

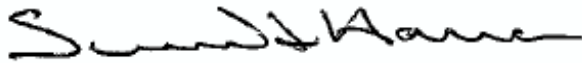
SUBJECT: Acceptable Use of State Information Assets

NUMBER: 107- 004-110

DIVISION: Enterprise Information Strategy and Policy

EFFECTIVE DATE: 01-01-2010

APPROVED:



POLICY/PURPOSE:

The purpose of this policy is to inform authorized users of state agency information assets of the appropriate and acceptable use of information, computer systems and devices.

AUTHORITY:

ORS 184.305, ORS 184.340, ORS 291.015, ORS 291.016, ORS 291.018, ORS 291.026, ORS 291.034, ORS 291.037, and ORS 291-038, ORS 811.507 and HB 2377 [2009 Session]

APPLICABILITY:

All individuals who have been granted access to state agency information-related technology or systems, including but not limited to, "User" as defined in the Definitions section below. This section applies to all Executive Branch agencies as defined in ORS 174.112, except as provided in ORS 182.122 and 182.124 and OAR 125-800-0020(3)(a) and (b) and (4) as they apply to the State Board of Higher Education and the Oregon University System, the Oregon State Lottery, Secretary of State, State Treasurer, and the Attorney General. Other agencies may follow this policy at their option.

DEFINITIONS:

Control

Means of managing risk, including policies, procedures, guidelines, practices or organizational structures, which can be of administrative, technical, management, or legal nature.

Encryption

Use of an algorithmic process to transform data into a form in which the data is rendered unreadable or unusable without the use of a confidential process or key.

Information Asset

Any knowledge that can be communicated or documentary material, regardless of its physical form or characteristics that has value to the organization.

Information System

Computers, hardware, software, storage media, networks, operational procedures and processes used in the collection, processing, storage, sharing or distribution of information within, or with an access beyond ordinary public access to, the state's shared computing and network infrastructure.

Mobile Communication Device (MCD)

A text messaging device or a wireless, two-way communication device designed to receive and transmit voice or text communication including mobile Global Positional System (GPS).

User

All state employees, volunteers, their agents, vendors and contractors, including those users affiliated with third parties who access state information assets, and all other authorized to use state information technology for the purpose of accomplishing the state's business objectives and processes.

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ATTACHMENTS: Attachment A - ORS 164.377, Computer Crime
Attachment B - Acceptable Use Agreement

GUIDELINES:

I. State Business:

Information, computer systems and devices are made available to users to optimize the business process of the State of Oregon. Any use of information, computer systems and devices shall comply with this policy. Agencies will put in place policies, procedures and practices that enable compliance, deter misuse, and detect policy violations. Notwithstanding specific prohibitions in this policy, public officials carrying out agency missions or functions permitted by law are not prohibited by any part of this policy from performing their official duties or responsibilities. State agencies shall approve and document any exceptions to this policy. Agencies may adopt more restrictive policies based on business requirements. Users of state information assets are responsible for complying with the provisions of this policy and agency-promulgated supporting policies, procedures and practices.

Key Terms

See the "DEFINITIONS" section for explanation of key terms used in this policy.

Systems and Information are State Property

State information, computer systems and devices are provided for business purposes only and information on those systems are the sole property of the State of Oregon, subject to its sole control unless an overriding agreement or contract exists to the contrary. No part of state agency systems or information is, or may become the private property of any system user. The state owns all legal rights to control, transfer, or use all of any part or product of its systems. All uses shall comply with this policy and any other applicable state policies and rules that apply. State agencies are responsible for controlling and monitoring their systems and protecting their information assets. All information stored within applications, systems and networks are the property of the State of Oregon. Users shall comply with public records retention laws and rules.

Access and Control

The State of Oregon reserves, and intends to exercise, all rights relating to all information assets. State agencies are responsible for granting and monitoring users' access only to systems and information required to do their work, and for revoking user access in a timely manner. A state agency may withdraw permission for any or all use of its systems at any time without cause or explanation.

