# MANAGEMENT DIRECTIVE

**Commonwealth of Pennsylvania**
**Governor's Office**

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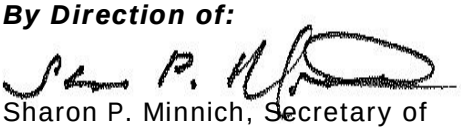
| ***Subject:***<br>Commonwealth of Pennsylvania Information Technology Acceptable Use Policy | ***Number:***<br>205.34 Amended |
| ***Date:***<br><br>January 22, 2016 | ***By Direction of:***<br>  <br>Sharon P. Minnich, Secretary of Administration |
| ***Contact Agency:***<br>Office of Administration, Office for Information Technology, Telephone 717.787.5440<br>Email ra-ITCentral@pa.gov | |

**This directive establishes policy, responsibilities, and procedures for the acceptable use of Information Technology (IT) resources by Authorized Users. Marginal dots are excluded due to major changes.**

1. **PURPOSE.** To establish policy, responsibilities, and procedures to provide Authorized Users with guidelines for, restrictions upon, and standards for the acceptable use of IT Resources. Covered IT Resources include those that are connected from any location to the commonwealth's computer systems including the Metropolitan Area Network (MAN), which is the commonwealth's computer network that spans the state and provides connectivity for Local Area Networks (LANs), as well as the internet; and IT Resources that are not connected to or used in conjunction with the MAN.

2. **SCOPE.** This directive applies to all Authorized Users of all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction and contractors, consultants, volunteers, and any other Authorized User who utilizes or has access to IT Resources.

3. **OBJECTIVE.** To ensure that all Authorized Users that have access to IT Resources are made aware of and comply with the standards and policy set forth in this directive and in Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology (IT) Resources.

4. **DEFINITIONS.**

   a. **Authorized Users.** Commonwealth of Pennsylvania employees, contractors, consultants, volunteers or any other user who utilizes or has access to IT Resources.

**b. Electronic Communication System.** Any method of electronic communication or information system that generates, stores, transmits, or displays information, including, but not limited to:

**(1)** The commonwealth's Metropolitan Area Network;

**(2)** Local Area Networks;

**(3)** The Internet;

**(4)** News groups;

**(5)** Bulletin board systems;

**(6)** Intranets;

**(7)** Social media;

**(8)** Blogs;

**(9)** Computer hardware;

**(10)** Software programs;

**(11)** Applications;

**(12)** Voice mail systems;

**(13)** Telephones;

**(14)** Faxes;

**(15)** Radio;

**(16)** Cellular and smartphones;

**(17)** Electronic mail and messaging systems;

**(18)** Instant Messaging;

**(19)** Text Messaging;

**(20)** Cloud storage solutions;

**(21)** Video conferencing and transmissions; and

**(22)** Electromagnetic, photo-electronic, and other electronic media or devices.

**c. IT Resource.** Any commonwealth computer system, Electronic Communication System, or electronic resource used for electronic storage and/or communications, including, but not limited to:

**(1)** Servers;

**(2)** Laptops;

**(3)** Desktop computers;

**(4)** Copiers;

**(5)** Printers;

**(6)** Wired or wireless telephones;

**(7)** Cellular phones or smartphones;

**(8)** Tablets;

**(9)** Wearables;

**(10)** Pagers;

**(11)** All other mobile devices; and

**(12)** Commonwealth contractor-provided IT Resources of all kinds.

## 5. POLICY.

**a. Authorized Users of IT Resources are required to understand and abide by this directive and the Acceptable Use Standards.** These Acceptable Use Standards are designed to prevent use that may be illegal, unlawful, abusive, or which may have an adverse impact on the commonwealth or its IT Resources. In addition, they identify for Authorized Users the permissible and effective uses of IT Resources. Authorized Users are encouraged to assist in the enforcement of these Acceptable Use Standards by promptly reporting any observed violations to their supervisor, the human resources office, agency contact or contracting officer. Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology (IT) Resources, sets forth additional information about the permissible scope of usage of IT Resources.

