

DRAFT Policy Statement – Acceptable Use

Title: Acceptable Internet Use Policy
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1.0 Purpose

The purpose of the policy is to 1) define the requirements for agency Internet acceptable use policies, and 2) define the acceptable and unacceptable uses of the Internet by state employees in the performance of their duties. The policy requires that all agency electronic information systems be used for agency business with minor exceptions.

2.0 Scope

- 2.1 As required by Act 1287 of 2001, each Arkansas state agency, board, commission, and institute of higher education that provides access to the Internet is responsible for establishing and implementing a policy regarding the appropriate use of the Internet.
- 2.2 Governor's Policy Directive GPD-5, 1997 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."
- 2.3 The state provides staff with Internet access and electronic communications services (email) as required for the performance and fulfillment of job responsibilities. This access is for the purpose of increasing productivity and not for non-business activities.

3.0 Background

Act 1287, of 2001, requires state agencies to create an Internet use policy that should include provisions for penalties for Internet use violations. Agencies must describe how the needs of their agency require the use of the Internet as well as describe the responsibilities of employees as they relate to the efficient and responsible use of the Internet.

4.0 References

- 4.1 Act 1287 of 2001, AR Code Ann § 25-4-110 (c):
<http://www.arkleg.state.ar.us/ftproot/acts/2001/htm/act1287.pdf>
- 4.2 Internet Appropriate Use Guidelines for the State of Arkansas:
http://www.cio.arkansas.gov/techarch/indexes/best_practices.htm

5.0 Policy

- 5.1 Each agency that will provide, exchange and access information via the Internet shall define and implement an acceptable use policy for its employees to facilitate the efficient and productive use of the Internet as a means to accomplish the agency's mission and program goals.

- 5.2 Internet Appropriate Use Guidelines for agency planning are provided in *Section 4* of this policy statement.
- 5.3 Agency policies shall meet the minimum requirements as stated in *Section 6.4* of this policy statement.
- 5.4 Agencies acceptable use policies will address the following with regard to e-mail use: a) proper uses of email, b) employee expectations of privacy for their email, and c) employer ownership of email.

6.0 Procedures

- 6.1 To demonstrate evidence of compliance with this policy, the following documentation must be available:
 - 6.1.1 Agency Acceptable Use Policy Statement
 - 6.1.2 Signed User Consent Forms
- 6.2 Each agency shall include their policy regarding the use the Internet within the biennial information technology plan that is submitted to the Office of Information Technology. The Internet use policy required by Act 1287 must be included in the agency's Information Technology Plan.
- 6.3 Agency Internet Appropriate Use Plans may be updated by agencies in a timely manner to remain current and must accommodate changes in the evolving state Shared Technology Architecture.
- 6.4 A statement of the agency's policy regarding acceptable use of the Internet shall include:
 - 6.4.1 The penalties for violations of the agency's acceptable use policy
 - 6.4.2 The number of employees and computers which have access to the Internet and the percentage of those employees and computers to the total number of employees and computers
 - 6.4.3 The needs of the agency and how it relates to the use of the Internet, and
 - 6.4.4 The responsibilities of the agency's employees as it relates to the efficient and responsible use of the Internet.

7.0 Revision History

Date	Description of Change
08/30/2002	Original Policy Statement Drafted
09/29/2003	Update the policy scope and contact information
07/15/2005	Links updated, header updated

8.0 Definitions

- 8.1 **"Agency"** or **"state"** means the State of Arkansas acting through each of its agencies, boards, or commissions. Whenever the context allows, agency refers to the particular agency that owns or controls a system at issue.
- 8.2 **"Information"** means information of any kind used in any way in agency systems. Examples include messages, communications, e-mails, files, records, recordings, images, graphics, transmissions, signals, programs, macros, software, and data.
- 8.3 **The Internet** is a international computer network linking together thousands of individual networks at military and government agencies, educational institutions, nonprofit organizations, industrial and financial corporations of all sizes, and commercial enterprises (called gateways or service providers) that enable individuals to access the network. The most popular features of the Internet include electronic mail (e-mail), discussion groups,

on-line conversations (called chats), adventure and role-playing games, and information retrieval.

Source: *The Columbia Electronic Encyclopedia 1999*, Columbia University Press.

- 8.4 Electronic Mail (E-mail)** is an information transfer system that utilizes computers for sending and receiving messages. E-mail systems range in scope and size from a local area network e-mail system that shuffles messages to users within an agency or office; to a wide area network e-mail system that carries messages to various users in various physical locations; to Internet e-mail that allows users to send and receive messages from other Internet users around the world.

9.0 Inquiries

Direct inquiries about this policy to:

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OIT policies can be found on the Internet at: <http://www.cio.arkansas.gov/techarch>