



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Office of the Commissioner

Use of State Automation Equipment

Policy #: DHHS-06-04

Issue Date: 07/01/04

Revised Date: 12/13/13

I. SUBJECT

Use of State Automation Equipment

II. PURPOSE

The purpose of this policy is to provide guidance to Maine Department of Health and Human Services ("Department") workforce regarding the use of State automation equipment that is entrusted to them and to establish procedures for its use that are consistent with all state-wide policies related to information technology issued by the State's Chief Information Officer (www.maine.gov/cio/ispd/index.htm) and the Department's privacy and security policies regarding the protection of confidential consumer or business information. Unofficial and/or unauthorized use of State automation equipment places unanticipated and possibly excessive demands on the State's Information Technology (I.T.) resources and may violate the privacy rights of individuals, including Department consumers. Accessing unofficial and/or unauthorized sources unnecessarily exposes the State to the spread of computer viruses and malware which may be both costly and disruptive to clean from Department I.T. and related systems and may compromise the security of these systems.

III. POLICY STATEMENT

The Department provides its workforce access to State automation equipment to accomplish tasks, processing, and communications necessary to effectively achieve Departments mission, as directed by law and the administration. **State automation equipment is made available to workforce solely to conduct official Department business. Workforce members are advised that there is no expectation of privacy when using any State automation equipment.**

IV. PROCEDURE STATEMENT

A. Use of State Automation Equipment

1. The use of State automation equipment to create, record, store, transmit, distribute, image, modify, print, download, or display inappropriate or unprofessional materials that demean, denigrate, or harass individuals or groups of individuals, on the basis of race, ethnic heritage, religious beliefs, disability, age, sexual orientation, political beliefs, gender, and/or materials that are sexually explicit or pornographic in nature, whether or not the material was

intended to demean, denigrate or harass any employee or group of workforce, is prohibited.

2. The State's E-mail is not to be used to forward or otherwise broadcast "chain letters," mass communications that are not work related, or solicitations for causes unrelated to the State's business, no matter how worthy the cause may be perceived. **[NOTE: In the Capitol area, Capitol Security must give written permission for solicitations.]** The *Maine State Workforce Combined Charitable Appeal* is the only solicitation with on-going, or "blanket" approval. Other charitable solicitations may be allowed only on prior written approval of the Commissioner and Capitol Security where applicable.
3. E-mail messages and Internet sites accessed are not private but are property of the Department. The Department may print and review e-mail messages and Internet sites accessed by an employee while using State automation equipment.
4. State automation equipment may not be used to conduct outside business nor may it be used in conjunction with any outside employment activity.
5. Any personal use of State automation equipment must be incidental in nature. Examples of incidental use may include, but are not limited to, brief e-mails, accessing an appropriate subject on the Internet, phone calls of an urgent nature, using computer capabilities for brief correspondence, etc. The personal use of any State-owned telephones that results in costs incurred by the State (i.e. long distance personal phone calls or any personal calls made to or from a State-owned cell phone) must be reimbursed by the employee. Certain telephone calls and expenses are allowable under collective bargaining agreements. The use of State-owned supplies represents a cost to the State and, as such, printing and copying for personal use is restricted to incidental use only.
6. Any personal, incidental use of State automation equipment shall not interfere with Department' business activities, must not involve solicitation in any form, must not be associated with any outside business or employment activity, and must not potentially embarrass or offend the State of Maine, its residents, its taxpayers, its consumers, or its workforce. As is the case in other situations, the time associated with any incidental personal use of State automation equipment must not intrude into an employee's work responsibilities.
7. The State's E-mail is not to be used to forward or otherwise broadcast virus warnings or other computer system related announcements. The Office of Information Technology (OIT) is the only unit authorized to disseminate this information to Department Workforce. If you feel you have received information that should be broadcast to some or all of the Department workforce, contact the Commissioner's Office at 287-3707.
8. Personal software will not be permitted on State automation equipment. However, single user non-networked applications that require no communications, i.e. stand-alone PC applications, may be loaded for evaluation by a qualified, OIT-approved technician with prior approval from both:
 - The Office of Information Technology
 - The appropriate supervisor

The technician must review the software prior to installation and is responsible for its support during the evaluation. An evaluation period must comply with all licensing requirements and in no case be longer than ninety (90) days, after which the technician must remove the software. Should the product prove desirable, standard acquisition guidelines and procedures apply.

