

PPM #7

Policy Name: *Computer Usage*
Effective Date: *February 17, 2011*
Revision Date: *December 1, 2011*

Authorization: 
Charles R. Davis, Deputy Secretary

I. PURPOSE:

This policy establishes guidelines to insure that the Office of the Lieutenant Governor's (OLG)/Department of Culture, Recreation and Tourism's (DCRT) computers, networks, software and other information technology resources are used for business-related purposes; to identify the limitations placed upon personal computer usage; to insure that all communications are made in a professional manner; to describe the improper, inappropriate and prohibited use of the Internet and OLG/DCRT computers and related equipment, systems and services; to inform employees of management's access to and intention of tracking, auditing, inspecting and/or monitoring, as deemed appropriate, any and all sites visited, information stored, downloaded, uploaded, transmitted and received through the OLG/DCRT computer system; and to advise employees that they have no expectation of privacy/security regarding their computer usage. Compliance with this policy will insure that the business affairs of OLG/DCRT are conducted orderly, efficiently and professionally.

II. APPLICABILITY:

This policy applies to all OLG/DCRT employees, regardless of status.

III. POLICY:

1. Equipment/Services are the property of OLG/DCRT to be used only for legitimate business purposes.

Computers, software, removable storage media and peripherals are the property of OLG/DCRT to be used for legitimate business-related purposes. Internet, e-mail and other online services are likewise to be used for legitimate business-related purposes. Employees are therefore prohibited from using state computer equipment and services for personal reasons except to the limited extent permitted by the express terms of this policy.

2. Proper Use of Services.

Employees shall use the Internet and OLG's/DCRT's computer system in a professional, ethical and lawful manner. Business-related e-mail messages must comply with the standards of decency and professionalism observed in other forms of written communication, including proper spelling and grammar. All such communications must also properly and fully identify the sender. The creation of, access to and transmission of any material on or through the Internet or OLG's/DCRT's computer system in violation of this policy or any federal, state or local law or regulation are strictly prohibited.

3. Consent.

By logging-on and using OLG's/DCRT's computers and related equipment, systems and services, including the Internet, employees expressly consent to OLG's/DCRT's tracking, auditing, inspecting and monitoring of such usage. Such consent authorizes OLG/DCRT to undertake any inquiry and institute any process deemed necessary to further the intent of this policy. Such inquiries and processes include the right to directly or remotely access and review computer usage, without employee knowledge or participation, and the right to enter offices and work locations to secure/retrieve/inspect computers and related equipment, data and files therein.

4. Expectation of Privacy.

OLG/DCRT employees are hereby advised that information technology personnel perform special and routine support services and maintenance upon our computers and related equipment, which service/maintenance requires such personnel to view and review Internet searches performed and sites visited. As such, OLG/DCRT employees are hereby advised that their Internet, e-mail and other online communications, and the files stored on any OLG/DCRT computer, including computer hard drives and removable storage media are not privileged or private. This lack of privacy extends to anything an OLG/DCRT employee views, creates, sends, receives, uploads, downloads, stores, prints or sends via paper or electronically, all of which are subject to review and inspection, upon authorization of the appointing authority, based upon reasonable suspicion of computer usage that is unrelated to legitimate business purposes or in violation of this policy or any federal, state or local law or regulation.

OLG/DCRT employees should also be aware that their communications and transmissions (paper and electronic) via the use of OLG's/DCRT's computers and related equipment, systems and services are generally publicly accessible and subject to the provisions of Title 44 of the Louisiana Revised Statutes (Louisiana's Public Records Act).

NOTE: Information technology personnel track usage and periodically review computer equipment and services for patterns of abuse. Abuses or usage in violation of this policy will be brought to the attention of the appointing authority.

5. Personal Use.

Given today's technological advancements and customary, acceptable modes of communication, OLG/DCRT recognizes that occasional personal use of the Internet and its computer system will occur. In most circumstances, such usage will be of no concern and indeed, not detected. While not encouraged, such occasional personal use will be tolerated provided such:

- (1) Is incidental, brief, occasional and intermittent;
- (2) Does not result in additional cost to OLG/DCRT;
- (3) Does not interfere with the employee's job duties;
- (4) Does not impact system-wide performance;
- (5) Does not circumvent security systems;
- (6) Is not intended to produce personal monetary gain;
- (7) Is not offensive, profane or otherwise inappropriate; and/or
- (8) Does not violate the prohibitions of this policy or any federal, state or local law or regulation.

