

# Stark County Board of Developmental Disabilities

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## IT ACCEPTABLE USE

### POLICY

Though there are a number of reasons to provide a user network access, by far the most common is granting access to employees for performance of their job functions. This access carries certain responsibilities and obligations as to what constitutes acceptable use of the Board network. This policy explains how Board information technology resources are to be used and specifies what actions are prohibited. While this policy is as complete as possible, no policy can cover every situation, and thus the user is asked additionally to use common sense when using Board resources. Questions on what constitutes acceptable use should be directed to the IT Manager.

Since inappropriate use of Board systems exposes the Board to risk, it is important to specify exactly what is permitted and what is prohibited. The purpose of this policy is to detail the acceptable use of Board information technology resources for the protection of all parties involved.

The scope of this policy includes any and all use of Board IT resources, including but not limited to, computer systems, email, the network, and the Board Internet connection.

This document is part of the Board's cohesive set of security policies. Other policies may apply to the topics covered in this document and as such, the applicable policies should be reviewed as needed.

Historical Resolution Information		Reviewer(s):
<b>Date</b>	<b>Resolution Number</b>	
09/26/15	09-50-15	Information Technology Manager
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## IT ACCEPTABLE USE

### PROCEDURE

#### **E-mail Use**

Personal usage of Board email systems is prohibited. Users should use Board email systems for business communications only.

- The following is never permitted: spamming, harassment, communicating threats, solicitations, chain letters, or pyramid schemes. This list is not exhaustive, but is included to provide a frame of reference for types of activities that are prohibited.
- The user is prohibited from forging email header information or attempting to impersonate another person.
- Email is an insecure method of communication, and thus information that is considered confidential or proprietary to the Board may not be sent via email, regardless of the recipient, without proper encryption.
- It is Board policy not to open email attachments from unknown senders, or when such attachments are unexpected.
- Email systems were not designed to transfer large files and as such, emails should not contain attachments of excessive file size.

Please note that detailed information about the use of email may be covered in the Board's Email Policy.

#### **Confidentiality**

Confidential data must not be A) shared or disclosed in any manner to non-employees of the Board, B) should not be posted on the Internet or any publicly accessible systems, and C) should not be transferred in any insecure manner. Please note that this is only a brief overview of how to handle confidential information, and that other policies may refer to the proper use of this information in more detail.

#### **Network Access**

The user should take reasonable efforts to avoid accessing network data, files, and information that are not directly related to his or her job function. Existence of access capabilities does not imply permission to use this access. If a user is uncertain about his/her access to specific information, he/she should discuss with the supervisor and IT Director and changes will be made to the user's data permission upon submission of work request by the supervisor.

#### **Unacceptable Use**

The following actions shall constitute unacceptable use of the Board network. This list is not exhaustive, but is included to provide a frame of reference for types of activities that are deemed unacceptable.

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The user may not use the Board network and/or systems to:

- Engage in activity that is illegal under local, state, federal, or international law
- Engage in any activities that may cause embarrassment, loss of reputation, or other harm to the Board
- Disseminate defamatory, discriminatory, vilifying, sexist, racist, abusive, rude, annoying, insulting, threatening, obscene or otherwise inappropriate messages or media
- Engage in activities that cause an invasion of privacy
- Engage in activities that cause disruption to the workplace environment or create a hostile workplace
- Make fraudulent offers for products or services
- Perform any of the following: port scanning, security scanning, network sniffing, keystroke logging, or other IT information gathering techniques when not part of employee's job function
- Install or distribute unlicensed or "pirated" software
- Reveal personal or network passwords to others, including family, friends, or other members of the household when working from home or remote locations

## **Blogging and Social Networking**

Blogging and social networking by the Board's employees are addressed in the [Use of Social Media](#) policy.

## **Instant Messaging**

Instant Messaging is allowed for Board communications only. The user should recognize that Instant Messaging may be an insecure medium and should take any necessary steps to follow guidelines on disclosure of confidential data.

## **Overuse**

Actions detrimental to the computer network or other Board resources, or that negatively affect job performance are not permitted.

## **Web Browsing**

The Internet is a network of interconnected computers of which the Board has very little control. The user should recognize this when using the Internet, and understand that it is a public domain and he or she can come into contact with information, even inadvertently, that he or she may find offensive, sexually explicit, or inappropriate. The user must use the Internet at his or her own risk. The Board is specifically not responsible for any information that the user views, reads, or downloads from the Internet.

Personal use of Board computer systems to access the Internet is not permitted under any circumstances. This restriction does not apply to the Guest Network, which gives visitors, clients, as well as staff a means of internet access. Board employees (i.e. staff) must use proper discretion by not abusing this capability during working hours.