II. Lawful, Ethical and Inoffensive Use

Professional Conduct

Use of state information assets shall not be false, unlawful, offensive, or disruptive. State networks and systems shall not be used to intentionally view, download, store, transmit, retrieve any information, communication or material which: is harassing or threatening; is obscene, pornographic or sexually explicit; is defamatory; makes discriminatory reference to race, age, gender, sexual orientation, religious or political beliefs, national origin, health, or disability; is untrue or fraudulent; is illegal or promotes illegal activities; is intended for personal profit; condones to foster hate, bigotry, discrimination or prejudice; facilitates Internet gaming or gambling; or contains offensive humor.

Legal Compliance

Use of state information systems shall be in compliance with copyrights, license, contracts, intellectual property rights and laws associated with data, software programs, and other materials made available through those systems.

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Security

Any use of state information systems shall respect the confidentiality of other users' information and shall not attempt to: (i) access third party systems without prior authorization by the system owners; (ii) obtain other users' login names or passwords; (iii) attempt to defeat or breach computer or network security measures; (iv) intercept, access, or monitor electronic files or communications of other users or third parties without approval from the author or responsible business owners; (v) peruse the files or information of another user without specific business need to do so and prior approval from the author or responsible business owner.

Data Integrity

Users shall not knowingly destroy, misrepresent, or otherwise change the data stored in state information systems.

Operational Efficiency

Operation or use of information assets shall be conducted in a manner that will not impair the availability, reliability or performance of state business processes and systems, or unduly contribute to system or network congestion.

Accounts and Account Passwords

III. All users shall be properly authorized and authenticated to use state information assets.

Software Installation, Downloads, Security

Downloads

Non-approved software, including screen savers, shall not be downloaded or installed from the Internet or other external sources (including portable computing and storage devices) without prior consent from the state agency. Any software that would result in copyright violations shall not be downloaded onto state systems.

Remote Login

Access to state agency networks from remote locations is not allowed except through the use of agency-approved and agency-provided remote access systems or software. Agencies may allow remote access from non-state devices to access e-mail via a Web page.

Use of E-mail

E-mail is to be used only for state related business; however, agency directors may allow employees limited, incidental personal use. Sending e-mail or other electronic communications that attempts to hide the identity of the user or represent the user as someone else is prohibited. No use of scramblers, re-mailer services, drop-boxes or identity-stripping methods is permitted. E-mail may be used for union business per the contract. E-mails are public record and state agencies and all users are responsible for ensuring compliance with archiving and public records laws. Confidential information transmitted externally shall be appropriately protected.

Hardware Installation

Hardware devices shall not be attached to a state provided computer that the user does not employ in the user's assigned work. Privately owned devices shall not be connected to state networks, computers (including remotely used computers) or other equipment without approval of the agency prior to connection. All hardware attached to state systems shall be appropriately configured, protected and monitored so it will not compromise state information assets.

IV.

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Personal Use

Personal Use of Internet, Networks and Services

Using the Internet increases the risk of exposing state information assets to security breaches. The state can only accept this risk for business use; however agency directors may allow employees limited, incidental personal use as long as there is no or insignificant cost to the state and such use does not violate these guidelines. State agencies have sole discretion to determine if an employee's use is personal or business. Business use includes accessing information related to employment with the state, including all rights per the union contract. Approved sites for this purpose are PEBB, PERS, EAP, the Oregon JOBS page, Oregon Savings Growth Plan, and union contractual information. Use in cases of emergency or to check weather conditions may be deemed acceptable based on agency policy. Use shall not include playing computer games, whether Internet, personal, or those included with approved software applications. State systems may not be used 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. State agencies may allow the use of Instant Messaging (IM) and other communications/messaging alternatives for business purposes. Agencies may allow the use of streaming video/audio for business purposes. However, these uses shall be approved, documented, adequately secured, and comply with public records and archiving laws.

Personal Use of Audio CDs, DVDs

State agencies may allow users to play audio CDs or DVDs using state equipment (per state agency policy) provided it does not interfere with their or other's work. Users are not allowed to transfer music from the CD to the workstation or notebook hard drive or MCD. Audio CDs that require the user to install software on the workstation or notebook computer or MCD may not be played. State agency workstations and notebook computers may not be used to make "compilation" CDs or to "burn" audio or video disks for personal use. State workstation and notebook computers are not be used to transfer music to portable music players. Peer-to-Peer (P2P) file sharing is prohibited on the state network. State agencies shall approve and document any exceptions.

