

**County of Santa Clara**  
**Countywide Badge/Password-Access Technology**  
**for Multifunction Printer/Copying Machines**

**July 1, 2022 - June 30, 2023**

**1. Description of How Surveillance Technology was Used**

County of Santa Clara department utilize bad/password-access technology for multifunction devices (MFDs), also known as printers, solely for the purpose of securing printing, scanning, copying, and faxing documents. Each MFD contains a meter to track page count activity, which automatically sends aggregated page count data to the MFD vendor to reconcile invoices at the end of each year for billing.

The technology is used by various County staff, contractors, volunteers, interns, fellows, and medical Residents, with a County or visitor badges, to perform necessary County business, as described above. The public does not have access to the MFD, eliminating the possibility of capturing data regarding public use. Departments utilizing contracts, volunteers, interns, fellows, or medical Residents have designated visitor badges for non-County staff to use, which requires the visitor badge to be signed in and out.

MFD system usage is accessible only by System Administrators within the Technology and Services Solutions (TSS) Department. Usage of MFD badge and password access technology was utilized in compliance with the County's Surveillance Use Policy.

**2. Data Sharing with Outside Entities**

Non-TSS System Administrators do not have the ability to access or share data collected by the MFD system. Requests for MFD data are routed to TSS' audit and compliance team, which did not receive department request for data. No external requests for data was received.

**3. Community Complaints or Concerns**

County Departments have a process to track community complaints and concerns, which can be made via telephone, email, in-person contact, and surveys. There were no complaints regarding the use of this data during the period covered by this Annual Report.

**4. Audits and Policy Violations**

County personnel are assigned identification badges, which are collected and deactivated at the time when the personnel leave the department. County personnel establish a secure login and password to use the MFD. Each new hire is provided training regarding badge use. Official records are maintained consistent with the records retention requirement.

No complaints were received during the reporting period.

## **5. Effectiveness in Achieving Identified Purpose for Surveillance Technology**

The technology was effective for restricting usage and security access to documents for the purposes of printing, scanning, copying, and faxing documents by County personnel and others conducting County business. No unlawful activity was identified involving badge or password-access technology for MFDs.

## **6. Public Records Act Requests**

Departments adhere to the established County policy regarding California Public Records Act (CPRA) requests. Although the Office of County Counsel is designated as responsible for coordination, each department develops a process to receive, track, and categorize requests, research, and compile responses in consultation with County Counsel, and maintain all related records accounting to County retention parameters. There were not CPRA requests related to badge/password-access technology for MFDs during the reporting period.

## **7. Annual Cost**

Funding for this technology is included in the County's Fiscal Year 2022 – 2023 Adopted Budget. The Procurement Department administers the contract with the MFD vendor. However, the countywide costs in Fiscal Year 2023 includes all costs related to equipment, usage, updates, and service of the MFD by the vendor. Costs associated solely with badge or password-access technology cannot be separated.