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## **Copyright Infringement**

The Board's computer systems and networks must not be used to download, upload, or otherwise handle illegal and/or unauthorized copyrighted content. Any of the following activities constitute violations of acceptable use policy, if done without permission of the copyright owner:

- Copying and sharing images, music, movies, or other copyrighted material using Peer-to-Peer (P2P) file sharing or unlicensed storage media
- Posting or plagiarizing copyrighted material
- Downloading copyrighted files which employee has not already legally procured.

This list is not meant to be exhaustive, copyright law applies to a wide variety of works and applies to much more than is listed above.

## **Peer-to-Peer File Sharing**

Peer-to-Peer (P2P) networking is not allowed on the Board network under any circumstance.

## **Streaming Media**

Streaming media can use a great deal of network resources and thus must be used carefully. Streaming media is allowed for job-related functions only.

## **Monitoring and Privacy**

Users should expect no privacy when using the Board network or Board resources. Such use may include but is not limited to: transmission and storage of files, data, and messages. The Board reserves the right to monitor any and all use of the computer network. To ensure compliance with Board policies, this may include the interception and review of any emails or other messages sent or received, inspection of data stored on personal file directories, hard disks, and removable media.

## **Bandwidth Usage**

Excessive use of Board bandwidth or other computer resources is not permitted. Large file downloads or other bandwidth-intensive tasks that may degrade network capacity or performance must be performed during times of low Board-wide usage.

## **Personal Usage**

Personal usage of Board computer systems is permitted before/after business hours, as long as such usage follows pertinent guidelines elsewhere in this document and does not have a detrimental effect on the Board or on the user's job performance.

## **Remote Desktop Access**

Use of remote desktop software and/or services is allowable as long as it is provided by the Board. Remote access to the network must conform to the Board's Remote Access Policy.

## **Circumvention of Security**

Using Board-owned or Board-provided computer systems to circumvent any security

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systems, authentication systems, user-based systems, or escalating privileges is expressly prohibited. Knowingly taking any actions to bypass or circumvent security is expressly prohibited.

## **Use for Illegal Activities**

No Board-owned or Board-provided computer systems may be knowingly used for activities that are considered illegal under local, state, federal, or international law. Such actions may include, but are not limited to, the following:

- Unauthorized Port Scanning
- Unauthorized Network Hacking
- Unauthorized Packet Sniffing
- Unauthorized Packet Spoofing
- Unauthorized Denial of Service
- Unauthorized Wireless Hacking
- Any act that may be considered an attempt to gain unauthorized access to or escalate privileges on a computer or other electronic system
- Acts of Terrorism
- Identity Theft
- Spying
- Downloading, storing, or distributing violent, perverse, obscene, lewd, or offensive material as deemed by applicable statutes
- Downloading, storing, or distributing copyrighted material

The Board will take all necessary steps to report and prosecute any violations of this policy.

## **Non-Board-Owned Equipment**

Non-Board-provided equipment is expressly prohibited on the Board's network.

## **Personal Storage Media**

Personal storage devices represent a serious threat to data security and are expressly prohibited on the Board's network.

## **Software Installation**

Installation of non-Board-supplied programs is prohibited. Numerous security threats can masquerade as innocuous software - malware, spyware, and Trojans can all be installed inadvertently through games or other programs. Alternatively, software can cause conflicts or have a negative impact on system performance.

## **Reporting of Security Incident**

If a security incident or breach of any security policies is discovered or suspected, the user must immediately notify his or her supervisor and/or follow any applicable guidelines as detailed in the Board Incident Response Policy. Examples of incidents that require notification include:

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- Suspected compromise of login credentials (username, password, etc.)
- Suspected virus/malware/Trojan infection
- Loss or theft of any device that contains Board information
- Loss or theft of ID badge or keycard
- Any attempt by any person to obtain a user's password over the telephone or by email
- Any other suspicious event that may impact the Board's information security

Users must treat a suspected security incident as confidential information, and report the incident only to his or her supervisor. Users must not withhold information relating to a security incident or interfere with an investigation.

## **Enforcement**

This policy will be enforced by the IT Director and/or Executive Team. Violations may result in disciplinary action, which may include suspension, restriction of access, or more severe penalties up to and including termination of employment. Where illegal activities or theft of Board property (physical or intellectual) are suspected, the Board may report such activities to the applicable authorities.

## **Definitions**

**Blogging** – Is the process of writing or updating a "blog," which is an online, user-created journal (short for "web log").

**Instant Messaging** – Is a text-based computer application that allows two or more Internet-connected users to "chat" in real time.

**Peer-to-Peer (P2P) File Sharing** - A distributed network of users who share files by directly connecting to the users' computers over the Internet rather than through a central server.

**Remote Desktop Access** - Remote control software that allows users to connect to, interact with, and control a computer over the Internet just as if they were sitting in front of that computer.

**Streaming Media** - Information, typically audio and/or video, that can be heard or viewed as it is being delivered, which allows the user to start playing a clip before the entire download has completed.