**b. Abuse or misuse of IT Resources will have consequences.** The improper use of commonwealth IT Resources by employees or volunteers may result in disciplinary action, up to and including termination of employment or volunteer status, depending on the circumstances of the incident. The improper use of IT Resources by contractors or consultants may result in disciplinary action that may include termination of engagement, and other formal action under the terms of the applicable contract or debarment under the Contractor Responsibility Program set forth in *Management Directive 215.9, Contractor Responsibility Program*. When warranted, the commonwealth or its agencies may pursue or refer matters to other appropriate authorities for investigation regarding potential violation of local, state, or federal laws through the misuse of IT Resources.

c. **Ownership of IT Resources.** All data and records, including those pertaining to computer use, Internet use, email communication, voicemail communication, text messages, and other electronic communication (whether sent, received, or stored), as well as the content of such communications, are presumed to be the sole and exclusive property of the commonwealth. Individual Authorized Users do not control the access to or the use of such data or records. In addition, Authorized Users have no property or other rights to any or all related physical equipment, hardware, and software applications that are provided, stored, or otherwise utilized in connection with IT Resources.

d. **Authorized Users should have no expectation of privacy when using IT Resources.** At its discretion, executive level or human resources staff or their authorized designees may access IT Resources in any way, including to retrieve, search, trace, audit, monitor and review any files, data, or records which are stored on or accessed through IT Resources, as well as, data or records related to IT Resource usage, including Internet records or email communications, for business purposes, or in order to determine compliance with the provisions of this directive or any other directive, personnel policy or applicable local, state, or federal law. Agency heads may determine who may access these files, data, and records, including, but not limited to, executive level staff, legal staff, human resource management staff, network or security system administrators, individuals in the Authorized User's chain of command or others, including law enforcement. Files, data, and records which are stored on IT Resources together with records of IT Resources use may be reviewed at any time and are routinely backed up and stored without the user's knowledge. As such, Authorized Users should have no expectation of privacy in any electronic files, data, or records stored on or accessed through IT Resources nor should an Authorized User have any expectation of privacy in any communications sent or received via, or stored within, IT Resources.

e. **IT Resources are subject to monitoring or other access by authorized commonwealth personnel.** All IT Resources and files, data, or records stored on or accessed through IT Resources may be accessed in any way (including but not limited to being traced, audited, monitored, reviewed, logged, blocked, searched, retrieved, or recorded) by authorized commonwealth personnel with or without notice to the Authorized User.

f. **Use of an IT Resource by an Authorized User is deemed to be consent to all access by authorized commonwealth personnel.** By using an IT Resource, Authorized Users consent to all access by authorized commonwealth personnel, including but not limited to use being traced, audited, monitored, reviewed, logged, blocked, searched, retrieved, or recorded, with or without notice.

g. **Authorized Users may not access unauthorized data and should take measures to protect the security of their data.** As part of the privilege of being an Authorized User, Authorized Users may not attempt to access any data or programs contained on commonwealth systems for which they do not have authorization or explicit consent. Authorized Users must use passwords and/or encryption in a manner that is consistent with commonwealth policy. Utilization of special passwords or encryption does not, however, guarantee the confidentiality of any electronic communication or of any file, data, or record stored or accessed through IT Resources. Authorized Users must keep passwords secure and must not share them with others.

h. **IT Resources are intended for business use and should be used primarily for that purpose.** IT Resources are tools that the commonwealth has made available for commonwealth business purposes. Where personal use of IT Resources does not interfere with the efficiency of operations and is not otherwise in conflict with the interests of the commonwealth, reasonable use for personal purposes will be permitted in accordance with standards established for business use. Such personal use shall be limited, occasional, and incidental. Any personal use which is inconsistent with commonwealth policy regarding availability or capability of IT Resources, or inappropriate content of communications as defined by this policy is prohibited.

