
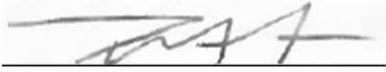


<b>POLICY TITLE: ADULT RESIDENT USE OF COMPUTERS AND/OR ACCESS TO THE INTERNET</b>		<b>PAGE 1 OF 14</b>
<b>POLICY NUMBER: 24.10 (AF)</b>		
<b>CHAPTER 24: PROGRAMS AND SERVICES</b>		
	<b>STATE of MAINE</b> <b>DEPARTMENT of CORRECTIONS</b>  <b>Approved by Commissioner:</b> 	<b>PROFESSIONAL STANDARDS:</b>  <b>See Section VIII</b>
<b>EFFECTIVE DATE:</b> August 24, 2017	<b>LATEST REVISION:</b> April 11, 2025	<b>CHECK ONLY IF</b> APA [ ]

**I. AUTHORITY**

The Commissioner of Corrections adopts this policy pursuant to the authority contained in Title 34-A M.R.S.A. Section 1403.

**II. APPLICABILITY**

All Departmental Adult Facilities

**III. POLICY**

It is the policy of the Department to allow approved adult residents to use Department computers and/or access approved resources on the internet for facilitating and enhancing education and vocational and other training, reentry planning, facility work opportunities, remote work, and other authorized purposes.

**IV. DEFINITIONS**

1. Facility law enforcement officer - facility correctional investigative officer (detective) or facility Special Investigations and Intelligence Unit (SII) officer.

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- Attachment J: [Request for Reinstatement of Computer Use and/or Internet Access](#)
- Attachment K: [Appeal Related to Computer Use and/or Internet Access](#)

**VII. PROCEDURES**

**Procedure A: Computer Use and/or Internet Access, General**

1. This policy pertains to all adult resident use of computers and associated access to the internet, except for use of those computers dedicated exclusively to legal work and use of state-issued and personal computer tablets.
2. Adult resident use of computers in connection with remote work is governed by both this policy and Department Policy 25.7 (AF), Resident Remote Work.
3. A resident’s use of a Department computer and/or access to the internet is considered a privilege and not a right.
4. The Department’s Director of Education Technology, or designee, is responsible for the overall management of computer use and internet access by approved residents, which includes, but is not limited to:
  - a. overseeing installation and maintenance of computer hardware;
  - b. overseeing installation and maintenance of computer software;
  - c. overseeing installation and configuration of internet connection(s);
  - d. overseeing implementation of security controls (e.g., firewalls, filters, etc.);
  - e. securing and maintaining appropriate licenses;
  - f. overseeing updates to hardware, software, internet connections, and security controls, as necessary;
  - g. setting up network folders and authorizing access to appropriate internet sites;
  - h. blocking access to other internet sites;
  - i. ensuring that residents cannot use computers or the internet to access any confidential information or any Departmental sites or programs, including, but not limited to, the Department’s website, online document management system, resident and client records management system, etc.;

