



EMPLOYEE EXPECTATIONS TEMPLATE



Social Networking Media



Combining technology and
social interaction to
create value.



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DAS
DEPARTMENT OF
ADMINISTRATIVE
SERVICES

Employee Expectations

Introduction

The growing use of social media has many implications in the workplace. Agencies should establish clear expectations for their employees -- both for personal and work use of social media tools. Agencies should also evaluate how to make content posted on social media sites available to staff as appropriate in the performance of their job duties.

Agencies are responsible for ensuring that all employees are made aware of these expectations and the consequences for non-compliance. We recommend that agencies use the following template to communicate expectations for employees. Use this document to ensure trouble-free use of social media for state business and for personal purposes that affect state business.

Template

[Insert agency name] provides this document to convey its expectations concerning “social media,” which refers to websites or applications that enable users to communicate with each other by posting information, comments, messages, images, etc. Any employee who does not meet these expectations may be subject to disciplinary action. Contact your supervisor or the human resource office if you have any questions.

I. Expectations for use of Social Media for State Business and for Personal Social Media Affecting State Business

(Note: The expectations outlined in this section apply not only to your work as a state employee, but also to your personal use of social media that may affect your work or agency.)

A. Follow the statewide policy, Acceptable use of State information Assets and the *[insert agency name]* policy *[insert name of relevant agency policy]*.

1. <http://oregon.gov/DAS/OP/docs/policy/state/107-004-110.pdf>

2. **[insert link(s) to relevant agency policy(ies)]**

B. Derogatory, offensive, discriminatory, threatening or otherwise unprofessional behavior toward other employees via social media may violate state human resource policies including, but not limited to:

1. 50.010.01 Discrimination and Harassment Free Workplace

<http://oregon.gov/DAS/HR/docs/advice/P5001001.pdf>

2. 50.010.02 Violence-Free Workplace

<http://oregon.gov/DAS/HR/docs/advice/P5001002.pdf>

3. 50.010.03 Maintaining a Professional Workplace

<http://oregon.gov/DAS/HR/docs/advice/P5001003.pdf>

and:

4. **[insert link(s) to relevant agency policy(ies)]**

C. Do not post or convey derogatory, offensive, discriminatory, threatening or otherwise unprofessional comments concerning clients or customers of the agency.

D. Do not post or share confidential or personally identifying information about clients or co-workers. This includes, but is not limited to, names in connection with medical, financial records, Social Security numbers and addresses.

E. Do not represent yourself as speaking on behalf of the agency or another employee unless management authorized you to do so and you are acting in your official capacity.

F. Think before you post a picture or a comment. Ask yourself if you would be comfortable if your supervisor, agency head, co-worker of a client sees the information.

II. Expectations for Social Media for State Business *(Note: the expectations outlined in this section apply specifically to your use of social media as part of your assigned job duties.)*

A. If you use social media to perform assigned duties of your position, follow guidance from your manager or supervisor and the State Guidelines for Social Networking Media:

1. http://oregon.gov/DAS/EISPD/EGOV/BOARD/docs/social_networking_guide_v2.pdf
- B. Obtain authorization from management before you speak on behalf of the agency.
- C. Follow agency standards concerning confidential information. Do not comment on legal matters or disclose information about individuals involved in litigation to which the state is a party.
- D. Do not post or share information on social media sites above Level 1, “Published” classification in accordance with statewide policy, Information Asset Classification:
 1. <http://www.oregon.gov/DAS/OP/docs/policy/state/107-004-050.pdf?ga=t>
- E. Follow the Information Technology asset Inventory & Management Policy:
 1. <http://oregon.gov/DAS/OP/docs/pdf/107-004-010.pdf>
- F. Investigate and comply with the public records retention requirements that apply to the electronic records you create via social media.
- G. If you utilize your personal computer or other information resources to perform any job duties (i.e., to telework), understand that in the event of litigation, your computer may be subject to seizure and examination by the state or a court of law.
- H. Be diplomatic, accurate and professional. Be thoughtful, and take responsibility for information you post. Quickly correct misinformation.

III. Expectations for Personal Social Media Use Affecting State Business (*Note: the expectations outlined in this section apply specifically to your use of social media that occurs outside the scope of your job duties, is personal in nature, but may affect your work or agency.*)

- A. In accordance with the statewide Acceptable Use of State Information Assets policy (*see Section IA*), do not use state systems for hosting or operating personal Web pages, non-business related postings to Internet groups, chat rooms, Web pages, or list serves; or creating, sending or forwarding chain e-mails.
- B. **[Insert agency name] [does or does not] allow personal use of social media during work time. This includes your personal computing resources. [insert link(s) to relevant agency policy(ies)]**
- C. Take care to ensure that personal use of social media when you are off duty does not negatively impact the workplace, your co-workers or the agency. As citizens who are public employees, we can express ourselves as individuals about matters of public concern, but we must not imply that our personal opinions reflect the views of state government or our agency. This applies to whether you use personal equipment or the state’s information technology assets.
- D. When providing your personal opinion on matters that involve the agency, provide a disclaimer similar to the following: “This is my personal opinion, and I am not representing the official position of my agency.”