



ADMINISTRATIVE POLICIES
AND PROCEDURES
State of Tennessee
Department of Correction

Index #: 109.05

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Subject: ACCEPTABLE USE OF NETWORK RESOURCES

- I. AUTHORITY: TCA 4-3-603, TCA 4-3-606, TCA 10-7-503.
- II. PURPOSE: To establish general guidelines and conditions governing the acceptable usage of state-provided Internet, electronic mail (E-mail) services, and network resources.
- III. APPLICATION: To all Tennessee Department of Correction (TDOC) employees and any contract employees/vendors who use or lease state-owned equipment.
- IV. DEFINITIONS:
 - A. Cisco Jabber: A collaborative software used to provide management of a user's Internet Protocol Telephony (IPT) telephone and Instant Messaging (IM).
 - B. E-mail: The electronic transfer of information (typically in the form of electronic messages, memoranda, and attached documents) from a sending party to one or more receiving parties via an intermediate telecommunications system. Also, a means of sending messages between computers using a network or a modem connected to a telephone line.
 - C. Instant Messaging: A program offering real time text transmission (online chatting) over the Internet or Wide Area Network (WAN).
 - D. Network Resources: Either the infrastructure comprising networked communication or services consisting of programs such as TOMIS, Volunteers, ViconNet, Edison, E-mail, or Internet.
 - E. Peer-to-Peer: Sharing of network resources (such as processing power, or disk storage) from one computer to another computer without utilizing a server. Peers can both use and supply resources, as opposed to traditional client-server models (such as F: drives) where servers supply, and clients consume.
- V. POLICY: State employees, vendors/business partners/sub recipients, local governments, and other governmental agencies may be authorized to access state network resources to perform business functions with or on behalf of the State. Users must be acting within the scope of their employment or contractual relationship with the State and must agree to abide by the terms of this agreement as evidenced by his/her signature.
- VI. PROCEDURES:
 - A. Internet access will be granted on a limited basis to those institutional employees determined by the Warden to require such access for the completion of their job duties; however, all employees stationed in each facility's administration building will be granted internet access. Due to the business processes of Central Office and Field Services that require interaction with private and public sector entities, internet access will be granted to all its employees by the Commissioner. Under no circumstances shall Internet or E-mail access be granted to inmates. Staff shall not access Internet sites or send E-mail on behalf of an inmate.

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- B. Internet and E-mail use during non-work periods may be authorized by those at the Warden/Director level or above, provided that such usage does not interfere with departmental functions. Such incidental personal use of state network resources is not encouraged and employees should be aware that all usage may be monitored and that there is no right to privacy. Various transactions resulting from network usage are the property of the State.
- C. Unacceptable and prohibited usage of the network services shall include, but not be limited to, the following:
1. Using network resources in support of unlawful activities as defined by federal, state, and local law
 2. Disrupting network users, services, or equipment, e.g., unsolicited advertising, propagation of computer worms and viruses, and sustaining a high volume and quantity of network traffic (i.e., "junk" mail) which substantially hinders others in their use of the network
 3. Sending or soliciting transmission, by message or image, of information which contains material which is violent, threatening, harassing, offensive, sexually explicit, defamatory, abusive, obscene, pornographic, profane, sexually-oriented, racially-oriented, or otherwise biased, discriminatory, or illegal
 4. Conducting any personal, for-profit activities, e.g, consulting for pay, sale of goods, non-business related correspondence or services
 5. Using the internet to access E-mail services not provided by the State
 6. Distributing illegal copies of copyrighted software or other mediums, storing such copies on state systems, or transmitting them over state networks, or installing unauthorized software, including screen savers
 7. Violating the privacy of individual users by reading their E-mail communications unless specifically authorized to do so by the Commissioner
 8. Distributing state data and information without proper authorization, or sending/sharing with unauthorized persons any information that is confidential by law, rule, or regulation
 9. Use of fee-for-services providers on the Internet, unless the necessary approvals and funding have been obtained in advance
 10. Using network resources to play or download games, music, or videos that are not in support of business functions
 11. Leaving workstation unattended without engaging password protection for the keyboard or workstation
 12. Utilizing unauthorized peer-to-peer networking or peer-to-peer file sharing
 13. Using Instant Messaging, except for authorized use of Cisco Jabber.

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14. Using the Internet for broadcast audio or video for non-business use

- D. Enforcement: The Department may, at any time, monitor individual usage of equipment owned or leased by the State. Therefore, users have no expectation of privacy. If the Department receives information indicating a potential violation of this policy, it may, upon approval of the Commissioner, monitor and record data passing over the network or any equipment owned or leased by the State without notice. Any employee who becomes aware of a potential violation of this policy shall notify their supervisor. Disciplinary action, up to and including termination, may be taken for violation of this policy.

- E. Written Agreement: Due to network activity being the property of the State and not private, all users are required to acknowledge acceptance of and intention to comply with this “State Network Resources Acceptable Use Policy” by signing a “Use Agreement” statement when hired or when given access to these services subsequent to the date of this policy. Current employees who already have access to these services will also be asked by their supervisor to sign this agreement. These agreements will be maintained in all employees’ personnel files at their respective work sites. State employees and contractors not signing this agreement will be denied access to network resources.

- G. E-mail created in the normal course of official business and retained as evidence of official policies, actions, decisions, or transactions are public records. These records transmitted using E-mail need to be identified, managed, protected, and retained while they are needed to meet historical, administrative, fiscal, or legal requirements. Records needed to support program functions must be retained, managed, and accessible in record-keeping or filing systems in accordance with established records disposition authorizations.

VII. ACA STANDARDS: None.

VIII. EXPIRATION DATE: May 15, 2017.



TENNESSEE DEPARTMENT OF CORRECTION
Information Technology Resources and Services Use Agreement

Access to information technology resources and services has been granted to me, as a privilege, for performing job duties and responsibilities for my agency. I have read and agree to abide by the TDOC/OIR policies and procedures which govern my use of these services:

The State of Tennessee actively monitors network services and resources; user should have no expectation of privacy.

By signing this agreement, I certify that I understand and accept responsibility for adhering to the policies and procedures listed in Policy #109.05. I also acknowledge my understanding that any infraction on my part may result in disciplinary action including, but not limited to, termination of my access privileges.

Employee or Contractor Name (Print) _____

Employee or Contractor Signature _____

Date: _____