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- j. maintaining a list of authorized internet sites and notifying applicable staff of any changes to the list;
  - k. ensuring that resident user accounts, resident User IDs, and resident passwords are set-up;
  - l. managing resident user accounts to include expiration dates, size limitations, etc.;
  - m. ensuring appropriate staff monitor computer use and internet access by residents to improve service levels and prevent unauthorized computer use and/or internet access by residents;
  - n. ensuring that any security breaches related to resident computer use and/or internet access are reported and, if necessary, investigated;
  - o. ensuring that reports of investigations of security breaches are forwarded to appropriate staff;
  - p. overseeing audits of computer use and internet access by residents; and
  - q. providing any necessary technical assistance to staff who are responsible for supervising computer use and/or internet access by residents.
5. A resident shall not be provided direct or indirect access to staff login credentials (username and password), staff accounts, or system manuals intended for staff use only.
  6. A resident shall be allowed to use only a computer, peripheral equipment (e.g., mouse, external keyboard, external monitor, etc.), and/or external storage device that is owned by the Department. If approved to be issued a laptop and/or peripheral equipment, a resident shall be allowed to have only a laptop and/or peripheral equipment issued by education/technology staff.
  7. If approved to be issued an external storage device (e.g., USB/Flash drive, external hard drive, etc.), a resident shall be allowed to have only an external storage device that is issued by education/technology staff for an approved education, reentry planning, or remote work purpose.
  8. With the approval of the Department's Director of Education Technology, or designee, additional restrictions may be placed on the issuance of a laptop and/or external storage device (e.g., no issuance of a laptop for the completion of coursework until a resident has successfully completed at least one semester using a computer other than a laptop, resident must be taking at least two classes in order to be issued a laptop, etc.).
  9. A resident assigned to work on resident computers or systems (resident technology worker) shall be allowed to work only under the supervision, direct or indirect, of the Department's Director of Education Technology, or designee.
  10. A resident assigned to a facility job that requires access to a job-site computer, including a laptop, shall be allowed to work only under the supervision, direct or indirect, of the work supervisor.
  11. The Department's Director of Education Technology, or designee, shall be responsible to periodically audit a resident technology worker's work to ensure there have not been any security breaches or other issues.

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12. A resident technology worker shall not have access to:
  - a. any CJIS information; or
  - b. other confidential information, including resident confidential information.
13. If applicable, designated education/technology staff shall arrange to transfer any electronic documents created by the resident upon the resident's release from custody.
14. If any resident other than the resident to whom they are issued uses a resident's laptop, login credentials, email or other messaging system account names and passwords, or external storage device, it will be deemed that either the resident to whom they were issued used it or permitted the other resident to use it.
15. Nothing in this policy prevents a resident from receiving a disciplinary disposition of loss of computer privileges for a disciplinary violation related to computer use in accordance with Department Policy (AF) 20.1, Resident Discipline.

**Procedure B: Eligibility and Approval**

1. An adult resident enrolled in a Department approved educational program may be approved by the Department's Director of Education Technology, or designee, in consultation with appropriate facility staff as necessary, for:
  - a. computer use if computer use is necessary for accomplishing required course work;
  - b. internet access if internet access is necessary for participating in classes or accomplishing required course work, including access to applicable online resources, e.g., online writing labs, etc.;
  - c. a college email account if the college provides college email accounts to students for educational purposes and provided that the resident gives designated facility education/technology staff the login credentials (username and password) required to access the email account; and/or
  - d. other messaging account if the college provides such accounts to students for educational purposes and provided that the resident gives designated facility education/technology staff the login credentials (username and password) required to access the account.
2. If the computer use would involve participation by a resident in classes also being attended, whether in person or remotely, by individuals in the community, prior to making the decision on whether to approve the resident for computer access, the, Department's Director of Education Technology or designee, shall consult with the Department's Director of Victim Services, or designee.
3. A resident engaged in a Department approved reentry plan may be approved by the Department's Director of Education Technology, or designee, in consultation with appropriate facility staff as necessary, for computer use, internet access, and/or a Department email account if necessary for facilitating reentry planning.
4. A resident engaged in a facility job may be approved by the Department's Director of Education Technology, or designee, in consultation with appropriate facility staff as

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necessary, for computer use, internet access, and/or a Department email account if necessary to perform the functions of the job.