i. **IT Resources must never be used in a manner that violates other commonwealth directives and policies.** All use of IT Resources must conform with *Executive Order 1980-18, Code of Conduct*, *Management Directive 505.7, Personnel Rules*, and commonwealth policies on nondiscrimination and prohibition of sexual harassment. Violations of these issuances and policies through IT Resources will be treated in the same manner as other violations.

j. **All Authorized Users must be provided with this directive.** All current commonwealth employees must be provided a copy of this policy. All new employees must review this policy during new employee orientation. All non-commonwealth employee Authorized Users must review this policy prior to their use of and access to commonwealth IT Resources. Copies may be provided either electronically or in hard copy.

k. **All Authorized Users must sign an Acknowledgement of Receipt Form.** On an annual basis agencies must obtain signed user agreements from Authorized Users **prior** to granting access to IT Resources. Employees or volunteers shall sign Enclosure 2 to this directive, Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Employee or Volunteer Form. Contractors and consultants shall sign Enclosure 3 to this directive, Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Contractor or Consultant Form.

l. **Each agency must maintain copies of the agreement signed by each Authorized User in that agency.** Completed user agreements shall be maintained as part of the employee's Official Personnel Folder. Alternately, Authorized Users may sign and agencies may store these agreements in an electronic format consistent with *Management Directive 210.12, Electronic Commerce Initiatives and Security, and ITP-SEC006, Commonwealth of Pennsylvania Electronic Signature Policy*. Signed agreements must be accessible to individuals who are authorized to view or use the documents.

m. **Requests for electronic records should be treated in the same manner as paper records.** Requests for records pertaining to IT Resources must be addressed consistent with all laws, directives, or policies that would apply to the same information if maintained in a non-electronic format. These requests should be referred to agency legal counsel and/or the Agency Open Records Officer, as appropriate.

n. **This amended directive supersedes prior or inconsistent policies.** This policy supersedes any existing IT, Internet and/or email use policy issued by agencies under the Governor's jurisdiction that is inconsistent with this directive, unless specific exemptions are granted by the Secretary of Administration or designee. Approved labor agreements, side letters or current practices should be applied in a manner to effectuate both this policy and any such agreement, side letter or current practice. In cases where a provision of an approved labor agreement, side letter or current practice cannot be reconciled with this policy, the former shall control. Agencies may develop supplemental IT, Internet and/or email use policies only with the approval of the Secretary of Administration or designee.

## 6. RESPONSIBILITIES.

a. **Agency** shall:

**(1)** Provide either a hard copy or electronic copy of this directive to Authorized Users.

**(2)** Ensure that Authorized Users have signed the user agreement.

**(3)** Maintain a copy of the signed user agreement for Authorized Users.

b. **Authorized Users** shall:

**(1)** Understand the permissible scope of usage of IT Resources.

**(2)** Sign the user agreement.

c. **Enterprise Information Security Office** may:

**(1)** Conduct system audits and compliance reviews of adherence to this directive.

**(2)** Prevent and respond to cyber security incidents.

**(3)** Assist human resources staff in conducting investigations involving the alleged misuse of IT Resources.

**(4)** Assist in data retrieval and analysis for any records requests.

**7. RELATED GUIDANCE/REFERENCES.** Additional technical standards for IT Resources usage will be published in the Office of Administration, Office for Information Technology (OA/OIT), Information Technology Policies are available on the OA/OIT website.

**Enclosure 1 - Commonwealth Acceptable Use Standards for Information Technology (IT) Resources**
**Enclosure 2 – Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Employee or Volunteer Form**
**Enclosure 3 – Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Contractor or Consultant Form**

**This directive replaces in entirety, *Management Directive 205.34*, dated November 17, 2011.**

# COMMONWEALTH ACCEPTABLE USE STANDARDS FOR INFORMATION TECHNOLOGY (IT) RESOURCES

Each Authorized User must comply with *Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy* and the following Acceptable Use Standards when using IT Resources:

## AUDITING, MONITORING AND REPORTING

All IT Resources and files, data, or records stored on or accessed through IT Resources may be accessed in any way (including but not limited to being traced, audited, monitored, reviewed, logged, blocked, searched, retrieved, or recorded) by authorized commonwealth personnel with or without notice to the Authorized User.

