

- Title of Agency -

Internet Acceptable Use Policy

The Following Internet Acceptable Use Policy Applies to the (AGENCY NAME) Staff

1. Introduction

The (AGENCY NAME) provides its staff and (*other entity(s) if necessary*) with technology resources and a local area network with access to the Internet. The purpose of these technologies is to: a) enhance the programs and services provided by (AGENCY NAME), b) conduct (AGENCY NAME) business, c) support (AGENCY NAME) projects, and d) ensure that staff are equipped with the necessary tools for communication, research, collaboration, and other tasks required to fulfill job obligations. Each staff member is expected to use accounts and resources for these purposes.

- Currently, each (AGENCY NAME) staff member has been provided adequate resources for Internet connectivity. The staff relies on this connectivity in order to adequately perform their job duties and responsibilities.
 - The (AGENCY NAME) provides approximately ___ employees access to a networked computer. This represents (____) % of the employees in the agency.
- All (AGENCY NAME) staff must carefully review and adhere to these Internet acceptable use guidelines.

2. Appropriate Use of Technology

2.1. Technology as a required resource and privilege

Appropriate uses of technology include:

- Accessing the Internet 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 (AGENCY NAME), other state agencies, and 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)

2.2. Privacy of Information

(AGENCY NAME) 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 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.

- 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 investigating illegal activity or misuse of the system, or resolving a technical problem.

2.3. Governor's Policy Directive

Governor's Policy Directive GPD-5, 1997 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 NAME) staff will not excessively use the agency network, computer systems, and servers including access to the use of the Internet and other information resources during regular office hours for non-agency business. Limited personal use of these resources is allowed during breaks and lunch time, or to address critical personal matters. Only games that are part of the workstation's operating system will be permitted to be used during normal break times and only without sound features activated.

2.5. Unacceptable Uses

The following general uses are prohibited:

- 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, known to be inaccurate or false, profane, or threatening.
- 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;
 - 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:
 - Knowingly 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 financial gain, such as buying or selling of commodities or services with a profit motive;
 - View, download or send pornographic or other obscene materials;
 - Visit and/or participate in chat rooms not designed for professional interactions specifically related to one's job;
 - Endanger productivity of *(AGENCY NAME)*.

3. Electronic Mail (E-mail)

E-mail is considered network activity and as such is subject to all policies regarding acceptable/unacceptable uses of the Internet. 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 authorized users that 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 *(AGENCY NAME)*.

3.2. E-mail Guidelines

Each *(AGENCY NAME)* staff member is given an E-mail account. It is the responsibility of the employee to use their account in accordance with established guidelines and in such a way that does not interfere with their duties.

Specifically prohibited 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 any large, unnecessary mail attachments;
- Use that reflects non-professional image of *(AGENCY NAME)*.

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 *(AGENCY NAME)* can utilize the many research and resource tools available online. These tools can aid in preparing reports or projects required by the agency.

All *(AGENCY NAME)* 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 *(AGENCY NAME)* programs and services.

4.2. Internet Access Guidelines

When online, employees should abide by conventional etiquette guidelines developed for the Internet ('netiquette').

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 (*AGENCY NAME*).
- Providing and simplifying communications with other state agencies, school districts and citizens of Arkansas;
- Communication of information related to professional development or to remain current on topics of general (*AGENCY NAME*) interest;
- Announcement of new laws, rules, or regulations;
- 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;
- “Surfing” the Web for inordinate amounts of time;
- Otherwise endangering productivity of (*AGENCY NAME*).
- 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 state’s Internet connection and E-mail resources is a privilege and it is expected that all staff abide by acceptable user guidelines. Appropriate network and user account guidelines include:

- (*AGENCY NAME*) staff 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.
- (*AGENCY NAME*) staff 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. Staff should not expect files and documents to always remain private.
- Users are encouraged to maximize the use of the technologies covered under this user policy to reduce the cost of postage, letters, reports, etc.

6. Copyright Guidelines

6.1. Purpose of Software Availability

(*AGENCY NAME*) provides utility and application software that enhances the efficiency and productivity of its employees. (*AGENCY NAME*) staff must honor copyright laws regarding protected commercial software used at the agency.

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.
- Each user is responsible for observing all local, state, federal laws, especially in regard to copyright laws. The agency will not 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 (*AGENCY NAME*) or the state must abide by the limitations included in the copyright and license agreements entered into with software providers.

7. Enforcement and Penalties

The (*AGENCY NAME*) staff is responsible for complying with this policy. Penalties for non-compliance include, but are not limited to:

- Suspension or usage restrictions of Internet service and email/messaging services.
- Internal disciplinary measures, including discharge.
- Initiation of criminal or civil action, if appropriate.

Internet Acceptable Use Policy Consent Form

(AGENCY NAME)

I _____ have read this policy and agree to comply with all its terms and conditions. Furthermore, I _____ understand that the *(AGENCY NAME)* 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.

(AGENCY NAME) users must recognize that the use of all *(AGENCY NAME)* and state electronic information resources necessary to conduct agency business, and that the policies implementing usage, are requirements that mandate adherence.

Signed: _____

Date: _____

Supervisor: _____

Date: _____