth in this directive.

IV.   PROCEDURE

   A.   Request to Unblock Appropriate Website

   Request to unblock appropriate websites that will support the performance of work-related activity shall be submitted to the ISD Manager or designated ISD Analyst and shall contain proper justification and authorization from the respective Division Manager or designee using the formal WorkNet Website Unblock Form (See Attachment) that is displayed onscreen for the website the respective staff is trying to access.

   The information needed to complete the electronic Website Unblock Form includes the following:

   1. Requestor's Name
   2. Requestor's Email Address
   3. Requestor's Telephone Number
   4. Website URL
   5. Justification/Reason for the Request
   6. Form Submittal Password

   It shall be the responsibility of the ISD Manager and/or designated Analyst to carefully review the request, justification and provide the ISD opinion to the requestor in a formal written email response.

   B.   ISD Review and Authority

   The ISD Manager or designated ISD Analyst will review the request and based on departmental and County policy will render an opinion and recommendation.

   The ISD Manager or designated ISD Analyst will have the authority to unblock a website immediately if it is determined that the requested website is absolutely necessary to conduct work-related activity.

   If the need is temporary and the requested website is questionable, the ISD Manager or designated Analyst will have two options:

   1.   Allow the respective staff to access the website at a designated ISD location where there is a computer with access to the requested website; or

   2.   Allow limited access for a reasonable period of time providing notification of specific date and time. At the end of the identified date and time, the questioned website would be automatically blocked once again.

The ISD Manager or designated ISD Analyst will retain the formal written correspondence in the Pan Unblock folder for future reference, should questions arise.

C.   Blocking Inappropriate Website

EEDD/WorkNet has invested in newer technology for website protection. The Palo Alto Networks firewalls provide URL filtering for network traffic protection of inappropriate websites. The global protection subscription service allows EEDD/WorkNet to begin with a baseline for filtering of County approved websites. Modification of these access rules for acceptable websites is allowed within the firewall device. Only the ISD Manager or designated ISD Analysts have authorization to make these changes.

V.   QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI.   UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee shall be responsible for updating this directive, as appropriate.

VII.   APPROVED

JOHN M. SOLIS
EXECUTIVE DIRECTOR

JMS/jw:rg (10/20/19)

Attachment: Website Unblock Form

*Name:

*Email:

*Phone:

*Website URL:

http://

*Reason:

*Request Password

Submit

*Required Field

...you were trying to visit has been blocked in ...oaquin County policy.

...end Unblock Request

San Joaquin County

work

WEBSITE BLO...

✕

Website Unblock Form