Authorized Users, therefore, should have no expectation of privacy in any files, data or records stored on or accessed through IT Resources, nor should they have any expectation of privacy in any electronic communication sent or received via, or stored within, IT Resources. By using IT Resources, the user authorizes any access to IT Resources by the commonwealth.

Authorized Users are encouraged to assist in the enforcement of these Acceptable Use Standards by promptly reporting any observed violations to their supervisor, the human resources office, agency contact or contracting officer.

## DISCIPLINE OR OTHER CONSEQUENCES OF MISUSE

The improper use of IT Resources by employees or volunteers may result in disciplinary action, up to and including termination of employment or volunteer status, depending on the circumstances of the incident. The improper use of IT Resources by contractors or consultants may result in disciplinary action that may include termination of engagement, other formal action under the terms of the applicable contract, or suspension or debarment under the Contractor Responsibility Program. When warranted, the commonwealth or its agencies may pursue or refer matters to other appropriate authorities for investigation regarding potential violation of local, state, or federal laws through the misuse of IT Resources.

## GENERAL IT RESOURCES USE

**a.** As part of the privilege of being an Authorized User, Authorized Users may not attempt to access any data or programs contained on commonwealth systems for which they do not have authorization or explicit consent.

**b.** Authorized Users are strictly responsible for maintaining the confidentiality of their commonwealth or agency account(s), passwords, Personal Identification Numbers (PIN), Security Tokens (i.e. Smartcard), or similar information or devices used for identification and authorization purposes (such as multi-factor authentication methods).

**c.** Authorized Users may not make unauthorized copies of software.

**d.** Authorized Users may not use non-standard shareware or freeware software without agency IT management approval.

**e**. Authorized Users may not purposely engage in activity that may: harass, threaten, or abuse others; degrade the performance of IT Resources; deprive an Authorized User of access to an IT Resource; obtain extra IT Resources beyond those allocated; or circumvent IT Resource security measures.

**f.** Authorized Users may not use IT Resources to engage in personal, for-profit transactions or business, or to conduct any fundraising activity not specifically sponsored, endorsed, or approved by the commonwealth.

**g.** Authorized Users may not engage in illegal activity in connection with their use of IT Resources, including, but not limited to downloading, installing, and/or running security programs or utilities that reveal or exploit weaknesses in the security of a system. For example, Authorized Users may not run password cracking programs, packet sniffers, port scanners, or any other non-approved programs on IT Resources, unless they are authorized to do so.

**h.** Authorized Users may not access, create, store, transmit, post, or view material that is generally considered to be inappropriate or personally offensive or which may be construed as discriminatory or harassing, including sexually suggestive, pornographic, or obscene material.

**i.** Authorized Users are personally responsible for the security of authorized portable and mobile IT Resources and devices. Care must be exercised to ensure these devices are secured and not lost, stolen or otherwise accessed in an unauthorized manner.

**j.** Authorized Users may not store non-public information on IT Resources, if those IT Resources may be removed from commonwealth facilities without prior approval from the agency Secretary or designee.

**k.** Authorized Users shall use commonwealth approved electronic communication systems primarily for commonwealth business.

**l.** Authorized Users shall use only commonwealth approved encryption methods to encrypt information, as appropriate.

**m.** Authorized Users shall use only commonwealth approved storage devices or storage solutions.

**n.** Authorized Users may only store or transmit commonwealth content, files, data or any other type of information on or through an IT Resource that is commonwealth-provided or commonwealth-approved..

**INTERNET USE**

All security policies of the commonwealth and its agencies, as well as policies of Internet websites being accessed, must be strictly adhered to by Authorized Users.