5. A resident engaged in a Department approved search for remote work may be approved for computer use, internet access, and/or a Department email account pursuant to Department Policy 25.7, Resident Remote Work if necessary for searching for the work.
6. A resident authorized to apply for Department approved remote work may be approved for computer use, internet access, and/or a Department email account pursuant to Department Policy 25.7, Resident Remote Work if necessary for applying for the work.
7. A resident performing Department approved remote work may be approved for computer use, internet access, and/or an employer email or other messaging account pursuant to Department Policy 25.7, Resident Remote Work if necessary for performing the work provided that the resident gives designated facility education/technology staff the login credentials (username and password) required to access an employer provided email or other messaging account.
8. A resident technology worker may be approved by the Department's Director of Education Technology, or designee, for computer use, internet access, and/or a Department email account if necessary to perform the functions of the job.
9. A resident may be approved by the Department's Director of Education Technology, or designee, for computer use, internet access, and/or a Department email account or other messaging account, in consultation with appropriate facility staff as necessary, for other approved purposes.
10. If a resident has a court-imposed condition (whether attached to administrative release, deferred disposition, probation, or supervised release for sex offenders) or there is a condition of parole or Supervised Community Confinement Program (SCCP) prohibiting access to the internet, prohibiting use of an electronic device, or including a similar prohibition, the following shall apply:
  - a. if the condition is currently in effect (e.g., the resident is on active probation while also serving a term of imprisonment), the resident shall not be issued a laptop, not even a loaner laptop, and not be allowed to use any other computer; or
  - b. if the condition is not currently in effect, but it will become effective at a later date, or the resident was, is, or will be serving a sentence during their current time in custody as a result of a revocation of administrative release, deferred disposition, probation, supervised release for sex offenders, or parole or a return from SCCP which had such a condition, the resident shall not be issued a laptop, not even a loaner laptop, and not be allowed to use any other computer, except that:
    - 1) the resident, if otherwise eligible, may be allowed to use a stationary computer in a designated computer lab area under the supervision, direct or indirect, of staff, and the resident's computer use may be monitored and audited more frequently than other residents; and
    - 2) if the resident is enrolled in college classes, they shall be allowed to take only six (6) credits per term, unless the Chief Administrative Officer, or designee, approves in writing the taking of additional credits. If this limitation causes an

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adverse financial or academic impact to the resident, the resident shall be solely responsible.

11. If a resident is approved for computer use and/or internet access, designated education/technology staff shall require the resident to sign the Adult Resident Computer Use and/or Internet Access Agreement (Attachment A) and any other applicable agreements (Attachments B through H to this policy or the applicable agreements attached to Department Policy 25.7, Resident Remote Work).
12. The original signed Resident Computer Use and/or Internet Access Agreement and any other applicable agreements shall be maintained by the Department's Director of Education Technology, or designee, and a copy provided to the resident.

**Procedure C: Mandatory Conditions**

1. Every adult resident who is approved for computer use and/or internet access shall abide by all of the standard mandatory conditions included in the Adult Resident Computer Use and/or Internet Access Agreement (Attachment A).
2. Additional mandatory conditions may be imposed on a resident at any time by the Department's Director of Education Technology, or designee, and if there are any such additional conditions, they shall be specified in the Adult Resident Computer Use and/or Internet Access Agreement.
3. A resident who is approved for an email account, whether a Department email account, college email account, or employer email account, shall also abide by all of the conditions included in the Adult Resident Email Agreement (Attachment B).
4. A resident who is approved to use a computer and/or to access the internet in connection with college coursework shall also abide by all of the conditions included in the Adult Resident College Internet Access Agreement (Attachment C).
5. A resident who is approved for video conferencing shall also abide by all of the conditions included in the Adult Resident Video Conferencing Agreement (Attachment D).
6. A resident who is approved to use a computer and/or to access the internet in connection with preparation for the HiSet exam shall also abide by all of the conditions included in the Adult Resident HiSet Preparation Access Agreement (Attachment E).
7. A resident who is approved to use a computer and/or to access the internet in connection with preparation for college shall also abide by all of the conditions included in the Adult Resident College Transitions Program Access Agreement (Attachment F).
8. A resident who is approved to use a computer and/or to access the internet in connection with reentry planning shall also abide by all of the conditions included in the Adult Resident Reentry Access Agreement (Attachment G).
9. A resident who is a technology worker shall also abide by all of the conditions included in the Adult Resident Technology Worker Agreement (Attachment H).

