



POLICY

CATEGORY:	Information Technology and Data Management	No: 7.0.100.03
TITLE:	Use of Electronic Media and Services	
SUPERSEDES:	Policy # 7.0.100.02 dtd 09/20/2012, Internet Use, 7.0.101.00 Management of Unsolicited Electronic Emails, 7.0.102.00 Network Systems Security, 7.0.103.00 Software Usage	
EFFECTIVE:	August 27, 2015	
BOARD APPROVAL:	August 27, 2015	
DATE OF LAST REVIEW:	July 16, 2015	

I. PURPOSE:

To establish criteria for the use of Workforce Solutions of the Coastal Bend (WFSCB) and state owned electronic media, services, applications, and data.

II. DEFINITIONS:

Approved User – An individual who is authorized by the Board's Network Administrator to utilize and access the computer and/or information system bought or maintained by the Board.

Board – The Coastal Bend Workforce Development Board, operating as Workforce Solutions of the Coastal Bend.

IT- Information Technology

RACF- Resource Access Control Facility

Service Providers – A business entity or person, except a state agency, who contracts with WFSCB to provide workforce services, including but not limited to, One-Stop Career Center services.

SPAM - For the purposes of this policy SPAM is defined as electronic junk mail, or junk newsgroup posting or other unsolicited or offensive e-mail

TWIST – The Workforce Information System of Texas

WFSCB Staff - any person(s) providing services to job seekers/employers or performing work for Workforce Solutions of the Coastal Bend, whether employed by the Board or a service provider.

III. POLICY STATEMENT:

Workforce Solutions of the Coastal Bend shall maintain a robust electronic media system that promotes efficient and effective use of available technology and associated services.

Electronic media and services provided by WFSCB are WFSCB property and their purpose is to facilitate and support WFSCB business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner.

All information, whether written, or in electronic format, is the property of Workforce Solutions of the Coastal Bend and is subject to the Public Information Act. To secure all data, **employees are prohibited from deleting any files or information from any WFSCB computer**. Any intentional violations are subject to prosecution and fines under Section 552.351 of the Act. Although retention schedules vary, WFSCB's retention of records will be in accordance to the Texas State Library and Archives Commission (TSLAC).

Prohibited

Communications

Electronic media cannot be used for knowingly transmitting, retrieving, receipt or storing of any communication:

1. Discriminatory or harassing;
2. Derogatory to any individual or group;
3. Obscene, sexually explicit or pornographic;
4. Defamatory or threatening;
5. In violation of rules and regulations prohibiting sexual harassment;
6. Encouraging the use of controlled substances or criminal intent;
7. Restricting or inhibiting other users from using the system or the efficiency of the computer systems;
8. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam);
9. Used to solicit sales and contributions;
10. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type;
11. In violation of any license governing the use of software; or
12. For any purpose that is illegal or contrary to *WFSCB* policy or business interests or that could create the appearance of such;
13. Forwarding or originating SPAM.

Personal Use

The computers, electronic media and services provided by *WFSCB* are primarily for business use to assist employees and service providers in the performance of their jobs. **Only** limited use of electronic media (sending or receiving) for personal, non-business purposes during non-working hours is approved. However, personal use must comply with this policy.

Employees are prohibited from allowing persons that **ARE NOT DIRECT EMPLOYEES OR SERVICE PROVIDER STAFF** from using their computer, electronic media and services (internet). Employees must demonstrate a sense of responsibility.

Abuse of this privilege is subject to progressive discipline up to and including termination.

Game programs are not permitted on WFSCB computers. This includes games that are accessible through the internet as well as any third party games not part of the original operating system. Violation of software license agreements is strictly prohibited.

Access to Employee or Service Provider Communications

Workforce Solutions of the Coastal Bend reserves the right to gather logs for most electronic activities or monitor communications directly, e.g., telephone numbers dialed, sites accessed, call length, and time at which calls are made, for the following purposes:

1. Cost analysis;
2. Resource allocation;
3. Optimum technical management of information resources; and
4. Detecting patterns of use that indicate employees are violating Board policy or engaging in inappropriate or illegal activity.

WFSCB reserves the right, at its discretion, to review any electronic files and messages to the extent necessary to ensure electronic media and services are used in compliance with the law, this policy and other WFSCB policies.

WFSCB professionals should not assume electronic communications are completely private. Accordingly, if they have sensitive information to transmit, they should use other means.

Software

To prevent transmission of computer viruses through the WFSCB's computer system, **downloading of any unauthorized software is strictly prohibited. This is to include ANY freeware, shareware, toolbars, screensavers, hardware, I-tunes or internet utilities, etc.** Only software registered through *WFSCB* may be downloaded after approval from the President/CEO and/or a designee. WFSCB staff should contact the President/CEO and/or a designee if they have any questions.

The WFSCB IT Department shall issue an approved software list as needed, but not less than once per year. All computer property of WFSCB is subject to periodic review of all software, media, etc. Any software, media, etc. that has been installed without approval will be removed. All approved users who knowingly and willingly violate this policy are subject to immediate discipline up to and including termination.

Security/Appropriate Use

Workforce staff must respect the confidentiality of other individuals' electronic communications. Except in cases in which explicit authorization is granted by Workforce Solutions of the Coastal Bend, WFSCB staff are prohibited from engaging in, or attempting to engage in:

1. Monitoring or intercepting the files or electronic communications of other employees or third parties;
2. Hacking or obtaining access to systems or accounts they are not authorized to use;
3. Making or attempting to make any deliberate, unauthorized change to data on an IT System;

4. Using other people's log-ins or passwords; and
5. Breaching, testing, or monitoring computer or network security measures.

Passwords shall be assigned to single approved users at the request of a direct supervisor. Users shall be responsible for the protection of their own passwords. Passwords shall meet the following guidelines:

1. Not be easily discernible and shall contain numbers and letters where possible;
2. Shall not be reused for at least 4 cycles after change;
3. Shall not be written down where they can be found by unauthorized personnel and should not be shared with other individuals.

Logon or system passwords shall be used at workstations in highly accessible areas and on portable computers.

IV. PROCEDURES:

Security/Appropriate Use

Quarterly systems security screens shall be completed for all systems with local Board administration. Each WFSCB Career Center's primary and backup RACF admin shall complete a quarterly RACF system security screen and submit it to the Board IT Director no later than the last day of each quarter. The Board shall conduct the same security screens for TWIST and other data systems checking for correct systems access and logging any unauthorized accounts found.

V. RELATED POLICY INFORMATION:

Computer Fraud and Abuse Act of 1986
 Electronic Communications Privacy Act of 1986

VI. RESPONSIBILITIES:

VII. FORMS AND INSTRUCTIONS:

VIII. DISTRIBUTION:

Board of Directors Board Staff Service Provider Staff

IX. SIGNATURES:

 Reviewed by EO Officer

 Date

 President/CEO

 Date