

ITS Mississippi Department of Information Technology Services

Appropriate and Acceptable Use of IT Facilities and Resources

ITS is dedicated to providing the best possible service to its customers and is committed to ensuring that the information systems resources of the State and ITS are used appropriately for the purposes they are intended.

This policy governs the use of all computers, computer-based communications networks, and all related equipment administered by ITS. A user is defined as any person employed by ITS, which includes full-time, part-time, temporary, contract employees, persons who are employed by contractors or subcontractors of ITS, and any other individuals who are authorized to use agency information systems. The electronic communications and facilities of ITS are the property of the State and **by using these facilities the user acknowledges consent to abide by this policy.** These facilities and resources are to be used for state business purposes. The user should be aware that any communications or use of the ITS information systems resources are not to be considered private or confidential and can be monitored at any time. No encryption should be utilized for any purpose without prior written approval of a Division Director. All users are hereby notified that system security features allow any messages or usage to be monitored and archived regardless of passwords and message deletions, and computer use is subject to search and monitoring at any time. Access can be traced back to the individual.

SOFTWARE:

- Software—including but not limited to Internet downloads, utilities, add-ins, programs (including shareware, freeware, and Internet access software), patches, upgrades, or clip-art—shall not be installed on any desktop, notebook personal computer (PC), or server by anyone other than a representative of the LAN team of ITS, without notification to the LAN team via e-mail (support@its.ms.gov). All software purchased for use on ITS equipment must be approved in writing by the LAN team. The agency's network contains software that performs an inventory of each PC on a regular basis to ensure compliance with this rule.
- There are to be no games on any desktop, PC, or server at any time for any reason.
- Software owned or licensed by ITS may not be copied to alternate media, distributed by e-mail, transmitted electronically, or used in its original form on other than ITS PCs without express written permission from the LAN team. In no case is the license agreement or copyright to be violated.
- Standard software is to be used for all internal functions. Approved non-standard software is only to be used to interface with customer or vendor organizations when they require the non-standard software.
- Software licensed to ITS is to be used for its intended purpose according to the license agreement. Employees are responsible for using software in a manner consistent with the licensing agreements of the manufacturer. License agreements are maintained by the LAN team.

HARDWARE:

- All PCs, workstations, printers, add-in cards, memory modules, and other associated equipment are the property of the State of Mississippi and should not be used for purposes

other than State business. No changes, modifications, additions, or equipment removals may be done without prior notification to the LAN team via email (support@its.ms.gov).

- Except notebook PCs used in daily offsite work, no information systems equipment should be removed from ITS premises without the permission of the employee's supervisor and/or Division Director. Each division has internal guidelines as to how this permission is to be received. In the event equipment is to be off premises for any longer than one work week, the employee responsible for the equipment must file a written hand receipt with the ITS Property Officer.
- Laptops, projectors, and wireless cards are available for checkout by anyone in the agency, via policies and procedures coordinated by the LAN team.

PRACTICES:

- No materials are to be disseminated in any manner which is derogatory to any person or group, obscene, racist, sexist, harassing, or offensive based on color, religion, creed, national origin, age, or disability.
- System identification codes and passwords are for the use of the specifically assigned user and are to be protected from abuse and/or use by unauthorized individuals.
- All removable storage drives (CDs, jump drives, etc), e-mail attachments, executable e-mail messages, and downloaded files are automatically scanned for viruses using the virus detection software installed on all ITS computer workstations that have been configured by the LAN team. If an employee has made any configuration changes to his/her workstation, even with the approval of the LAN team, it is his/her responsibility to ensure virus protection prior to opening/executing any files on removable storage drives, e-mail attachments, or executable e-mail messages, and/or downloaded files.
- Like all ITS information systems resources, Internet access and e-mail are for work-related use. Access and sites visited can and will be monitored at the user level.
- Employees may not use ITS information systems resources for soliciting, personal financial gain, partisan political activities, or further disseminating "junk" e-mail such as chain letters.
- Information contained on the agency network and workstations is strictly proprietary to the State of Mississippi and ITS. Copying or disseminating any of this information for any purpose other than state business is strictly prohibited. Access to this information must be considered confidential.
- Employees are expected to report violations of this policy which he/she observes to his/her supervisor or, in the event that the violation involves the supervisor, the Internal Services Director. Likewise, if he/she is a witness to a violation he/she is required to cooperate in any investigation of the violation.
- There may be extenuating circumstances requiring exceptions to this policy and the addendum including work emergencies, safety issues, etc., that can be reviewed on a case-by-case basis by the ITS Executive Director. This type review will be the exception and will not be routine.