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## **Procedure D: Implementation of Resident Computer Use and/or Internet Access**

1. Once an adult resident is approved for computer use and/or internet access (and has signed the Resident Computer Use and/or Internet Access Agreement and any other applicable agreements), designated staff shall notify the Department's Director of Education Technology, or designee, who shall set up the resident's user account.
2. The Department's Director of Education Technology, or designee, shall assign the resident their login credentials (username and password) and maintain an up-to-date list of the credentials assigned to all residents.
3. If applicable, the Director of Education Technology, or designee, shall also create an email account or other messaging system account, including the name and password for the account, and maintain an up-to-date list of the accounts created for all residents.
4. If applicable, the Director of Education Technology, or designee, shall also obtain the name and password for any college or employer email or other messaging account created for a resident and maintain an up-to-date list of the accounts created for all residents by colleges and employers.
5. If applicable, education/technology staff shall issue a laptop to the resident and maintain an up-to-date list of issued laptops and the residents to whom they were issued. In the case of loaner laptops, education/technology staff shall maintain records showing which residents were issued the laptops, when they were issued, and when they were returned.
6. If applicable, education/technology staff shall issue an external storage device to the resident and maintain an up-to-date list of issued external storage devices and the residents to whom they were issued.

## **Procedure E: Supervision and Monitoring of Computer Use and/or Internet Access**

1. The Department's Director of Education Technology, or designee, shall manage computer use and/or internet access by adult residents by, as necessary, setting priorities on the use of the Department's computers and internet access.
2. Education/technology staff or other designated staff shall ensure that computers are kept secured from any access by residents when the computers are not authorized for resident use.
3. For a resident who has not been issued a USB drive/flash drive but is allowed the use of one in the classroom for approved education purposes, only designated education/technology staff may handle the USB drive/flash drive when it is not in use. The staff shall maintain a signed log, which shall include the resident's name and MDOC number, the purpose for the use, and the date and times during which the drive is used.
4. Designated facility law enforcement officer(s) and education/technology staff shall monitor computer use and/or internet access by residents to ensure appropriate use. Other security staff may monitor computer use and/or internet access by the resident to ensure appropriate use. As part of the monitoring, staff may inspect a computer, an external storage device, electronic files, downloaded or printed material, internet sites accessed, etc. at any time for any reason.

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5. If any staff becomes aware of or suspects that a resident has violated any condition of computer use and/or internet access set out in any agreement, the staff shall notify the facility Education Program Coordinator, facility Technology Steward, resident's Unit Manager, facility Chief Administrative Officer, and Department's Director of Education Technology, or their designees, of any violation, whether or not ongoing, as soon as practicable.
6. The staff shall take other appropriate action in response to any violation, including, but not limited to, ending the resident's computer use and/or internet access until there is a determination of whether a violation actually occurred, initiating disciplinary action, and/or reporting the violation to a facility law enforcement officer or other appropriate staff.
7. If any staff becomes aware of or suspects a security breach in connection with resident computer use and/or internet access (i.e., a resident has bypassed security controls, such as a firewall or filter, by creating a proxy or otherwise), the staff shall immediately report the incident to a facility law enforcement officer or, if a facility law enforcement officer is not available, to the Shift Commander, who shall notify a facility law enforcement officer as soon as practicable. The staff shall also notify the facility Technology Steward, facility Chief Administrative Officer, or designee, and the Department's Director of Education Technology, or designee.
8. If any staff becomes aware of or suspects criminal activity or violation of a condition of probation or supervised release for sex offenders, the staff shall secure and preserve the computer, peripheral equipment, and the external storage device, if applicable, in their current state, except that the computer shall be placed in airplane mode. The staff shall immediately notify a facility law enforcement officer or, if a facility law enforcement officer is not available, the Shift Commander, who shall notify a facility law enforcement officer as soon as practicable. The staff shall also notify the facility Technology Steward, facility Chief Administrative. The staff shall also notify the facility Technology Steward, facility Chief Administrative Officer, or designee, and the Department's Director of Education Technology, or designee.
9. The Department's Director of Education Technology, or designee, in consultation with the facility Chief Administrative Officer, or designee, a facility law enforcement officer, if applicable, and other Department staff, as appropriate, shall determine the appropriate course of action when any violation is reported.
10. An investigation by a designated facility law enforcement officer shall be conducted whenever there is suspicion of any:
  - a. security breach;
  - b. criminal activity;
  - c. violation of a condition of probation or supervised release for sex offenders;
  - d. contact or an attempt to contact a victim (even if the resident has received a waiver to contact the victim through other means); or
  - e. search or attempt to search for information about a victim, regardless of whether they are a victim of the resident's crime or a crime of another person.

