



State of West Virginia Office of Technology Policy: **Acceptable Internet Usage** *Issued by the CTO*

Policy No: WVOT-PO1022

Created: 9/1/13

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1.0 PURPOSE

The intent of this policy is to explain the range of acceptable and unacceptable uses of State-provided internet access and is not necessarily all-inclusive. Questions about specific internet uses which are not detailed in this policy should be directed to an agency supervisor or manager.

2.0 SCOPE

This policy applies to all employees who access the Internet through the computing or networking resources, unless classified as "exempt" in West Virginia Code Section 5A-6-8, "Exemptions." The State's users are expected to be familiar with and to comply with this policy, and are also required to use their common sense and exercise their good judgment while using Internet services.

3.0 POLICY

3.1 Access

- 3.1.1 Access to the Internet will be provided to users to support business activities and only on an as-needed basis to perform their jobs and professional roles.
- 3.1.2 Excessive use of the Internet by personnel that is inconsistent with business needs is considered a misuse of resources.
- 3.1.3 Incidental personal use is permissible so long as it:
 - 3.1.3.1 is completed on personal time (i.e. lunch time, break)
 - 3.1.3.2 does not consume more than trivial amount of systems resources,
 - 3.1.3.3 does not interfere with worker productivity,
 - 3.1.3.4 does not preempt business activity,
 - 3.1.3.5 does not violate any State, department, or agency policy and
 - 3.1.3.6 is not used for illegal activities.
- 3.1.4 Network and/or Internet access will be discontinued upon termination of employee, completion of contract, end of service of non-employee, and if a disciplinary action arising from violation of this policy is warranted.

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3.2 Expectation of Privacy

3.2.1 Internet access is obtained without any expectation of privacy or confidentiality.

3.2.2 All access to and use of the Internet is monitored and may be examined by WVOT if required.

3.2.3 All users of the Internet should be aware that WVOT creates an audit log reflecting request for service, both in-bound and out-bound addresses.

3.2.3.1 All user activity on State networks, including internet use, is subject to logging and review.

3.2.4 Users who choose to store or transmit personal information such as private keys, credit card numbers, personal emails, or make use of Internet "wallets," do so at their own risk. The State, and the WVOT are not responsible for any loss of personal information or any consequential loss of personal property.

3.3 Prohibited use of the Internet may include, but is not limited to:

3.3.1 Any conduct that would constitute or encourage a criminal offense, lead to civil liability, or otherwise violate any regulations, local, state, national or international law.

3.3.1.1 Criminal and illegal use includes, but is not limited to, unauthorized access, intentional corruption or misuse of computing resources, theft, obscenity, child pornography and racial, ethnic, religious or sexual harassment.

3.3.2 Viewing, searching, creating, accessing, posting, transmitting, storing, printing, or requesting:

3.3.2.1 Any materials that may be construed as sexual in nature;

3.3.2.2 Pictures, text messages, websites, or emails that could be considered inappropriate in a business setting; or

3.3.2.3 Any unlawful, offensive, libelous, threatening, harassing material, including, but not limited to, comments based on age, disability, marital status, race or color, national origin, religion, sex, sexual orientation or gender identity.

3.3.3 Any form of gambling.

3.3.4 All material on the Internet should be considered copyrighted material, unless specifically stated by the originating author.

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- 3.3.4.1 WVOT prohibits any employee from downloading software or other copyrighted material without documented permission from the copyright owner.
- 3.3.4.2 The use and downloading of software and material from Internet sites that could be used for the transfer of music, software, movies and other copyrighted content is prohibited (e.g. torrent clients)
- 3.3.5 Unauthorized downloading of any shareware programs, peer-to peer software, or files for use without authorization in advance from WVOT and the user's supervisor.
- 3.3.6 Any ordering (shopping) of items or services on the Internet.
- 3.3.7 Playing of any games
- 3.3.8 Streaming music or using "live" or internet radio. (See 3.6 - Bandwidth)
- 3.3.9 Watching movies, videos, or online clips that do not serve a business purpose. (See 3.6 - Bandwidth)
- 3.4 State Data and the Internet
 - 3.4.1 Users must not post, place, or share unapproved State data on any website, mailing list, public news group, social media platform or other such Internet service.
 - 3.4.2 State data is not to be stored on the Internet unless the storage site is preapproved by WVOT. Examples of Internet storage sites that **are not approved**, and must be approved beforehand include, but not limited to:
 - Cloud Services not provided by the State or State vendors, such as:
 - Google Docs
 - Paste Bin
 - DropBox
 - Photobucket
 - File Den
 - 3.4.3 No State material, intellectual property, proprietary information, or material intended for internal distribution only, shall be placed on or made available via, the Internet.
 - 3.4.4 No Private Health Information (PHI), Personally Identifiable Information (PII), Federal Tax Information (FTI), or other sensitive material shall be placed on, or made available via, the Internet.

