Policy 2503

From Human Resources

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PERSONNEL POLICY MANUAL
Chapter Title: Employee Conduct **MoDOT Personnel Policy Title**: Communications and Information Systems **Policy Number**: 2503 **Effective Date**: January 5, 2009 **Supersedes Policy Number** 2503 **Dated** January 1, 2009
Approved By: Micki Knudsen, Human Resources Director (Signature on file)

POLICY STATEMENT

Information technology resources and equipment are provided to employees and others to conduct department business. Improper use of information technology resources can result in loss of productivity, create legal liability, cause the loss or destruction of records, and create unacceptable positions for employees and the department. Frequent personal use exposes the department to multiple risks of viruses, hacking, loss of productivity, and the possible abuse of licensing agreements. This policy establishes rules governing the use, protection, and security of the department's information technology resources and equipment. This policy covers employees and others (e.g. contractors and consultants) who are granted access to department resources. Non-compliance with this policy may be cause for disciplinary action, up to and including termination.

SYSTEM USERS DO NOT HAVE AN EXPECTATION OF PRIVACY IN ANYTHING THEY CREATE, STORE, SEND, OR RECEIVE ON INFORMATION TECHNOLOGY RESOURCES AND EQUIPMENT.

DEFINITIONS

Information Technology Resources: Networks, workstations, servers, mainframe computer, all supporting software, cellular and standard telephones, pagers, printers, fax machines, and copiers.

Information Technology Equipment: Refers to hardware such as personal computers, notebook computers, hand-held electronic communication devices, pagers, cellular telephones and software, as well as operating systems and software required to perform activities such as word processing, statistical analysis, graphics, and computer aided drafting.

Personal Use: The use of any department information technology resources or equipment that is not for the purpose of conducting department business or making changes in overnight and/or travel accommodations (including notification of family members) due to changes in work schedule. The use of such resources for emergency situations of any nature is not considered personal use.

PROVISIONS/REQUIREMENTS

1. District engineers and division leaders/state engineers are accountable and responsible for the dissemination and administration of this policy.

2. Employees and others granted access to information technology resources and equipment are authorized to access only the department information required to perform their jobs. In accessing and using department information, employees and other authorized users must ensure its protection and privacy by refraining from distributing or forwarding information to inappropriate parties inside or outside the department. Access to department information the employee or other authorized user does not need to perform his/her job is strictly prohibited.

3. All users must safeguard department information. Employees and other authorized users should be aware that many electronic department documents and communications might be subject to disclosure under the Missouri Open Records Act (Sunshine Law). A broader range of documents would be subject to disclosure in response to a subpoena issued as a part of a lawsuit or a criminal investigation. Therefore, all users must treat electronic documents and communications with the same level of care and attention, both in production and storage, as are accorded printed documents and communications.

4. Access to information technology resources will be immediately deactivated when a department employee or other authorized user terminates employment or rights are withdrawn for any other reason. Anyone attempting to access information after termination will be referred to the appropriate legal authorities for prosecution.

5. Use of any state information technology resource or equipment will be audited and monitored. The department reserves the right to review, audit, intercept, access, and disclose all matters on the department’s networks, workstations, servers, mainframe computers, e-mail, and internet and

intranet systems at any time, with or without user notification. Such reviews may occur during or outside of working hours.

6. Employees and other authorized users are strictly prohibited from using the department's information technology resources, equipment, and other communications systems in connection with the following activities:

a. Engaging in illegal, fraudulent, or malicious conduct;

b. Working on behalf of organizations with no professional or business affiliation with the Missouri Department of Transportation (MoDOT);

c. Operating or supporting a private or personal business with department resources;

d. Creating school, scout, church, or other non-business newsletters/ bulletins, etc.;

e. Gambling or maintaining betting pools;

f. Accessing, sending, receiving, or storing offensive, sexually explicit, pornographic, or defamatory material;

g. Purposely annoying or harassing other individuals;

h. Creating, sending, or forwarding uninvited e-mail of a personal nature;

i. Monitoring or intercepting the files or electronic communications of employees or third parties;