Employees should understand that the occasional, limited personal use of OLG's/DCRT's computers and related equipment, systems and services tolerated by this policy does not diminish OLG's/DCRT's ownership of the data, files and transmissions thereon, nor diminish the authority OLG/DCRT has to track, audit, access, review and monitor employee usage of computers, equipment, systems and services.

Employees should also understand that the limited personal use of OLG's/DCRT's computers, as authorized by this policy, does not convey ownership of the personal data received, transmitted or stored, and does not permit the employee to demand retrieval of such data upon separation.

Employees must be mindful that such incidental use privilege may be revoked and lead to disciplinary action, including termination, if such use interferes with OLG's/DCRT's operations or is in violation of this policy.

6. Sensitive Communications.

OLG/DCRT employees frequently transact business that is sensitive, privileged or confidential, and certain business communications should be disseminated on a need-to-know basis only. Examples include communications regarding litigation and personnel matters. Similarly, certain business proposals and plans of action in the preliminary stage, such as organizational or programmatic changes, should

be maintained in strict confidence or may not yet be appropriate for disclosure. Since computer communications are sometimes transmitted in error, can be reproduced even after deletion, are monitored by information technology personnel, and are subject to disclosure under Louisiana's Public Records Doctrine, employees should be mindful that OLG's/DCRT's computer system may not be the appropriate medium for certain business communications.

7. Reporting Requirement.

Recipients of improper computer communications are required to notify the sender of the inappropriateness of the transmittal and instruct them to immediately cease sending such communications. After doing so, if the improper communications persist, the employee is to report such receipt to the appointing authority. Failure to do so will be deemed a violation of this policy and could constitute cause for disciplinary action in accordance with the Civil Service Rules. Improper communications are those which are abusive, intimidating, discriminatory, harassing, obscene, defamatory, derogatory or otherwise in violation of this policy or any federal, state or local law or regulation.

8. Copyrighted/Patented Materials.

OLG/DCRT employees should be aware that certain online information is copyrighted or patented, including text, pictures, video and sound. OLG/DCRT employees are not to duplicate, upload or download any software or materials that are copyrighted, patented or otherwise identified as intellectual property without the written, authorized consent of the owner, and then only with approval of information technology personnel. Employees should assume all information on any website is copyrighted unless it is expressly placed in the public domain. Any such material which is currently stored, without authorization, is to be immediately deleted from OLG/DCRT equipment.

Commercial software is copyrighted and may not be reproduced except as stipulated in the licensing agreement. It is the policy of OLG/DCRT to comply with all copyright laws and license agreements related to software installed on its computers. Reproduction, duplication, distribution or illegal installation of such licensed software without appropriate licensing agreements is prohibited. Software may only be installed by Information Services Division (IS) personnel familiar with state standard software that IS can support and track.

9. Approved Software and Hardware.

OLG/DCRT agencies may only purchase computers, laptops, printers and software included on a frequently updated, approved list of models and versions proscribed for purchase and use. The hardware and software are in compliance with published Louisiana state specifications and price standards. Purchase of any hardware or software product not on the list must be justified and requested

in advance by an appointing authority. Employees are prohibited from installing, storing or using software not specifically licensed through OLG/DCRT. This prohibition includes software and hardware purchased by OLG/DCRT employees for home use.

10. Storage and Backup of Data Files.

Files used by OLG/DCRT employees should be stored on designated network drives, not on local PC hard drives. Only network drives are regularly backed-up and secured, and can be restored in the event of data loss. Any files stored on local PC hard drives should be considered as “temporary” or “working” files, with the understanding that such files are always subject to loss. At certain remote sites, OLG/DCRT employees are instructed to backup their critical data, including files and email, to removable storage devices.

While every effort is made to back-up OLG’s/DCRT’s e-mail server on a regular basis, retention of e-mail stored on the server is not guaranteed. If the information contained in an e-mail message is deemed important enough to keep, it should be saved to a local disk or printed. E-mail stored in this fashion is the responsibility of the user.

11. Network Security.

Employees may only access the Internet through OLG’s/DCRT’s secure network. Only approved OLG/DCRT owned computers, laptops, and other devices programmed to update security patches and anti-virus programs during secure logon can be plugged into DCRT’s secure network. Use of non-approved hardware, software, or services to access, bypass or circumvent OLG’s/DCRT’s network is strictly prohibited.

All files downloaded from the Internet or from computers or networks that do not belong to OLG/DCRT must be scanned for viruses and other destructive programs before being placed into OLG’s/DCRT’s computer system.