CONSEQUENCES:

Any user who knowingly and willingly violates this policy is subject to discipline up to and including termination from employment. Furthermore, in the event of an illegal activity, the user will also be reported to the appropriate law enforcement authority.

If an employee has any questions regarding this policy or any situation not specifically addressed in this policy, the employee should see his/her supervisor, Division Director, or the Internal Services Director.

REVISION:

This policy is subject to revision. ITS will adequately post revisions, but it is the user's responsibility to ensure that his/her use of the ITS computing and communication resources conforms to current policy.

ADDENDUM 1 TO APPROPRIATE AND ACCEPTABLE USE OF IT FACILITIES AND RESOURCES: LAND BASED TELEPHONE USAGE

The establishment of this policy and procedures sets the standards for the usage of office telephones and land-line telephone services by the employees of ITS.

I. Scope of Policy

No employees of ITS may directly or indirectly use, or allow the use of, ITS property of any kind—including property leased to ITS—for other than officially approved activity. In addition, employees shall protect and conserve ITS property, including land-based telephone equipment, facsimile devices, and teleconferencing equipment. Employees are hereby notified that ITS will enforce this policy through a variety of methods and may monitor use of telephone equipment to assure compliance.

II. Procedures

- Generally, telephone devices should be used for legitimate state business only; however, brief and occasional personal use is acceptable. Personal use of the phone system(s) and other land-based telephone devices, where permitted, is a privilege, not a right. As such, use should be limited.
- Personal use of telephone equipment should not impede the conduct of state business; only an incidental amount of time, time periods comparable to reasonable coffee breaks, should be used to attend to personal matters.
- The privilege may be revoked at any time and for any reason. Abuse of the privilege may result in appropriate disciplinary action.
- Employees should not make personal calls where such calls are charged on a usage basis, including long distance and state calling cards. If such calls are made in an emergency, employees are responsible for reimbursing ITS for any long-distance personal telephone calls or personal calls billed to a state calling card. Failure to make prompt reimbursement may result in appropriate disciplinary action and/or loss of telephone privileges.
- Confidential information regarding official business should be transmitted from a secure environment. Business facsimile transmissions should include a confidentiality notice to limit delivery and distribution.
- Each employee is responsible for all long distance telephone calls made with the employee's authorization code and/or calling card. Employees should keep a record of calls made and verify each call from the call detail that accompanies the monthly telephone bill from ITS Telecom Services. The employee's signature on each page of their telephone bill validates both that the employee made all the calls listed and that all calls were work related.

ADDENDUM 2 TO APPROPRIATE AND ACCEPTABLE USE OF IT FACILITIES AND RESOURCES: WIRELESS COMMUNICATIONS POLICY AND PROCEDURES

The establishment of this policy and procedures sets the standards for the usage of wireless communications devices by the employees of ITS.

I. Scope of Policy

All employees of ITS may not directly or indirectly use, or allow the use of, ITS property of any kind—including property leased to ITS—for other than officially approved activity. In addition, employees shall protect and conserve ITS property, including wireless communications equipment. Wireless communications equipment includes cellular phones, personal digital assistant devices, and standard and two-way pagers, as well as any similar devices that perform some or all of these functions. Employees are hereby notified that ITS will enforce this policy through a variety of methods and may monitor use of wireless communications equipment to assure compliance.

