

# ***Entity/Organization***

## ***Acceptable Use Policy***

### **1. Introduction**

The \_\_\_\_\_ provides its staff with technology resources and a local area network with access to the Internet. The purpose of these technologies is to: 1) enhance the programs and services provided by the agency and to meet the internal and external needs of the agency, 2) conduct agency business, 3) support agency projects, and 4) ensure that agency staff are equipped with the necessary tools for communication, research, collaboration, and other tasks required to fulfill job obligations. Each agency staff member is expected to use accounts and resources for these purposes. Access to the Internet is provided as a privilege and a tool for users who agree to act in a considerate and responsible manner.

All \_\_\_\_\_ staff must carefully review and adhere to these acceptable use guidelines.

### **2. Appropriate Use of Technology**

#### **2.1. Technology as a Privilege**

The \_\_\_\_\_ (THE ORGANIZATION) strives to continually provide its employees with current technology resources and equipment. Access to these resources is necessary to complete job tasks. General appropriate uses of technology include:

- Accessing the World Wide Web for work related research and information gathering;
- Utility and applications software that accomplish tasks and fulfill job functions;
- Communication and collaboration between staff and/or other appropriate entities;
- Access to the Internet for up-to-date information published by the \_\_\_\_\_ (THE ORGANIZATION), other state agencies, schools, various other providers of information that may be necessary in order to complete job tasks;
- Activities or projects that support professional activities of employees (i.e., electronic calendars, electronic scheduling of meetings, electronic prioritizing of tasks, using project management software, keeping electronic address books, and completion of work related forms electronically).

The following general uses are prohibited with respect to the privilege of using the technology:

- Interference with the security or operation of the computer systems;
- Vandalizing equipment, software, or hardware;
- Attempting to alter or gain access to unauthorized files or systems;
- Using technology in a way that interferes with work obligations;
- Violating the rights of others by publishing or displaying any information that is defamatory, obscene, inaccurate, profane, or threatening.

## **2.2. Privacy of Information**

The agency retains the right to view personal files and email if there are complaints of inappropriate usage as described in this policy. Remember, no information sent or received over the Internet is safe from inspection and observation. The agency reserves the right to monitor and/or log all network activity with or without notice, including e-mail and all web site communications, and therefore, users should have no reasonable expectation of privacy in the use of these resources.

- The Agency will not monitor e-mail transmissions on a regular basis, though the construction, repair, operations and maintenance of electronic messaging systems may occasionally result in monitoring random transmitted or stored messages.
- Messages may be monitored during the course of investigations of illegal activity.
- Managers may require access to data (including e-mail) under their employee's control when necessary to conduct agency business.
- The agency will not provide third parties with access to stored electronic messages without the written consent of the sender and recipient except in special circumstances, such as: to investigate illegal activity or misuse of the system, or to resolve a technical problem.

## **2.3. Governor's Policy Directive**

Governor's Policy Directive GPD-5, 1997 (<http://www.state.ar.us/governor/gpd5.html>) clearly states that... "Use of any and all State-owned equipment and supplies shall be restricted to official state use only. Unauthorized or personal use of equipment or supplies may be grounds for dismissal."

## **2.4. User Restrictions**

Agency staff will not excessively use the agency network, computer systems, and servers including the access to the use of the Internet and other information resources during regular office hours (outside of breaks and lunch and necessary critical family matters or personal business) for non-agency business. Staff will make limited personal use of these technology resources (i.e. computers, software, Internet access). Example uses include web searches for personal research and self-study. Personal use must be done during meal and regular break periods.

Internet games or personal games may not be used. The only exception where it is permitted is during normal breaks. They will be used without sound and only where not visible to clients.

## **2.5. Additional Unacceptable Uses**

It is unacceptable for a user to use, submit, publish, display, or transmit on the network or on any computer system any information which:

- Violates or infringes on the rights of any other person, including the right to privacy;
- Contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, or otherwise biased, discriminatory, or illegal material;
- Violates agency regulations prohibiting sexual harassment;
- Inhibits other users from using the system or the efficiency of the computer systems;

- Encourages the use of controlled substances or uses the system for the purpose of criminal intent;
- Uses the system for any other illegal purpose.

It is also unacceptable for a user to use the facilities and capabilities of the system to:

- Transmit material, information, or software in violation of any local, state or federal law;
- Conduct any non-governmental-related fund raising or public relations activities;
- Engage in any activity for personal gain or personal business transactions, such as buying or selling of commodities or services with a profit motive.

### **3. Electronic Mail (E-mail)**

E-mail is considered network activity as well as state property, thus, it is subject to all policies regarding acceptable/unacceptable uses of the Internet and the user should not consider e-mail to be either private or secure.

#### **3.1. Purpose of E-mail**

Electronic mail is provided to support open communication and the exchange of information between staff and other appropriate entities who have access to a network. This communication allows for the collaboration of ideas and the sharing of information. E-mail is a necessary component of teamwork at \_\_\_\_\_ (THE ORGANIZATION).

#### **3.2. E-mail Guidelines**

Each \_\_\_\_\_ (THE ORGANIZATION) employee is given an E-mail account. It is the responsibility of the employee to use their account with respect to the set technology guidelines and in such a way that does not interfere with their duties.