9. At no time shall any workforce member, other than a qualified OIT-approved technician, open, insert, remove or alter any hardware comprising State automation equipment. All configuration changes to State automation hardware or software will be done only by qualified OIT-approved technicians.
10. Personal hardware will not be permitted on State automation equipment unless installed by a qualified OIT - approved technician with prior approval from both:
 - The Office of Information Technology
 - The appropriate supervisor

Any service or support of personal hardware is solely the responsibility of the owner, not the Department.

11. No streaming video or audio applications including, but not limited to, weather or satellite maps, stock market updates, news headlines, any service that continually updates your PC, TV channels on the Internet, music videos, movie or entertainment broadcasts, radio music or news broadcasts, live interviews or non-critical audio/video seminars are allowed if not directly needed in the performance of assigned duties.
12. No third-party games may be loaded, downloaded or used on any DHHS equipment. Those games which may come as part of standard software, i.e. operating systems, etc., must be removed by qualified technical workforce prior to distribution to Department workforce.
13. Screensavers may be changed to suit personal taste provided they do not add software or conflict with the Department's mission or other portions of this policy. Use of a screensaver that is licensed or copyrighted is prohibited.

B. Guidelines and Procedures

1. In the event that a workforce member sends, receives or inadvertently accesses inappropriate or prohibited material, the workforce member is required to immediately secure the material from view and notify their supervisor. This will ensure that the workforce member is held harmless for inadvertently accessing the inappropriate or prohibited materials.
2. If a supervisor or manager becomes aware that inappropriate or prohibited materials are being accessed, downloaded, or otherwise transmitted to or by a workforce member in his or her organization, he or she must act immediately to stop such activity. Supervisors and managers should contact the Department's Human Resources Director for guidance and consultation.
3. Each member of the Department's workforce is expected to comply with this policy. Violation of this policy may lead to progressive discipline, up to and including dismissal consistent with applicable collective bargaining agreement and/or Civil Service Rules.

4. The Department's workforce and the Department of Administrative and Financial Services, Office of Information Technology may monitor voice, e-mail, and Internet traffic to improve service levels, enforce this policy, and prevent unauthorized access and use of State systems.
5. Workforce needing further clarification regarding the technical aspects of this policy may contact the Office of Information Technology Help Desk at 624-7700. For questions regarding the policy and its implementation, workforce may contact the Department's Director of Human Resources.

V. DEFINITIONS

State Automation Equipment: State automation and related communications equipment includes, but is not limited to: Computer workstations, computer terminals, laptop, notebook, tablet and hand-held computers, voice mail, telephonic, video and internet conferencing services, computer networks, printers, copiers, telephones (including, but not limited to, desk, cell and smart phones), fax machines, modems, fax modems, wireless modems, e-mail, local and wide area networks, Internet, and Intranet.

Incidental Use: The use of State automation equipment for personal use must be infrequent and using only small amounts of an employee's personal time either inside or outside the regular work day. Occasional use during an employee's break would be considered incidental. Any use that interferes with or slows the completion of the Department's business would not be considered incidental. Only occasional and brief use is considered incidental. Any incidental use must be consistent with Section IV (A)(5).

VI. DISTRIBUTION

All workforce via posting on the Department Intranet.

Current workforce shall, following the appropriate posting, receive a copy of this policy.

New workforce shall receive a copy of this policy upon hire.

Each workforce member shall sign a statement, confirming that his/her copy of this policy has been received and read. (Refer to Attachment)

Said statement (Attachment) shall be filed in employee's personnel folder.

VII. ATTACHMENTS

Department of Health and Human Services Use of State Automation Equipment Acknowledgement Form

December 13, 2013

Date



Mary C. Mayhew
Commissioner

Department of Health and Human Services

Use of State Automation Equipment Acknowledgement Form

I acknowledge that I received, read and understand the Department of Health and Human Services Policy "Use of State Automation Equipment" dated **December 13, 2013**.

Workforce Member Name (please print): _____

Signature: _____ Date: _____

Office/Division: _____