



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY
DEPARTMENT WIDE

REVISION DATE
3/30/23

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NUMBER
DOC 280.100

POLICY

TITLE
ACCEPTABLE USE OF TECHNOLOGY

REVIEW/REVISION HISTORY:

- Effective: 2/1/92
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- Revised: 3/30/23

SUMMARY OF REVISION/REVIEW:

I.A., IV.E.1., V.E.1. & 2., V.E.3.a. - Adjusted language for clarification
I.E. - Added clarifying language


APPROVED:

Signature on file

CHERYL STRANGE, Secretary
Department of Corrections

3/2/23

Date Signed

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REFERENCES:


DOC 100.100 is hereby incorporated into this policy; DOC 280.250 Acquisition, Disposal, and Licensing of Information Technology; DOC 280.310 Information Technology Security; DOC 280.515 Electronic Data Classification; DOC 800.020 Use of State Resources; [DOC E-mail Guidelines](#); [Federal Information Processing Standards 140-2](#); [NIST 800-121 Guide to Bluetooth Security](#); [OCIO 141.10 Securing Information Technology Assets](#); [OCIO 191 Mobile Device Usage](#); [OCIO 191.10A Cellular Device Authorization and Agreement](#); [Records Retention Schedule](#)

POLICY:


- I. The Department has established guidelines and procedures for access to and acceptable use of Information Technology (IT) resources (e.g., network, internet, email, cellular/smart phones, computing devices, computer hardware and software, printers, fax machines) to align with Office of the Chief Information Officer (OCIO) requirements for maintaining system and network security, data integrity, and confidentiality per OCIO 141.10 Securing Information Technology Assets.

DIRECTIVE:

- I. General Requirements
 - A. IT resources are intended for official state business. Personal use of IT resources may only be used on a limited basis and must comply with DOC 800.020 Use of State Resources.
 - B. IT resources must comply with and will be monitored per DOC 280.310 Information Technology Security.
 1. The Secretary/designee may authorize seizure of data (e.g., email, documents on portable storage devices, browser history, voicemail, electronic records) and IT hardware as required to fulfill the Department’s mission and ensure appropriate use of Department resources.
 - C. IT resources will not be used to intentionally:
 1. Transmit, display, view, archive, store, distribute, edit, or record nudity, erotic content, or sexual content, unless the information is needed to conduct official duties.
 2. Access, download, transmit, or operate any commercial software, shareware, freeware, (e.g., images, wallpapers, screensavers, toolbars, computer programs) or data, unless approved by the Chief Information Officer/designee.

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3. Access, transmit to, or download from any web-based storage site (e.g., Dropbox, Skybox, Box, Google Drive, Cloud), unless provided by the Department or another state agency or approved through the IT service request process.
 4. Disable or overload any IT system or network, or circumvent any system intended to protect the privacy or security of Department data or another user.
 5. Perform any functions that are against the law.
 6. Transmit malware.
 7. Download entertainment software/games or play games over the internet for non-business purposes.
 8. Access/use instant messaging, chat applications, or social networking/dating sites (e.g., Twitter, Facebook, Craigslist, Match.com) for non-business purposes.
 9. Download non-business music/video files or use peer-to-peer file sharing programs (e.g., programs used to share music and video files).
 10. Use/upload content to streaming media (e.g., music, radio programs, internet videos, television programs) for non-business purposes unless approved through the IT service request process.
 11. Express personal views/opinions as if they constitute official views/opinions of the Department.
- D. Any business-related generated, saved, or printed document (e.g., text messages, H drive, desktop, instant messaging) is subject to public disclosure and should be retained per the Records Retention Schedule.
1. Users should not generate/save documents on a personal computing device or send/receive documents to a non-Department email. Only authorized IT systems should be used to conduct official state business.
 2. Users will not audio or video record meetings unless authorized by the Public Disclosure Unit.
- E. Original documents/data will be saved to a drive connected to the Department's network or Microsoft 365 location (i.e., OneDrive, SharePoint, TEAMS channel) unless no other alternative exists.

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F. Failure to comply with this policy may result in corrective or disciplinary action, up to and including dismissal.

II. User and Access Requirements

A. Users will agree to this policy upon logging into any Department-owned/leased computer and through annual in-service training.

1. Users issued a Department-owned/leased cellular/smart phone or air card must agree to the VPN and Mobile Device User Agreement.
2. Users issued a Department-owned/leased portable storage device must agree to the General User Acceptable Use Policy Agreement.
3. Agreements will be maintained by IT on the Department's internal website.

B. Users have an obligation to protect IT resources and will be held accountable for all activities associated with assigned accounts/devices. Users will:


1. Log off or password protect (i.e., lock) IT systems before leaving them unattended.
2. Not change security settings, disable antivirus programs, or make any attempts to disable/avoid security controls.
3. Return Department-owned/leased devices to the Cyber Security Unit upon request (e.g., public disclosure, litigation).

