

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

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
24-20	February 10, 2025	Departmental	1 of 3
SUBJECT: <b>ACCESS TO BLOCKED WEBSITES</b>			

### **I. PURPOSE**

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

### **II. GENERAL INFORMATION**

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

Office equipment, including computer equipment, is intended to be used for the 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.

This PPD supersedes PPD D-49 Access to Blocked Websites, dated August 23, 2019

### **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 Websites

Request to unblock appropriate websites that will support the performance of work-related activity must be submitted to the ISD Manager or designated ISD Analyst and must contain proper justification and authorization from the respective Division Manager or designee using the EEDD Track-It system (available on the EEDD Intranet).

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

It is 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.

##### C. Blocking Inappropriate Websites

EEDD/WorkNet has invested in technology for website protection. Network

firewalls provide URL filtering for network traffic protection from inappropriate websites. The network firewall 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.

D. Request to Unblock Appropriate Websites by Customers (Non-EEDD Personnel)

Request to unblock appropriate websites that will support Customers in the EEDD/WorkNet centers will not go through the same process or procedure previously defined for EEDD/WorkNet employees. Instead, a customer will be directed to use a provisioned "isolated" kiosk computer that is physically disconnected from the EEDD/WorkNet and County network. Center staff will supervise the use of this computer to ensure it is being used for job-search-related activities. The "isolated" kiosk computer is not subject to the restrictions imposed by EEDD/WorkNet and County policies. The "isolated" state of the kiosk computer prevents transfer, or infection, of any malicious software to the EEDD/WorkNet or County information systems infrastructure.

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 is responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN  
EXECUTIVE DIRECTOR

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