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An investigation may be conducted on suspicion of any other violation, as determined necessary by the Department's Director of Education Technology, or designee, in consultation with the facility Chief Administrative Officer, or designee.

11. If it is determined that an investigation is necessary, the investigating facility law enforcement officer may request the assistance of other Department staff or of the Maine State Police or other outside law enforcement agency to perform a forensic evaluation of any computer or peripheral equipment.
12. If it is determined that an investigation is necessary, the investigating facility law enforcement officer shall complete a report on the findings of the investigation and forward the report to the Associate Commissioner of Adult Services, the facility Chief Administrative Officer, the Department's Director of Education Technology, and the Department's Director of Operations, or their designees, who shall determine any further action to be taken.

**Procedure F: Audits of Computers Used by Residents**

1. Each adult facility Chief Administrative Officer, in collaboration with the Department's Director of Education Technology, or designee, shall designate the facility Technology Steward and other appropriate facility staff to be responsible for overseeing the management of computer use and/or internet access by residents at the facility.
2. All computers used by residents shall be audited by designated facility staff at least quarterly. Auditing staff may request assistance from the Department's Director of Education Technology, or designee.
3. Staff conducting an audit shall document the audit and forward the results to the Department's Director of Education Technology, or designee, at the conclusion of the audit.
4. The Department's Director of Education Technology, or designee, shall compile a Department-wide report and forward the report to all facility Chief Administrative Officers and the Commissioner, or designee.

**Procedure G: Restriction or Suspension of Computer Use and/or Internet Access**

1. The Department's Director of Education Technology, or designee, shall restrict or suspend an adult resident's computer use and/or internet access as set out below. The Director of Education Technology, or designee, may consult with the facility Chief Administrative Officer, or designee, resident's Unit Team, and other Department staff, as appropriate, in deciding which of the below actions is appropriate (restriction or suspension, and, if the former, what the restriction consists of).
2. If a resident's computer use and/or internet access is restricted, it may result in any of the following:
  - a. withdrawal of authorization to use a laptop (but continued authorization to use a computer other than a laptop);
  - b. authorization to use a computer (laptop and/or another computer) under staff supervision only; and/or