II. Procedures

- Wireless communication devices shall be used for legitimate state business only. Use of an ITS-provided cellular phone for personal calls may result in appropriate disciplinary action and/or the loss of the use of the phone.
- Before a wireless communication device is provided to an ITS employee, the ITS Executive Director must certify in writing the need for the device and associated service. No employee may have more than one wireless communication device assigned and paid for by ITS.
- Each employee is responsible for working with his/her supervisor to determine the most cost-effective communication device and/or service for a given role. In order to make this determination, each employee is responsible for knowing the details of the wireless communication service plan utilized by that employee, including unit costs and any monthly service caps. Each employee is responsible for reviewing and certifying billings for the device and service utilized and for assessing the need for any change in usage patterns and/or plans based on actual utilization and cost.
- Employees must be aware that cellular phone calling plans are selected based on the number of minutes required for the employee to conduct state business. Package minute plans are not to be construed as free minutes and are not provided for personal use.
- Detailed call billing must be provided for all ITS cellular phone accounts, and all billings are considered public records subject to disclosure under the Mississippi Public Records Act.
- Each employee is responsible for verifying the employee's billing details monthly and indicating by signature that the billing is correct, that all calls were work-related, and that the calling plan is still appropriate to the employee's business needs.
- ITS shall not reimburse employees for any charges on personal wireless communication devices.
- Employees should be aware that cellular phone transmissions are not secure transmissions. Confidential information regarding official business should be transmitted from a secure environment
- Any ITS employee assigned a wireless communication device must indicate his/her concurrence with this Wireless Communications Policy and Procedures in writing. This written concurrence shall be maintained in the employee's personnel file.

ADDENDUM 3 TO APPROPRIATE AND ACCEPTABLE USE OF IT FACILITIES AND RESOURCES: PERSONAL USE OF SOCIAL MEDIA

The establishment of this policy and procedures sets the standards for the usage of social media by the employees of ITS.

I. Scope of Policy

In regards to the personal use of social media and discussion of state related business or affairs, employees are expected to maintain an appropriate balance between exercising their First Amendment rights to free speech and maintaining their professionalism, effectiveness, and credibility as ITS employees. The following guidelines and procedures should be followed to ensure that this new outlet for self expression and communications does not adversely affect the employee or the agency.

II. Procedures

- Know and follow the Mississippi State Personnel Board's employee conduct guidelines and the ITS AUP as it relates to proper use of IT resources.
- Employees will be limited in the personal use of social media sites at work. The only exception to this policy will be if a Division Director has justification for the employee's extended use of social media to perform their duties.
- Employees are personally responsible for the content they publish on-line in any form of social media.
- When discussing state business through social media, employees should clearly identify themselves by name and area of responsibility (if applicable) and must clearly state that they are speaking for themselves and not the State of Mississippi or ITS.
- In your personal capacity, if you do publish content relevant to the State of Mississippi or ITS you must include a disclaimer such as "The postings on this site are my own and don't necessarily represent the positions, strategies or opinions of the State of Mississippi or Information Technology Services."
- In your personal capacity, whether at work or not, if you do publish content relevant to the State of Mississippi or ITS you must adhere to these guidelines and ensure that your postings do not affect your job performance, the performance of others, or impact the State of Mississippi or ITS in a negative manner.
- Respect copyright, fair use, state records law, and financial disclosure laws.
- Under absolutely no circumstances should confidential, sensitive, or other proprietary information ever be disclosed publicly, including through the use of social media.
- Do not discuss fellow employees, customers, or vendor partners without their approval. If you do make a reference, always link back to the source. Don't publish anything that might allow inferences to be drawn which could embarrass or damage a fellow employee, customer, or vendor partner.
- Maintain a professional approach when posting to social media sites. Avoid ethnic slurs, personal insults, obscenities, or conduct that would not be acceptable in the workplace at ITS. Proper consideration should be taken in regards to initiating any discussion that may be deemed objectionable or inflammatory such as politics, religion, etc.
- Avoid confrontation and conflict and always be the first to correct your mistakes or to clarify misinformation.

- Always attempt to bring value to the conversation. Provide worthwhile information and perspective. Avoid conversations where you are not the subject matter expert on a particular topic.
- Do not use official State of Mississippi or ITS seals or logos without prior written approval.
- Participating in social media games during regular working hours on state owned IT resources is strictly prohibited.