**Software**

In connection with Authorized Users' use of and access to IT Resources:

**a.** All software used to access IT Resources must be part of the agency's standard software suite or approved by the agency IT department. This software must incorporate all vendor provided security patches.

**b.** All files downloaded from the Internet must be scanned for viruses using the approved commonwealth distributed software suite and current virus detection software.

**c.** All software used to access the Internet shall be configured to use an instance of the commonwealth's standard Internet Access Control and Content Filtering solution.

**Access Control and Authorization**

Agencies should authorize access to the Internet using commonwealth IT Resources through the utilization of a user ID/password system. Security violations can occur through unauthorized access, and all possible precautions should be taken to protect passwords. Authorized Users are responsible for activity and communications, including but not limited to email, voicemail, text messages, data, and any other electronic communications transmitted under their account.

**Incidental Use**

**a.** IT Resources are communication tools that the commonwealth has made available for commonwealth business purposes. Where personal use of these resources does not interfere with the efficiency of operations and is not otherwise in conflict with the interests of the commonwealth, reasonable use for personal purposes will be permitted in accordance with standards established for business use. Such personal use shall be limited, occasional, and incidental.

**b.** Incidental personal use of Internet access is restricted to Authorized Users; it does not extend to family members, other acquaintances, or any other persons.

**c.** Access to IT Resources that are home-based, e.g., accessing the Internet from an agency owned, home-based computer, must adhere to all the same policies that apply to use from within agency facilities.

**d.** Employees may not allow family members or other non-employees to access commonwealth provided home-based IT Resources.

**e.** Incidental use must not result in direct costs to the commonwealth.

**f.** Incidental use must not interfere with the normal performance of an Authorized User's work duties.

**g.** Incidental use may not risk legal liability for, or embarrassment to, the commonwealth.

**h.** All files and documents located on IT Resources, including personal files and documents may be accessed and retrieved in accordance with this policy. In addition, it should be understood that such documents may be subject to disclosure under the *Right-to-Know Law, 65 P.S. §§ 67.101—67.3104*, and other laws.

**Acceptable Use of the Internet**

Accepted and encouraged use of the Internet for Authorized Users on IT Resources includes, but is not limited to, the following:

**a.** Access, research, exchange, or posting of information that relates to the assigned job duties of an Authorized User for carrying out commonwealth business.

**b.** Promotion of public awareness in regard to commonwealth law, agency services, and public policies.

**c.** Posting of agency information that has been authorized by appropriate management.

**Acceptable use of Instant Messaging (IM)**

**a.** Only Authorized Users who have been granted agency level approval to utilize IM technology may use IM software, and they may use it only to communicate internally across the commonwealth MAN in a manner directly related to an Authorized User's job responsibilities.

**b.** IM software that is utilized by commonwealth Authorized Users must be part of the determined enterprise standard software solution.

**c.** IM software is only to be used to conduct state business that produces records that have little or no documentary or evidentiary value and that need not be set aside for future use. These records are subject to the provisions of *Management Directive 210.5, The Commonwealth of Pennsylvania State Records Management Program* and *Manual 210.9, The Commonwealth's General Records Retention and Disposition Schedule*, items G001.021, Transitory Records and G001.025, Transitory Files Confidential.

**Acceptable use of Social Media**

**a.** Social Media may include, but are not limited to, blogs, RSS, discussion boards, social networking, wikis, video sharing sites, mashups, and social tagging.

**b.** Only Authorized Users who have been granted agency level approval to do so may utilize Social Media, and only if the use is directly related to an Authorized User's job responsibilities. Please refer to *Management Directive 205.42, Social Media*.

**c.** Social Media may be used only to conduct commonwealth business that produces records that have little or no documentary or evidentiary value and that need not be set aside for future use. These records are subject to the provisions of *Management Directive 210.5, The Commonwealth of Pennsylvania State Records Management Program* and *Manual 210.9, The Commonwealth's General Records Retention and Disposition Schedule,* items G001.021, Transitory Records and G001.025, Transitory Files Confidential.