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- c. withdrawal of authorization to access the internet (but authorization to use a computer for other purposes).
3. If a resident's computer use and/or internet access is suspended, it shall result in withdrawal of authorization to use a computer and/or access the internet for any purpose and under all circumstances.
4. Except when a written warning is allowed, a resident's computer use and/or internet access shall be restricted or suspended for the time periods set out below if it is determined that the resident has committed any violation not listed below as a Tier I violation or as a violation warranting termination as set out in Procedure H. Such violations are Tier II violations.
5. A Tier II violation shall result in a written warning for the first instance, a one (1) month restriction or suspension for the second instance, a three (3) month restriction or suspension for the third instance, and a one (1) year restriction or suspension for the fourth instance. A fifth or subsequent violation shall result in a termination of computer use and/or internet access.
6. A resident's computer use and/or internet access shall be restricted or suspended if it is determined that the resident committed any of the following Tier I violations:
  - a. shared email credentials with any other person (except for DOC staff);
  - b. used or created an unauthorized email account;
  - c. allowed another resident to use a laptop issued to them or to use login credentials assigned to them;
  - d. used a laptop issued to another resident or login credentials assigned to another resident;
  - e. conducted business activities (except as allowed for remote work) or financial transactions;
  - f. accessed pornography or other inappropriate images/videos (e.g., photo focusing on an intimate body part, children in skimpy outfits, etc.); or
  - g. used or created a VPN (virtual private network) (unless use of the VPN is specifically authorized by education/technology staff).
7. A Tier I violation shall result in a one (1) month restriction or suspension for the first instance, a three (3) month restriction or suspension for the second instance, and a one (1) year restriction or suspension for the third instance. A fourth or subsequent violation shall result in a termination of computer use and/or internet access.
8. If it is determined that a resident has committed both a Tier I and a Tier II violation, the action taken shall be based on the Tier I violation.
9. If it is determined that a resident has engaged in multiple instances of violations before being discovered, the restriction or suspension may be based on the number of violations committed even though the resident did not receive any prior restrictions or suspensions (e.g., a resident who accesses pornography on three different occasions

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but whose violations are not discovered until the third instance may receive a one year suspension or restriction).

10. The facility Chief Administrative Officer, or designee, may restrict or suspend a resident's computer use and/or internet access at any time for any reason at their complete discretion.
11. The Commissioner, or designee, may restrict or suspend a resident's computer use and/or internet access at any time for any reason at their complete discretion.
12. The Department's Director of Education Technology, or designee, shall inform the resident of any restriction or suspension of their computer use and/or internet access privileges under this policy using the Notification of Restriction, Suspension, or Termination of Computer Use and/or Internet Access (Attachment I).
13. The notification shall be marked as "legal mail" and processed as such at the facility where the resident is housed. The Director of Education Technology, or designee, shall also send a copy of the notification to the UM, or designee.
14. If computer use and/or internet access has been restricted, the Department's Director of Education Technology, or designee, shall take the appropriate actions to implement the restriction for the duration of the restriction.
15. If computer use and/or internet access has been suspended, the Department's Director of Education Technology, or designee, shall disable the resident's user account for the duration of the suspension.
16. If applicable, designated staff shall retrieve any laptop, peripheral equipment, and/or external storage device issued to the resident.
17. After the time period of the restriction or suspension is over, the resident shall have their computer use and/or internet access privileges reinstated to the same extent they existed before the restriction or suspension, unless there is another reason not to reinstate them (e.g., the resident's computer use was for college and they are not currently enrolled in a college program, the resident is on disciplinary segregation status, etc.).

**Procedure H: Termination of Computer Use and/or Internet Access**

1. The Department's Director of Education Technology, or designee, shall terminate an adult resident's computer use and/or internet access as set out below.
2. A resident's computer use and/or internet access shall be terminated if the resident is placed in a housing unit, on a status, or at a privilege level where the resident will not be immediately allowed computer use and/or internet access.
3. The computer use and/or internet access of a resident approved for computer use and/or internet access for the purpose of participating in an educational program shall be terminated if the resident is no longer enrolled in the program and will not be enrolled in the program in the immediate upcoming fall, winter, or spring term, as applicable, unless there is another purpose for which they have already been approved.

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4. The computer use and/or internet access of a resident approved for computer use and/or internet access for any other purpose shall be terminated if the purpose is no longer applicable to the resident, unless there is another purpose for which they have already been approved.
5. The computer use and/or internet access of a resident approved for computer use and/or internet access shall be terminated for multiple violations as set out in Procedure G.
6. Unless the investigating facility law enforcement officer determines that termination of computer use and/or internet access would jeopardize an investigation or prosecution, the computer use and/or internet access of a resident, regardless of the purpose it is approved for, shall be terminated if the resident is under investigation for or being prosecuted for using or allowing another resident to use a computer and/or access to the internet for:
  - a. committing a security breach;
  - b. criminal activity;
  - c. violation of a condition of probation or supervised release for sex offenders;
  - d. contacting or attempting to contact a victim (even if they have received a waiver to contact the victim through other means); or
  - e. searching or attempting to search for information about a victim, regardless of whether they are a victim of the resident's crime or a crime of another person.