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- 3.4.4.1 Any transmission of confidential data that is *required* for business purposes must be preapproved and encrypted during transmission.
- 3.4.4.2 No data will be made available via the Internet without ensuring that the material is available to only authorized individuals or groups.
- 3.5 Employees are prohibited from using their State e-mail address to register at an Internet site not directly relating to business use. In addition, employees are prohibited to use said e-mail address to register for the receipt of non-business e-mail lists (e.g. joke of the day, horoscope of the day).
- 3.6 Bandwidth to the Internet is a shared, finite resource. Users must make reasonable efforts to use this resource in ways that do not negatively affect other employees.
- 3.7 All software used to access the Internet must be part of the State of West Virginia Office of Technology standard software or approved by the CTO. This software must incorporate all vendor-provided security patches.
- 3.8 All files downloaded from the Internet must be scanned for viruses.
- 3.9 All sites accessed must comply with the WVOT Acceptable Internet Usage Policy.
- 3.10 WVOT Internet access may not be used for personal gain or personal solicitations.

4.0 RELEVANT MATERIALS/DOCUMENTS

This policy is consistent with the following federal and state authorities:

- 45 Code of Federal Regulations (CFR) §§ 164.308-316
- Freedom of Information Act
- Gramm-Leach Bliley Act (GLBA)
- Health Insurance Portability and Accountability Privacy Rule
- NIST SP 800-14 and NIST SP 800-53
- State Health Privacy Laws
- WV Code § 5A-6-4a
- WV Executive Order No. 7-03
- WVOT Policies Issued by the Chief Technology Officer (CTO).
www.technology.wv.gov/security/Pages/policies-issued-by-the-cto.aspx

5.0 ENFORCEMENT & AUTHORITY

Any employee found to have violated this policy may be subject to disciplinary action up to and including dismissal. Disciplinary action will be administered by the employing agency and may be based upon recommendations of the WVOT and the **West Virginia Division of Personnel**.

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Please review the **WVOT Policy and Procedure Policy #1000** to review additional provisions concerning enforcement and policy authority.

6.0 POLICY-SPECIFIC DEFINITIONS

- 6.1 Access– The ability to locate, gain entry to, and use a directory, file, or device on a computer system or over a network.
- 6.2 Information Security – Those measures, procedures, and controls that provide an acceptable degree of safety for information resources, protecting them from accidental or intentional disclosure, modification, or destruction.
- 6.3 Information Technology (IT) – The technology involved with the transmission and storage of information, especially the development, installation, implementation, and management of computer systems and applications.
- 6.4 Internet - The Internet is the global system of interconnected mainframe, personal, and wireless computer networks that use the Internet protocol suite (TCP/IP) to link billions of devices worldwide.
- 6.5 Network- A group of associated devices that are connected by communications facilities in order to share resources. A network can involve permanent connections, such as cables, or temporary connections made through telephone, wireless, or other communications links.
- 6.6 Risk – The evaluation of system assets and their vulnerabilities to threats in order to identify what safeguards are needed.
- 6.7 Security Contact – These individuals include the ISA or the ISL.
- 6.8 Threat – Includes any person, condition, or circumstance that endangers the security of information or information systems in the context of information security.

7.0 CHANGE LOG

- July 1, 2015 –
 - Added Section 7.0, Change Log History; Reorganized sections; Cleaned up Related Documents/Materials; Made Policy-Specific Definitions;
- March 1, 2016
 - The term “sexually explicit” was replaced with “sexual in nature.”
- 9/1/2016 – Policy Reviewed. No edits made.
- 10/20/2017-Policy reviewed. No edits made.