**Acceptable Use of Mobile Technologies**

Authorized Users shall ensure that information on mobile devices is not compromised by**:**

**a.** Securing mobile devices from access by unauthorized persons, through the use of locking devices, passwords, or other appropriate protection;

**b.** Ensuring that unauthorized persons do not view information on the display screen;

**c.** Refraining from checking devices into airline luggage systems, with hotel porters, or from using other unsupervised handling or storage processes;

**d.** Securing or maintaining possession of mobile devices at all times; and

**e.** Immediately reporting a lost or stolen mobile device to their supervisor.

**Acceptable Use of Cloud Storage Solutions**

**a.** Cloud storage solutions enable convenient, on-demand network access to a shared pool of configurable computing resources such as storage that can be rapidly provisioned and released with minimal management effort or service provider interaction. Cloud storage solutions are intended for business use and shall be used primarily for that purpose.

**b.** Cloud storage solutions must never be used in a manner that violates other commonwealth directives and policies. The use of cloud storage solutions must conform with *Executive Order 1980-18, Code of Conduct*, *Management Directive 505.7, Personnel Rules*, and the *Management Directive 205.34 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*. Violations of these issuances and policies through IT Resources will be treated in the same manner as other violations.

**c.** All files and documents located in cloud storage solutions are generally owned by the commonwealth and may be accessed and retrieved in accordance with this policy. In addition, it should be understood that such documents may be subject to requests for disclosure under the *Right to Know Law*, *65 P.S. §§ 67.101—67.3103*, and other similar laws.

**d.** Users will only access those cloud storage solutions which have been authorized for their use.

**e.** Users who obtain a password and ID for a cloud storage solution shall keep that password confidential. Commonwealth policy prohibits the sharing of user IDs or passwords obtained for access to network and cloud storage resources.

**f.** Users are responsible for the use of their individual cloud storage accounts and should take all reasonable precautions to prevent others from being able to use their account, including coworkers, friends, or family.

**g.** Any user placing sensitive data into Cloud Storage Solutions must (in concert with his or her chain of command and/or Chief Counsel's Office, as appropriate) evaluate the risk to the data's security, privacy, and availability. No commonwealth policy or procedure may be violated via use of a Cloud Storage Solution unless that policy or procedure is itself explicitly waived.

## EMAIL USE

### Usage

**a.** When sensitive material is sent electronically via email, it is important to verify that all recipients are authorized to receive such information and to understand that email is not fully secure and/or private, except where appropriate security applications are used, e.g. data encryption.

**b.** Users should understand that messages can be quickly and easily copied and may be forwarded inappropriately.

**c.** Where it is necessary to transmit commonwealth proprietary or restricted information beyond the commonwealth email network, the messages should be protected by encryption. Authorized Users should contact their agency Network Coordinator or IT Coordinator for assistance if encryption is needed.

**d.** Email messages to be transmitted outside of the United States should comply with local laws governing international transmission of data as well as United States export control regulations. For assistance, Authorized Users should contact their Network Coordinator or IT Coordinator, who may receive technical assistance from the Office of Administration, Office for Information Technology (OA/OIT).

**e.** The agency head or designee should determine specific agency policy regarding business information which is determined to be too confidential or sensitive to be transmitted via email.

**f.** All user activity and electronic communication, including the contents of such communication, including but not limited to, email, voicemail, text messages and data, on IT Resources is subject to access, including tracking, blocking, logging, auditing, monitoring, retrieving, and reviewing as described more fully in this directive.

**g.** Authorized Users shall use email addresses assigned to them primarily for work-related purposes. Authorized Users may not use their commonwealth e-mail address to register or subscribe for any product or service that is not work-related.

**h**. Authorized Users shall not forward work related emails, calendar items or documents to their personal non-commonwealth email addresses. In the event that a provision of an approved labor agreement, side letter or current practice cannot be reconciled with this policy, the former will control.

