



**DEPARTMENT OF INFORMATION  
TECHNOLOGY  
COMPUTER USE POLICY**



**April 6, 2011  
Version 6**

## REVISION LOG

<b>Date</b>	<b>Revision/Created by</b>	<b>Description</b>
12.20.2004	PIB	Added the document date and document version number to the signature page and removed interim in front of CIO
7.20.2007	ASAP	Modified the Effective Date format and Accountability.
5.22.2008	HR	Change word "Agreement" to "Policy" and removed "Bureau Chief".
09.29.2008	Priscilla Ziegler	Updated for DoIT
08.09.2010	HR	Modified Signature Page, removing Approved by CIO notation and added supervisor sign off.
04/04/2011	Sally Gallerani	Added information about Bcc to section 4.2 . Approved by CIO 4/6/11.

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# 1 PURPOSE

The purpose of this document is to establish a common and uniform policy for all State of New Hampshire Department of Information Technology (DoIT) authorized users and using entities regarding use of State computers, systems, and networks. For the purpose of this document, the term “agency” refers to any functioning entity of the government of the State of New Hampshire and its allied functions.

## 1.1 Authorized User

This Computer Use Policy covers the following DoIT Authorized Users:

- Full or part-time employees of the State of New Hampshire
- Volunteers and interns who are authorized to use State of New Hampshire resources.
- State of New Hampshire contractors or individuals who are associated with the State who are authorized to use State of New Hampshire resources.

## 1.2 Computer Use Policy Information

**PLEASE READ THIS POLICY CAREFULLY. IT CONTAINS IMPORTANT INFORMATION ABOUT THE DUTIES YOU MUST UNDERTAKE AND THE RULES YOU MUST ADHERE TO ONCE YOU ARE GRANTED ACCESS TO USE THE STATE OF NEW HAMPSHIRE NETWORK AND COMPUTER EQUIPMENT.**

## 1.3 Computer Use Policy

This document includes information on the following:

- **COMPUTER USE**
- **E-MAIL USE**
- **INTERNET/INTRANET USE**
- **CONFIDENTIAL AND NON-DISCLOSURE INFORMATION USE**

# 2 ACKNOWLEDGEMENT

**YOUR SIGNATURE AND INITIALS ARE REQUIRED AT THE END OF THIS DOCUMENT TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS POLICY.**

# 3 COMPUTER USE

The network and computer equipment are State of New Hampshire property and are to be used for State business purposes only.

## 3.1 Computer Use Description

In consideration for the privilege of accessing and using the computer facilities, network, licensed or development software maintained or operated by any of the State entities, systems, equipment, documentation, information, reports, or data of any kind (hereinafter “Information”), the Authorized User understands and agrees to the following rules:

1. Numerous security and privacy regulations, both state and federal apply to client and business information contained in all State of New Hampshire’s information systems. Every Authorized User has responsibility to ensure the protection of Information from unauthorized access, misuse, theft, damage, destruction, modification or disclosure.

2. Any person or any use not specifically known by the Authorized User as being authorized to access or use Information shall be promptly reported to the appropriate Supervisor.
3. Information shall be used solely for the purpose of conducting official State business and all other use or access is strictly forbidden, including, but not limited to, personal or other private and non-state use.
4. At no time shall an Authorized User knowingly access or attempt to access any Information without having the express authority to do so.
5. At no time shall an Authorized User access or attempt to access any Information in a manner inconsistent with approved policies, procedures and/or agreements relating to system entry/access.
6. All Information developed while on the job utilizing State facilities or resources shall be the exclusive property of the State of New Hampshire.
7. All software licensed, developed or being evaluated by the State shall not be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented or sold, and at all times the Authorized User shall use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the State.
8. Only equipment or software owned, licensed or being evaluated by the State shall be used by an Authorized User. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
9. At no time shall the Authorized User's share or permit use of computer password(s) or premises access card or codes by any other person.
10. At no time shall an Authorized User leave a workstation without first ensuring that the workstation is properly secured from unauthorized access.
11. Authorized User shall report any and all violations of this policy to the appropriate supervisor promptly upon learning of such violation.