The same is true if a resident is under investigation or is being prosecuted for intentional damaging or attempting to intentionally damage a computer, peripheral equipment, or external storage device.

7. If termination did not occur due to jeopardy to an investigation or prosecution, it shall occur as soon as the jeopardy is over.
8. The facility Chief Administrative Officer, or designee, may terminate a resident's computer use and/or internet access at any time for any reason at their complete discretion.
9. The Commissioner, or designee, may terminate a resident's computer use and/or internet access at any time for any reason at their complete discretion.
10. The Department's Director of Education Technology, or designee, shall inform the resident of any termination of their computer use and/or internet access privileges under this policy using the Notification of Restriction, Suspension, or Termination of Computer Use and/or Internet Access (Attachment I).
11. The notification shall be marked as "legal mail" and processed as such at the facility where the resident is housed. The Director of Education Technology, or designee, shall also send a copy of the notification to the UM, or designee.
12. If computer use and/or internet access has been terminated, the Department's Director of Education Technology, or designee, shall disable the resident's user account.

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13. If applicable, designated staff shall retrieve any laptop, peripheral equipment, and/or external storage device issued to the resident.
14. After one (1) year from the date of termination (but no sooner), the resident may apply to their Unit Team to have their computer use and/or internet access privileges reinstated by using the Request for Reinstatement of Computer Use and/or Internet Access (Attachment J).
15. The Department's Director of Education Technology, or designee, shall, after consideration of the Unit Team's recommendation and consultation with the facility Chief Administrative Officer, or designee, and other Department staff, if appropriate, make the decision whether to reinstate the privileges and, if so, what privileges have been reinstated and under what conditions.
16. The Department's Director of Education Technology, or designee, shall inform the resident of the decision on the request form.
17. The response shall be marked as "legal mail" and processed as such at the facility where the resident is housed. The Director of Education Technology, or designee, shall also send a copy of the response to the UM, or designee.
18. If a resident receives a second or subsequent termination, they may not apply for reinstatement until at least five (5) years have passed from the date of the latest termination.

**Procedure I: Appeal Related to Computer Use and/or Internet Access**

1. For decisions made by the Department's Director of Education Technology, or designee, to restrict, suspend, or terminate computer use and/or internet access or to deny a request to reinstate computer use and/or internet access, a resident may appeal by forwarding the Appeal Related to Computer Use and/or Internet Access (Attachment K) via the U.S. Postal Service to the Department's Director of Education Technology, or designee.
2. In order to be reviewed, the appeal must be postmarked within fifteen (15) days of when the resident received the decision.
3. An appeal shall not delay the implementation of the decision.
4. Upon review of the appeal, the Director of Education Technology, or designee, may:
  - a. affirm the decision;
  - b. reverse the decision; or
  - c. modify the decision.
5. If an appeal is timely, the Director of Education Technology, or designee, shall make a decision on the appeal and send a written response to the resident within fifteen (15) days after receiving the appeal. The response to the appeal (or notation that the appeal was not timely) shall be marked as "legal mail" and processed as such at the facility where the resident is housed. The Director of Education Technology, or designee, shall also send a copy of the response to the UM, or designee.

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6. The Director of Education Technology, or designee, is the final authority for these appeals (i.e., there is no further administrative level of appeal).
7. A copy of the appeal and the decision on the appeal shall be placed in the resident's Administrative Record and the Case Management Record.

**VIII. PROFESSIONAL STANDARDS**

**ACA**

**5-ACI-1F-05** Written policy, procedure, and practice govern inmate access and use of information technology computing devices. The policy is reviewed annually by the Chief Information Officer or equivalent, updated as necessary, and is communicated to all staff and offenders.

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