### Access Control and Authorization

**a.** Only Authorized Users may use IT Resources to send or view email or access the commonwealth's email systems.

**b.** Only after agreement to abide by all applicable rules of the system, including this directive and its related Acceptable Use Standards, shall access to commonwealth email be granted to commonwealth employees, contractors, consultants, and volunteers, in their capacity as Authorized Users.

**c.** An Authorized User may not access the email or account of another Authorized User. This restriction does not apply to system administrators and management staff in the Authorized User's chain of command authorized to access email for legitimate business purposes, to effectuate *Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*.

**d.** In accordance with agency policy, Authorized Users shall use password protection to limit access to email files. Authorized Users shall safeguard their passwords so that unauthorized users do not have access to their email. Authorized Users are responsible for all messages transmitted and originating under their account.

**Message Retention**

All messages, including email, text messages, and voicemail messages are subject to the appropriate records retention and disposition schedules and the provisions of *Management Directive 210.5, The Commonwealth of Pennsylvania State Records Management Program*.

**Email Security Issues, Worms, and Viruses**

Email and attachments to email are sources of computer security issues. All Authorized Users should act in accordance with the latest IT Policies regarding containment methods for computer viruses and any security alert emails from agency HR or IT.

**Maintaining Professionalism**

Every Authorized User who uses IT Resources is responsible for ensuring posted messages and other electronic communications are professional and businesslike. As a way to impose personal restraint and professionalism, all Authorized Users should assume that whatever they write may at some time be made public. Authorized Users should follow the following guidelines:

- Be courteous and remember that you are representing the commonwealth with each email message sent.
- Review each email message before it is sent and make certain that addresses are correct and appropriate. Use spell check before sending.
- Consider that each email message sent, received, deleted, or stored has the potential to be retrieved, seen, and reviewed by audiences, including the general public, who were not the intended recipients of the message.
- Ensure that content is appropriate and consistent with business communication; avoid sarcasm, exaggeration, and speculation which could be misconstrued. Remember that intonation and inflection are lost in email.
- Be as clear and concise as possible; be sure to clearly fill in the subject field so that recipients of email can easily identify different email messages.

**Electronic Message Distribution, Size, and Technical Standards**

**a.** Authorized Users should receive authorization from their supervisors before wide scale "broadcasting" an email bulletin to groups of employees.

**b.** The use of "reply to all" should be avoided unless it is appropriate to respond to all addressees.

**c.** Authorized Users wishing to send email bulletins to all commonwealth or agency employees must first obtain authorization from agency management.

**d.** Email messages should be brief, and attachments to email messages should not be overly large. Agency IT staff will inform Authorized Users of limitations on the size of email messages and attachments. OA/OIT periodically will provide technical standards and guidance to agencies through IT Policies on the technical capacities of the commonwealth email system and limitations on email message size. Technical standards will be provided in areas such as file size and backup procedures, and will be available on the OA/OIT website at http://www.oa.pa.gov.

## UNACCEPTABLE USES OF IT RESOURCES

The following are examples of impermissible uses of IT Resources. This list is by way of example and is not intended to be exhaustive or exclusive. Authorized Users are prohibited from:

- Accessing, creating, storing, transmitting, posting, or viewing material that is generally considered to be inappropriate or personally offensive or which may be construed as harassing, including sexually suggestive, pornographic, or obscene material.

- Accessing, creating, storing, transmitting, posting, or viewing material that expresses or promotes discriminatory attitudes toward race, gender, age, nationality, religion, or other groups including, but not limited to, protected groups identified in *Executive Order 2003-10, Equal Employment Opportunity*.

- Engaging in personal, for-profit transactions or business, or conducting any fundraising activity not specifically sponsored, endorsed, or approved by the commonwealth.

- Participating in Internet activities that inhibit an employee's job performance or present a negative image to the public, such as auctions, games, or any other activity that is prohibited by directive, policy, or law.

- Attempting to test or bypass the security ("hacking" or "cracking") of IT Resources or to alter internal or external IT Resource security systems.