If an Authorized User's use of the network or computer system appears to be inappropriate or excessive, the appropriate technical support personnel will notify the appropriate immediate supervisor.

#### **4 E-MAIL USE**

E-Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. E-Mail is defined as "internal E-Mail systems" or "state-funded E-Mail systems".)

##### **4.1 E-Mail Use Description**

The State provides E-Mail service to support open communications and to exchange information. E-Mail is not encrypted and is not secure. Correspondence via the State of New Hampshire's E-Mail has no guarantee of personal privacy.

##### **4.2 E-Mail may be used for:**

- The equivalent of letters sent on official letterhead. However, the guiding principles should be relevance, brevity, and clarity and all E-mails shall be written in a professional and courteous tone.
  - If an Authorized User cannot immediately respond satisfactorily, the Authorized User should send an acknowledgement.

- Authorized Users must have approval from DoIT Division Directors before sending out a global or broadcasting mailings (e.g., All DoIT Employees, All DOT Employees, Everyone SOPS\_Brown)
- Authorized Users must have approval DoIT Division Directors before sending out e-mail about employee morale activities (i.e. employee incentive awards, employee longevity award presentations, etc.)
- Authorized Users shall send out broadcast messages using “Bcc” (Blind Carbon Copy) rather than “To” or “Cc” to prevent accidental “reply all” messages from being sent out. Indicate at the top of the e-mail who the intended recipients are i.e. DES Water Division, DoIT Team, DHHS - Everyone-Brown.

**NOTE:**

This policy shall not prevent E-Mail communications from members of the State Employees Association made pursuant to Article 3.3.1 of the Collective Bargaining Agreement. Article 3.3.1 permits use of the State’s E-Mail systems for “internal Association business, provided that said mailings are clearly identified as the property of the Association.” The e-mail subject line must state “SEA Business.”

**4.3 E-Mail shall not be used for:**

The Authorized User understands and agrees that e-mail shall not contain or be used for:

1. Any unlawful purpose.
2. Material that may be viewed as insulting, demeaning, harassing or threatening (including sexual harassment).
3. Distribution of pornographic or obscene materials.
4. Profane or abusive language.
5. Distribution of non-business materials including but not limited to jokes, chain letters, cartoons, sound files, amusement or entertainment purposes or executables not specifically business related.
6. Creating or transmitting statements, messages, language, images, that might constitute intimidating, hostile or offensive material likely to be disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or political beliefs.
7. Personal business or commercial purposes.
8. Invasion of the privacy of others.
9. Any use that compromises the integrity of the systems, network, other network users, or any interruption or disruption of services or equipment.
10. Any use that reflects poorly on a State entity or the State of New Hampshire.
11. Any lobbying contact or effort in support of such contacts, or causing others to make contact with members of the legislature or legislative committees including but not limited to: preparation and planning activities; research, and other background work that is intended at the time performed, to influence the approval, modification or rejection of any legislation by the legislature of the State of New Hampshire or any committee thereof without the explicit consent of the Chief Information Officer (CIO) or their designee.
12. Misrepresentation of the Authorized User’s identity, including using another’s Authorized User ID and password.

Technical support personnel shall not review the content of an Authorized User’s communications out of personal curiosity or at the behest of another without the required

authorization. Authorized Users shall not intercept, disclose or assist in intercepting or disclosing any electronic communications, accept as authorized by this policy.

Authorized Users shall move important information from E-Mail message files to shared folders and drives to ensure proper backup. Messages no longer needed shall be purged periodically from personal storage areas. Technical support personnel shall monitor storage usage and advise when limits are approaching storage limits or have been reached and purging is required.

If an employee's use of the E-Mail system appears to be inappropriate or excessive, the appropriate technical support personnel will notify the employee's immediate supervisor.

## **5 INTERNET/INTRANET USE**

The Internet/Intranet is to be used for access to and distribution of Information in direct support of the business of the State of New Hampshire

### **5.1 Internet/Intranet Use Description**

Authorized Users are given State provided access to Internet and Intranet resources to assist them in the performance of their jobs.