Specifically forbidden in the use of e-mail is:

- Any activity covered by inappropriate use statements included in this policy;
- Sending / forwarding chain letters, virus hoaxes, etc.;
- Sending, forwarding or opening executable files (.exe) or other attachments unrelated to specific work activities, as these frequently contain viruses;
- Use of abusive or profane language in messages;
- Submitting unnecessary mail attachments exceeding 1.5 MB in size (the size is displayed within the icon attachment);
- Use that reflects poorly on \_\_\_\_\_ (the agency).

#### **3.3. E-mail Storage**

Staff should move important information from E-mail message files to shared folders and drives to ensure proper backup. Messages no longer needed must be periodically purged from personal storage areas. Technical support staff will monitor storage usage and advise when limits are reached and purging is required.

## 4. Internet

### 4.1. Purpose of Internet Access

The Internet provides a wealth of information useful for educational purposes. With Internet access an employee of \_\_\_\_\_ (THE ORGANIZATION) can utilize the many research and resource tools available online. These tools can aid in preparing reports or projects required by the \_\_\_\_\_ (THE ORGANIZATION).

All \_\_\_\_\_ (the organization) staff members may access the Internet and other information resources and services at any time that in the judgement of the user such access and use will benefit the agencies programs and services.

### 4.2. Internet Access Guidelines

When online employees should abide by the conventional netiquette guidelines. Netiquette is a term for Internet etiquette.

Links regarding "Netiquette"

- <http://www.fau.edu/netiquette/net/index.html>
- <http://www.albion.com/netiquette/corerules.html>
- <http://www.albion.com/netiquette/introduction.html>
- <http://redtail.unm.edu/cp/netiquette.html>
- <http://www.ro.com/members/info/netiquette.html>

### 4.3. Appropriate Use of Web Access

Employees are responsible for making sure they use this access correctly and wisely. Staff should not allow Internet use to interfere with their job duties. Acceptable uses include:

- Access to and distribution of information that is in direct support of the business of the \_\_\_\_\_ (the organization);
- Provide and simplify communications with other state agencies, school districts and citizens of Arkansas;
- Communication of information related to professional development or to maintain currency on topics of \_\_\_\_\_ (the organization) interest;
- Announcement of new laws, rules, or regulations;
- Applying for or administering grants or contracts for \_\_\_\_\_ (the organization) research or programs;
- Encouraging collaborative projects and sharing of resources.

Inappropriate uses of web access include, but are not limited to:

- Viewing, downloading or sending pornographic or other obscene materials;
- Visiting and/or participating in chat rooms not designed for professional interactions specifically related to one's job;
- "Surfing" the Web for inordinate amounts of time;
- Otherwise endangering productivity or the \_\_\_\_\_ (the organization);
- Purposes which violates a Federal or Arkansas law;

- Dissemination or printing copyrighted materials (including articles and software) in violation of copyright laws.

## **5. Appropriate Network Use and User Accounts Guidelines**

Use of the \_\_\_\_\_ (the organization)'s Internet connection and E-mail resources is a privilege and it is expected that all staff abide by acceptable user guidelines. Appropriate guidelines include:

- Users will only access those computer accounts which have been authorized for their use and must identify computing work with their own names or other approved IDs so that responsibility for the work can be determined and users can be contacted in unusual situations.
- Users will use accounts for authorized purposes. This policy shall not prevent informal communication, but accounts will not be used for private consulting or personal gain.
- Network administrators may review files and communications to maintain system integrity and ensure that users are using the system responsibly. Users should not expect files and documents to always remain private.
- Users are encourage to maximize the use of the technologies covered under the \_\_\_\_\_ (the organization) user policy to reduce the cost of postage, letters, reports, etc.

## **6. Copyright Guidelines**

### **6.1. Purpose of Software Availability**

\_\_\_\_\_ (THE ORGANIZATION) provides utility and application software that enhances the efficiency and productivity of its employees. \_\_\_\_\_ (the organization) staff must honor copyright laws regarding protected commercial software used at the \_\_\_\_\_ (the organization).

### **6.2. Compliance With Copyright Laws**

- Copyright laws do not allow a person to store copies of a program on multiple machines, distribute copies to others via disks or Internet, or to alter the content of the software, unless permission has been granted under the license agreement.
- Users may download copyrighted material, but its use must be strictly within the agreement as posted by the author or current copyright law.
- Unauthorized use of copyrighted materials or another person's original writing is considered copyright infringement.
- Any user that copies and distributes software in any form for any purpose should do so only on the authority of the user's immediate supervisor.
- Any supervisor that authorized the copying and distribution of software should have on file written documentation that such action is legal.
- Each user is responsible for observing all local, state, federal laws, especially in regard to copyright laws. The \_\_\_\_\_ (the organization) will no be responsible for the cost of any legal action taken against any user that violates such laws regardless of the situation or the intent or purpose of the user.

- All staff that use software owned by the \_\_\_\_\_ (the organization) must abide by the limitations included in the copyright and license agreements entered into with software providers. It is unlawful to copy most software products.

## Acceptable Use Policy Consent Form

I \_\_\_\_\_ have read this policy and agree to comply with all its terms and conditions. Furthermore, I \_\_\_\_\_ understand that the \_\_\_\_\_ (the organization) will not monitor e-mail transmissions on a regular basis, though the construction, repair, operations and maintenance of electronic messaging systems may occasionally result in monitoring random transmitted or stored messages.

Users must recognize that the use of all \_\_\_\_\_ (the organization) electronic information resources is a privilege and that the policies implementing usage are requirements that mandate adherence.

Signed \_\_\_\_\_

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

Supervisor \_\_\_\_\_

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