Personal Use of Encryption

Personal hardware or software may not be used to encrypt any state or agency owned information so as to deny or restrict access to a public official who has a valid, job-related interest or purpose in the information, except in accordance with express prior permission and direction from the agency director.

Personal Solicitation

State Information systems shall not be used for personal solicitation. For example, systems shall not be used to lobby, solicit, recruit, sell, or persuade for or against commercial ventures, products, religious or political causes or outside organizations.

Public Use of State Systems

Agency-provided e-mail systems and Internet access for the public shall be appropriately secured in order to properly protect state information assets.

Monitoring, Control and Compliance

State agencies are responsible for monitoring use of information systems and assets. Agencies will, at a minimum, monitor on a random basis and for cause. Monitoring systems or processes will be used to create usage reports and resulting reports will be reviewed by agency management for compliance.

Violation

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Violation of terms of this policy can result in limitation, suspension or revocation of access to state information assets and can lead to other disciplinary action up to an including dismissal from state service. Knowingly violating portions of this policy may also constitute "computer crime" under ORS 164.377 (see Attachment A).

PROCEDURES:

<u>Step</u>	<u>Responsible Party</u>	<u>Action</u>
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1.	Agency Director	
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		Each agency director is responsible for:
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| | | <ul style="list-style-type: none">a. Ensuring that their agency has sufficient safeguards in place to ensure that expenditures for state information assets are restricted to those necessary for the conduct of official business. This includes ensuring that there are sufficient internal controls.b. Ensuring appropriate usage of state information assets and compliance with applicable rules and policies.c. Ensuring that only charges incurred by Authorized users conducting official state business are paid by the State. |
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2.	Division Administrator	
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		The division administrator is responsible to enforce this policy and:
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| | | <ul style="list-style-type: none">a. Informing employees of this policy and obtaining employee signature on Acceptable Use Agreement for all employees using state information assets in the scope of employment.b. Providing a good example of state information asset use, and in guarding against excessive or inappropriate use of such assets by employees.c. Maintaining accurate record of violations of this policy.d. Implementing a maintenance program and immediate withdrawal from service of any computer or device with mechanical defects, and regular inspection and maintenance. |
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3.	Manager of the Authorized User	
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		The Manager of the Authorized User is responsible for:
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| | | <ul style="list-style-type: none">a. Ensuring that the Authorized User:<ul style="list-style-type: none">i. Has received training on acceptable use, understands their responsibilities and signs an Acceptable Use Agreement.ii. Knows the importance of protecting confidential and sensitive information contained on information assets that can be released during voice/data transmissions or with the loss or theft of a MCD.iii. Receives a copy of the policies.c. Coordinating with the agency's Human Resources office on violations of acceptable use of state information assets.d. At least annually, review and validate Plan Charges and Authorized Users to ensure that expenditures meet the requirements under this policy. |
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5.	Authorized User	
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		The Authorized User is responsible for:
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- a. Taking reasonable steps to ensure the physical security of state information assets. Report missing, lost or stolen state information assets to their Manager immediately.
- b. Using the state information assets in a manner consistent with the Acceptable Use Agreement.
- c. Taking reasonable steps to prevent the release of confidential or sensitive information either during the voice/data transmission or from the loss/theft of a MCD.
- d. Understanding that sanctions, including dismissal, may result from the unauthorized use of state information assets.
- e. Understanding that using a MCD while driving a vehicle on state business requires the use of a hands-free accessory unless specifically exempt. Any traffic violations or payment of fines imposed for violation of any applicable laws are the User's personal responsibility.

Attachment A

ORS 164.377 – Computer Crime

164.377 Computer crime. (1) As used in this section:

(a) To “access” means to instruct, communicate with, store data in, retrieve data from or otherwise make use of any resources of a computer, computer system or computer network.

(b) “Computer” means, but is not limited to, an electronic, magnetic, optical electrochemical or other high-speed data processing device that performs logical, arithmetic or memory functions by the manipulations of electronic, magnetic or optical signals or impulses, and includes the components of a computer and all input, output, processing, storage, software or communication facilities that are connected or related to such a device in a system or network.

(c) “Computer network” means, but is not limited to, the interconnection of communication lines, including microwave or other means of electronic communication, with a computer through remote terminals or a complex consisting of two or more interconnected computers.