j. Forwarding, copying, printing, distributing, or using information in e-mail for which you are not the intended recipient;

k. Obtaining unauthorized access to any computer system;

l. Using another individual's account or identity without explicit authorization;

m. Attempting to test, circumvent, or defeat security or auditing systems of MoDOT;

n. Distributing or storing chain letters, jokes, solicitations, offers to buy or sell goods, or other non-business material of a trivial or frivolous nature;

o. Incurring charges for cellular and for standard telephones and pagers for personal business/information unless approved by the employee's supervisor and reimbursement is provided by the employee; and

p. Using facsimile machines, department equipment, and supplies for printing, copying and/or distributing personal information, with the exception that limited personal use will be allowed in relation to the Medical Plan, Cafeteria Plan, Retirement Plan, and other department-related benefit programs.

This list provides examples of prohibited activities. It should not be considered all-inclusive.

7. All employees will occasionally need to use the Internet and/or intranet to access information relevant to their jobs. Abuse or misuse of this access can result in the access being removed for individual employees or users at the discretion of district engineers and division leaders/state engineers who are accountable and responsible for the dissemination and administration of this policy.

8. **Limited** personal use of the Internet/intranet before work, after work, or during lunch break is permissible as long as it does not violate any of the other sections of this policy. The use should be infrequent and must not:

a. Interfere with the work of the authorized user or his/her co-workers;

b. Consume system resources or storage capacity on an ongoing basis, such as when playing streaming Internet radio;

c. Incur additional costs for access, such as costs for using dial-up telephone lines;

d. Involve large file transfers or otherwise deplete system resources available for business purposes;

e. Be used for hosting personal HTTP, FTP, e-mail servers, or any type of internet/intranet service; or

f. Use peer-to-peer file sharing software, i.e. Kazaa, WinMX, Limewire, Napster, etc.

9. Use of personal pictures (for example, .gif or .jpeg files) for Windows screen savers and wallpaper is permissible as long as it does not violate any of the other sections of this policy.

10. Lotus Notes e-mail has been provided to users to conduct department business. **Limited** personal use of Lotus Notes email is permissible as long as it does not violate any of the other sections of this policy. Use of any form of e-mail other than Lotus Notes (i.e. Hotmail, Yahoo, AOL) for any reason, is strictly prohibited, unless approved by Information Systems (IS) management to conduct department business.

11. Sametime instant messenger has been provided to users to conduct department business only. Use of any other form of instant messenger (i.e. MSN Chat, Yahoo Chat, AOL) for any reason, is strictly prohibited, unless approved by IS management to conduct department business.

12. MoDOT-managed Voice Over Internet Protocol (VOIP) software has been provided to users to conduct department business only. Use of any other form of VOIP (i.e. Skype, Vonage) for any reason, is strictly prohibited.

13. State laws, licensing agreements with vendors, federal laws pertaining to software piracy, and department standards govern the procurement of hardware and software. Violation of laws and agreements can expose the department to legal and financial liability. Departing from standard configurations can jeopardize system performance, cause security breaches, and inhibit

the department from rapidly responding to security and virus issues. Individuals may not set up workstations that do not conform to department standards and operate them on MoDOT's network.

14. Only authorized IS personnel may purchase hardware or software for workstations and network components. In accordance with state statute, all purchases will be through the Office of Administration. Only authorized IS personnel, district computer specialists and technicians, automation liaisons, or staff and contractors operating under their supervision may install software or add hardware components to MoDOT networks and facilities.

15. Information technology equipment may not be connected to any telephone device for the purpose of providing incoming access to Information Technology Resources. Dial-up or other access methods may only be established by authorized IS personnel.

16. Wireless access points for connecting to MoDOT's network may only be established by authorized IS personnel. The relaying, retransmission, or any other interception of radio signals used for wireless access to MoDOT's network is prohibited.

17. Software may not be transferred to any other department, vendor, or home system without approval of personnel authorized to purchase and install hardware.

18. Software may not be downloaded from the Internet for trials, purchase, or any other use unless approved by personnel authorized to purchase and install software.

19. All users of MoDOT computing resources must comply with IS Division policies, standards, and guidelines.

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