IV. PROHIBITIONS:

1. E-mail Prohibitions.

General Prohibitions:

- The e-mail system is not to be used to engage in any illegal activity as defined by federal, state or local laws or regulation.
- The e-mail system is not to be used to send messages that express personal views, beliefs or opinions on non-agency issues.
- The e-mail system is not to be used to create and forward chain e-mails, cartoons, jokes, or other non-business related spam.

- The e-mail system is not to be used to send messages or information that are critical of, disparage or provide unsolicited opinions concerning the operation or policies of OLG/DCRT or its employees.
- Employees may not send electronic messages under the name of another employee unless specifically authorized by a supervisor.
- Non-declared alteration, without authorization, of electronic messages, including attachments, is prohibited.
- OLG/DCRT e-mail addresses cannot be used to register non-work-related Internet sites or to subscribe to Internet services without proper authorization.

Express Prohibitions: Employees are expressly prohibited from using (sending or receiving) the e-mail messaging system for the following:

- Threatening, harassing or profane e-mail communications.
- Malicious activities.
- Public or private messages containing objectionable language, material or content.
- Misrepresentations of oneself or OLG/DCRT.
- Creating or exchanging mass solicitations or chain letters.
- Business or commercial activities, including personal or political fundraisers.
- Promotion of discrimination (on the basis of race, color, national origin, age, marital status, sex, political affiliation, religion or disability).
- Sexual harassing communications.
- Obscene, pornographic, sexually suggestive or sexually explicit communications.
- Promotion of personal, political or religious beliefs.
- Communications that knowingly cause congestion and/or disruption of OLG's/DCRT's network system.
- Creating or exchanging mass solicitations or chain letters.

2. Internet Prohibitions.

Employees are expressly prohibited from using the Internet system for the following:

- Engaging in any illegal activity as defined by federal, state, or local law or regulation.
- Willfully viewing, receiving, transmitting, downloading and/or distributing materials or records that are copyrighted, patented or otherwise privileged as intellectual property without appropriate authorization as required by law.
- Downloading executable files (programs) on an OLG/DCRT computer unless specifically authorized by information technology personnel.
- Viewing, receiving, transmitting, downloading, and/or distributing obscene, pornographic, nude, profane, violently graphic, sexually explicit, racist or threatening materials.
- Personal Business or commercial activities.
- Political activities prohibited by state law for classified civil servants.

- Knowingly or willfully creating, introducing or propagating a virus, worm or other destructive program code.
- Knowingly engaging in activity that disables, impairs or overloads the performance of any computer system or network, or circumvents any security system.

V. PASSWORD AND LOG-ON REQUIREMENTS

Employees are responsible for all computer activity under their password secured user ID whether generated from their work stations, remote locations, or on any OLG/DCRT laptop computer. Any and all computer activity occurring under an employee's user ID and password will be considered an act of the employee unless compelling evidence demonstrates otherwise.

Employees are responsible for maintaining the confidentiality of their computer passwords and properly signing-off of their computer whenever departing the work station and at the end of every workday. Password control and adherence to proper log-off protocols assure employees that access to authorized OLG/DCRT computers is not compromised.

Network passwords shall not be shared nor disclosed except on a need-to-know basis. Passwords shall be changed in a timely manner prior to expiration. No employee may use another employee's password without express supervisory authorization. Furthermore, no employee is to log on to or use another employee's computer without express supervisory authorization.

VI. COMPLIANCE/VIOLATIONS

All OLG/DCRT employees are required to sign a formal Acknowledgment evidencing their receipt, understanding and intent to comply with the terms and provisions of this policy. Failure to follow the provisions within this policy or violations of the prohibitions thereof shall be cause for appropriate corrective action, including termination from the classified service. Any violation of this policy which also is criminal in nature will be referred to the appropriate law enforcement authority for prosecution. Additionally, violations of this policy may result in restrictions or limitations upon the employee's access to OLG's/DCRT's computers and related equipment, systems and services.

VII. QUESTIONS

Any questions regarding the interpretation or enforcement of this policy should be directed to the Human Resources Division.

Summary of Changes: Revised policy number (December 1, 2011).

COMPUTER USAGE POLICY ACKNOWLEDGMENT

My signature hereon acknowledges:

- A) My receipt of OLG's/DCRT's Computer Usage Policy;
- B) My understanding of the content of this policy;
- C) My intention of complying with this policy;
- D) My understanding that the office computers and related equipment, systems and services are the property of OLG/DCRT;
- E) My consent, by logging-on and using OLG's/DCRT's computers and related equipment, systems and services, for OLG/DCRT to monitor/inspect my computer usage; and
- F) I have no expectation of privacy regarding my usage of OLG's/DCRT's computers and related equipment, systems and services.

Employee Signature

Date

Printed Name

Agency Name