(d) “Computer program” means, but is not limited to, a series of instructions or statements, in a form acceptable to a computer, which permits the functioning of a computer system in a manner designed to provide appropriate products from or usage of such computer system.

(e) “Computer software” means, but is not limited to, computer programs, procedures and associated documentation concerned with the operation of a computer system.

(f) “Computer system” means, but is not limited to, a set of related, connected or unconnected, computer equipment, devices and software. “Computer system” also includes any computer, device or software owned or operated by the Oregon State Lottery or rented, owned or operated by another person or entity under contract to or at the direction of the Oregon State Lottery.

(g) “Data” means a representation of information, knowledge, facts, concepts, computer software, computer programs or instructions. “Data” may be in any form, in storage media, or as stored in the memory of the computer, or in transit, or presented on a display device. “Data” includes, but is not limited to, computer or human readable forms of numbers, text, stored voice, graphics and images.

(h) “Property” includes, but is not limited to, financial instruments, information, including electronically produced data, and computer software and programs in either computer or human readable form, intellectual property and any other tangible or intangible item of value.

(i) “Proprietary information” includes any scientific, technical or commercial information including any design, process, procedure, list of customers, list of suppliers, customers’ records or business code or improvement thereof that is known only to limited individuals within an organization and is used in a business that the organization conducts. The information must have actual or potential commercial value and give the user of the information an opportunity to obtain a business advantage over competitors who do not know or use the information.

(j) “Services” include, but are not limited to, computer time, data processing and storage functions.

(2) Any person commits computer crime who knowingly accesses, attempts to access or uses, or attempts to use, any computer, computer system, computer network or any part thereof for the purpose of:

(a) Devising or executing any scheme or artifice to defraud;

(b) Obtaining money, property or services by means of false or fraudulent pretenses, representations or promises; or

(c) Committing theft, including, but not limited to, theft of proprietary information.

(3) Any person who knowingly and without authorization alters, damages or destroys any computer, computer system, computer network, or any computer software, program, documentation or data contained in such computer, computer system or computer network, commits computer crime.

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(4) Any person who knowingly and without authorization uses, accesses or attempts to access any computer, computer system, computer network, or any computer software, program, documentation or data contained in such computer, computer system or computer network, commits computer crime.

(5)(a) A violation of the provisions of subsection (2) or (3) of this section shall be a Class C felony. Except as provided in paragraph (b) of this subsection, a violation of the provisions of subsection (4) of this section shall be a Class A misdemeanor.

(b) Any violation of this section relating to a computer, computer network, computer program, computer software, computer system or data owned or operated by the Oregon State Lottery or rented, owned or operated by another person or entity under contract to or at the direction of the Oregon State Lottery Commission shall be a Class C felony. [1985 c.537 §8; 1989 c.737 §1; 1991 c.962 §17; 2001 c.870 §18]

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Attachment B

Acceptable Use Agreement

I, _____ acknowledge I am being granted use of state information assets in order to carry out my work and agree that my use of such assets will be conducted in a manner that ensures compliance with this Policy, Policy 107-001-010, and Policy 107-001-015, Oregon Accounting Manual Policy 40.10.00 PO and by Statewide Policy 107-001-016, Mobile Communication Device Usage While Driving.

I agree that any personal use of any provided Mobile Communication Device, will be identified on a monthly basis, and reimbursed to the agency through Payroll Deductions. I further understand that any personal use is also subject to taxation of the user.

I understand my usage will be monitored, without further warning, and that inappropriate usage may be cause for disciplinary action, including but not limited to reprimand, suspension, and termination of employment or Civil or criminal prosecution under federal and state law.

I understand that I must use a hands-free accessory when driving a motor vehicle while using a Mobile Communication Device, except where exclusions apply. Any traffic violations or payment of fines imposed for violation of any applicable laws are my personal responsibility.

I understand that the use of state information assets may be revoked at any time without further warning.

I acknowledge, I have read and understood this document by signing below. I further understand it is my responsibility to seek advice regarding any questions I might have regarding this document or policy prior to my signing.

_____ Employee Signature	_____ Manager/Supervisor Signature	_____ Date
_____ Print Name	_____ Print Name	_____ Date