C. IT resources will only be used within the privileges and permissions granted to the user. Accounts will only be used by the person to whom they are assigned, unless authorized as follows:

1. The user may voluntarily give access to another user through the use of shared documents/locations (e.g., shared folders, delegate access). Users are not required to provide access.
2. As required to conduct official state business and only as their duties require as authorized by policy or Human Resources (e.g., public disclosure requests, investigations, litigation, personnel files).

III. Internet

A. Only Department-approved versions and configurations of browser software will be used when using IT resources.

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1. Users may not adjust browser security settings to be less restrictive than the Department-approved configuration.
2. Access to prohibited business-related websites/content (e.g., trusted sites) may be requested through the IT service request process.

B. Employees/contract staff who need access to business-related websites requiring a logon and password must use their official Department email and phone number and not personal information.

1. If uploading Department data, approval from the Appointing Authority or the data owner is required based on the category of data per DOC 280.515 Electronic Data Classification.

C. Personal use of Department-provided internet, including wireless internet, may only be used on a limited basis using a Department-owned/leased computing device.

1. Banking, purchasing items, and soliciting for personal use is not acceptable use.

IV. Electronic Messaging

A. Users may send and receive personal messages using their Department email account on a limited basis.

B. When outside the Department network, users may access their Department email account through Outlook Web Access using personal computing devices.

C. Employees/contract staff may add their current Department identification card photograph, or a photograph taken by the Communications Office to their Department email account.

1. Photographs may be updated through the IT service request process.

D. IT resources will not be used to view, retrieve, or send email through a non-Department account, including:

1. Personal web mail accounts (e.g., Yahoo, MSN, Google), and
2. Personal Internet Service Provider accounts through an email program (e.g., Comcast, Qwest).

E. Only state-provided electronic messaging systems/applications will be used to conduct official state business, and will not be used to transmit or store information that promotes or supports:



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1. Discrimination based on age, race, color, gender, religion, disability, or sexual orientation
2. Sexual harassment
3. Copyright infringement
4. Employee misconduct
5. An employee's personal political/religious beliefs or personal business interests
6. Any unlawful activity
7. Bullying, general harassment, or any inappropriate behaviors (e.g., jokes, profanity, sexual content, erotic content, nudity, crude humor)

F. Users may reference DOC E-mail Guidelines for additional information.

V. Devices

- A. Purchases must comply with DOC 280.250 Acquisition, Disposal, and Licensing of Information Technology.
- B. Electronic data will be stored and transmitted per DOC 280.515 Electronic Data Classification. Portable storage devices will not be used as storage devices and will only be used to transfer data when no other alternative exists.
- C. Only business-related Compact Discs (CDs), Digital Video Discs (DVDs), or similar high-capacity disks (e.g., Blu-Ray disks) may be used on Department-owned/leased computing devices.
- D. Only Department-approved applications will be installed on Department-owned/leased cellular/smart phones. Users will submit a request through the IT service request process to download applications not available for official state business.
- E. Department-owned/leased Bluetooth devices:
 1. Must be disabled inside a secure perimeter unless approved through the IT service request process per DOC 280.310 Information Technology Security.
 2. Will not be used in public or crowded areas (e.g., airport, coffee shop) and may only be used in confidential/private areas (e.g., conference room, vehicle).
 3. Must be paired with a Department-owned/leased device (e.g., cellular/smart phone, headset, mouse, keyboard, Windows 10).
 - a. A 10-character alphanumeric Bluetooth Personal Identification Number must be used when pairing devices.

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- b. Users must manually pair devices for each use. Automatic connections are not allowed.
 - 4. Must disable discovery mode (i.e., used to connect with another device to search and transfer data) after initial connection.
 - 5. Must operate in Security Mode 2 or 3 as defined per NIST 800-121 Guide to Bluetooth Security.
- F. Users of Department-owned/leased mobile computing/portable storage devices will immediately report loss, theft, or suspicious use of the device to their supervisor and the IT Asset Management Unit.
 - 1. Within 3 business days, the user will notify IT Asset Management Unit in writing describing the circumstances and attempts to recover the device, including a copy of the police report if applicable.
 - 2. Users may be financially liable for misuse, unauthorized use, damage, or loss of mobile computing/portable storage devices.
- G. Users will submit a request through the IT service request process to relocate (e.g., telework, assigned cubicle/desk, official duty station) assigned Department-owned/leased IT assets, including, but not limited to, mobile computing/portable storage devices, monitors, and desk phones. Devices/accessories:
 - 1. May be used temporarily in other locations without submitting a service request (e.g., while traveling, conferences).
 - 2. Will not be reassigned or transferred to another user, unless assigned to a facility/office/unit for shared use.
 - a. Devices will be issued to an authorized employee and may be temporarily issued to employees/contract staff as needed.
- H. If a Department-owned/leased mobile computing/portable storage device is no longer needed or authorized (e.g., position change, termination), the user will return the device to their supervisor or local IT employees/contract staff.
 - 1. Shared devices will be returned to the authorized employee to maintain until no longer needed.

DEFINITIONS:

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Bluetooth, Bullying, Information Technology System, Mobile Computing



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Device, Official State Business, and Portable Storage Device. Other words/terms appearing in this policy may also be defined in the glossary section.

ATTACHMENTS:

None

DOC FORMS:

None