- Participating in or promoting computer sabotage through the intentional introduction of computer viruses, worms, or other forms of malware, i.e. malicious software.

- Promoting, soliciting, or participating in any activities that are prohibited by local, state, or federal law or the commonwealth rules of conduct.

- Violating or infringing the rights of any other person.

- Using any other Authorized User's password and/or equipment to conduct unacceptable activities on IT Resources.

- Harassing or threatening activities including, but not limited to, the distribution or solicitation of defamatory, fraudulent, intimidating, abusive, or offensive material.

- Transmitting or soliciting any proprietary material, such as copyrighted software, publications, audio, or video files, as well as trademarks or service marks without the owner's permission.

- Promoting or participating in any unethical behavior or activities that would bring discredit on the commonwealth or its agencies.

- Downloading and/or installing any unapproved software.

- Transmitting or posting any messages that intentionally misrepresent the identity of the sender, hide the identity of the sender, or alter a sender's message.

- Sending or forwarding commonwealth information or records through non-commonwealth email or webmail accounts. Examples of non-commonwealth email accounts include, but are not limited to, Hotmail, Yahoo mail, Gmail, or email provided by other Internet service providers.

- Sending, forwarding, or storing commonwealth information or records utilizing non-commonwealth accredited mobile devices. Examples of mobile devices include, but are not limited to:

    - tablets, smart phones, pagers, wearables, and cellular telephones.

- Participating in any other Internet or email use that is deemed inappropriate by the commonwealth and/or its agencies and is communicated as such to Authorized Users.

- Using or disclosing confidential material covered by law or commonwealth policy.

**COMMONWEALTH IT RESOURCE ACCEPTABLE USE POLICY USER AGREEMENT - COMMONWEALTH EMPLOYEE OR VOLUNTEER**

This user agreement does not prohibit employees from performing authorized job duties.

I have read the attached *Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*, and Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology, and in consideration of the Commonwealth of Pennsylvania making its IT Resources available to me, I agree to abide by the requirements set forth therein. I understand that disciplinary action, up to and including termination, may be taken if I fail to abide by any of the requirements of this directive.

I further understand that my commonwealth IT Resource usage, including electronic communications such as email, voicemail, text messages, and other data and records, may be accessed and monitored at any time, with or without advance notice to me. By signing this agreement, I specifically acknowledge and consent to such access and monitoring.

I further understand that if I have any questions regarding this directive, I am required to ask for clarification from my supervisor or my agency human resource representative.

Printed Name: _____

Employee Number: _____

Signature: _____

Date: _____

Agency: _____

Bureau/Facility: _____

Division/Section: _____

Mailing Address: _____

Email Address: _____

Work Phone: _____

Optional Agency Approval: _____

Date: _____

**COMMONWEALTH IT RESOURCE ACCEPTABLE USE POLICY USER AGREEMENT - COMMONWEALTH CONTRACTOR OR CONSULTANT**

This user agreement does not prohibit contractors or consultants from performing services required by their contract with the commonwealth.

I have read the attached *Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*, and Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology, and in consideration of the Commonwealth of Pennsylvania making its IT Resources available to me, I agree to abide by the requirements set forth therein. I understand that the commonwealth may take appropriate action, including any action specified in my contract with the commonwealth, as well as under the commonwealth's Contractor Responsibility Program, if I fail to abide by any of the requirements of this agreement.

I further understand that my commonwealth IT Resource usage, including electronic communications such as email, voicemail, text messages, and other data and records, may be accessed and monitored at any time, with or without advance notice to me. By signing this agreement, I specifically acknowledge and consent to such access and monitoring.

Printed Name: _____

Contractor: _____

Signature: _____

Date: _____

Contracting Agency: _____

Bureau/Facility: _____

Division/Section: _____

Mailing Address: _____

Email Address: _____

Work Phone: _____

Optional Agency Approval: _____

Date: _____

Federal ID #: _____

Mailing Address: _____

Email address: _____

Work Phone: _____

Signature: _____