Internet/Intranet Authorized Users are responsible for all material accessed under their user ID.

### **5.2 Internet/Intranet may be used for:**

Software for browsing is provided to Authorized Users for state related business use only.

- Communications with other State and Federal agencies and the general public.
- Communication of Information related to professional development or to maintain currency on topics of agency interest.
- Announcement of new laws, rules or regulations.
- Encouraging collaborative projects and sharing of resources.
- Fostering innovation and competitiveness within New Hampshire.

### **5.3 Internet/Intranet shall not be used for:**

The Authorized User understands and agrees that the Internet/Intranet shall not be used for:

1. Chat rooms, interactive games, and personal message boards.
2. Downloading graphics, sound files, video clips or other files for personal use.
3. Access to or the distribution of pornographic or obscene materials.
4. Any thing that interrupts or disrupts other network Authorized Users, services, or equipment.
5. Violations of the privacy of other Authorized Users or their data.
6. Intentional copying of any software, program(s), or data without a prior, good faith determination that such copying is permissible. (Efforts to obtain permission shall be documented.)
7. Intentional misrepresentation of yourself electronically as another, unless specifically authorized to do so by that Authorized User.
8. Intentionally developing programs designed to harass users or to infiltrate a computer or computing system and/or damage or alter the software components of same.
9. Fund raising or public relations activities not specifically related to State business.

10. Any purpose not directly related to the mission or intent of the agency.

If an employee's use of the Internet/Intranet appears to be inappropriate or excessive, the appropriate technical support personnel will notify the employee's immediate supervisor.

## 6 CONFIDENTIAL AND NON DISCLOSURE USE

State of New Hampshire's Information shall be classified as "Confidential" unless otherwise specified and shall be protected from unauthorized disclosure.

Under no circumstances shall an Authorized User disclose to the public, or to any other individual, any confidential information pertaining to the offices or departments serviced by DoIT.

## 7 ACCOUNTABILITY

All Authorized Users of the State of New Hampshire, DoIT shall adhere to this Computer Use Policy.

The State of New Hampshire and its agencies reserve the right to monitor, to check system performance to ensure computers, systems, and networks are used properly and to restrict activity on the network as appropriate. Individual Authorized Users may not have a personal expectation of privacy for any information they create or receive utilizing State of New Hampshire's IT resources.

The Authorized User shall be cognizant of the fact that the same laws, regulations, and requirements regarding protection, withholding, and disclosure requirements of the *Freedom of Information, Privacy and Federal Records Acts* cover federal government electronic records, including E-Mail.

In the event there is a question regarding this Agreement, each Authorized User shall check with supervisors or designated management individual to determine whether particular information is classified as confidential.

Each Supervisor or designated management individual is to provide Authorized Users with instruction on maintaining the security of records and the proper release of information in records.

Violations of this Agreement may result in the loss of computer privileges, the institution of appropriate disciplinary proceedings, which may include a reprimand, suspension, termination from employment, a civil claim for damages or a criminal prosecution under the relevant state and federal laws including New Hampshire RSA 638.17, et seq., <http://www.gencourt.state.nh.us/rsa/html/lxii/638/638-17.htm> relating to the prosecution of computer crime.

It is the responsibility of each DoIT Division and Bureau to enforce all policies contained in this Computer Use Agreement. Employees who do not comply with this policy shall be subject to disciplinary action as outlined in the Administrative Rules of the Division of Personnel.

**8 SIGNATURE**

I hereby acknowledge I have received, reviewed, and completely understand all the information in this Computer Use Agreement document as it relates to the following and all elements described under Section 7, *Accountability*:

- **COMPUTER USE**
- **E-MAIL USE**
- **INTERNET/INTRANET USE**
- **CONFIDENTIAL AND NON-DISCLOSURE INFORMATION USE**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Print Name Here (Authorized User)**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Print Name Here (Supervisor)**

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