Chapter: **DIRECTLY-OPERATED PROGRAM MANAGEMENT**
Title: **ACCEPTABLE INTERNET USE**
Also see MCCMH MCO Policy 10–031, "EXPECTATION OF PRIVACY, MONITORING, PROHIBITED CONTENT AND USE OF ELECTRONIC AND TELEPHONIC COMMUNICATIONS," and MCCMH Executive Directive 8 / 2003, "PROHIBITION OF INSTANT MESSAGING AND THIRD PARTY E-MAIL ACCOUNT USAGE"

Prior Approval Date: N/A
Current Approval Date: 4/21/04

Approved by: _____
　　　　　　　　Executive Director　　　　　　　　Date

I.　Abstract

This policy establishes the standards for acceptable use of the Internet by Macomb County Community Health (MCCMH) employees, volunteers, and contractors (staff) while using MCCMH owned or leased equipment, facilities, Internet addresses, or domain names registered to the MCCMH.

II.　Application

A.　This policy applies to Internet access by the following MCCMH Internet users.

　　1.　Full or part-time employees of MCCMH;

　　2.　Volunteers who are authorized to use MCCMH resources to access the Internet; and

　　3.　MCCMH contractors who are authorized to use County-owned/leased equipment or facilities.

B.　This policy applies to Internet access only. It does not cover the requirements, standards, and procedures for the development and implementation of MCCMH information sites on the Internet.

C.　This policy applies to Internet access when using County equipment and facilities, and performed using Internet Protocol addresses and domain names registered to MCCMH.

III.　Policy

A.　It is the policy of MCCMH that all staff shall be provided access to the Internet to enhance job performance through job knowledge, access to clinical, technical and other information on topics which have relevance to MCCMH; and through communication with their peers in other agencies, academia, and industry; and

B.   It is the policy of MCCMH that staff of MCCMH be encouraged to develop the skills necessary to effectively utilize the Internet electronic search and retrieval tools in the performance of their duties.

IV.   Definitions

A.   See definitions in MCCMH MCO Policy 10-031, "Expectation of Privacy, Monitoring, Prohibited Content and Use of Electronic and Telephonic Communications."

B.   For the purposes of this policy, "staff" includes those individuals delineated in II. A. above.

V.   Standards / Procedures

A.   MCCMH promotes Internet use that enables staff to perform MCCMH functions and encourages its staff to develop Internet skills and knowledge. Staff members will be permitted, within the limits set forth below, to use the Internet on personal time to build network search and retrieval skills. Users should be aware that when access is accomplished using Internet addresses and domain names registered to MCCMH, they may be perceived by others to represent MCCMH. Users are advised not to use the Internet for any purpose which would reflect negatively on MCCMH or its staff, or to take positions that appear to speak on behalf of the organization unless permitted to do so by the MCCMH Executive Director, or designee. (See MCCMH Executive Directive 1/2004 Authority to Speak on Behalf of MCCMH).

B.   Transmission of any material in violation of any U.S. or Michigan laws or regulations is prohibited, and may result in disciplinary action up to and including termination of employment or contract.

C.   MCCMH computer systems are for County use and not for personal use; however, within the parameters below, MCCMH users are permitted to engage in the following activities:

1.   During working hours, access job-related information, as needed, to meet the requirements and task-related activities of their jobs;

2.   During working hours, participate in news groups and E-mail discussion groups (list servers), provided these sessions have a direct relationship to the user's job with MCCMH. If personal opinions are expressed, a disclaimer should be included stating that this is not an official position of MCCMH;

3.   During personal time, retrieve non-job-related text and graphics information to develop or enhance Internet-related skills. It is expected that these skills will be used to improve the accomplishment of job-related work assignments. Permission for the use of both types of resources is intended to enhance staff knowledge and skills in information retrieval, benefits which translate to the ability to perform work-related activities. Encouraging staff to explore the Internet is also intended to build the pool of Internet-literate staff who can then guide and encourage other staff members in its use.

D. The following uses of the Internet, either during working hours or personal time, using MCCMH equipment or facilities, are not allowed:

1. Accessing materials or websites, retrieving, or printing text and graphics information which exceed the bounds of generally accepted standards of good taste and ethics;

2. Engaging in any unlawful activities or any other activities which would in any way bring discredit to MCCMH;

3. Engaging in personal commercial activities on the Internet, including offering services or merchandise for sale;

4. Engaging in any activity which would compromise the security of any County host computer. Confidential information shall be maintained and transmitted in a secure manner. All staff shall use only those facilities for which they have authorization. Disclosing or sharing of access codes, account numbers, host log-in passwords, or other authorizations which have been assigned is not permitted. As network users, all individuals shall not use the identity of others and are presumed to be responsible for any activity carried out under their accounts;

5. Initiating nonwork-related Internet sessions using MCCMH information resources from remote locations; i.e., staff shall not connect to MCCMH resources from home or other non-MCCMH locations for the purpose of participating in non-job-related Internet activities;

6. Engaging in any non-MCCMH activities, such as fund raising activity, endorsing any product or service, participating in any lobbying activity, or engaging in any active political activity;

7. Using or developing programs to infiltrate computers or computer systems and/or damaging or altering the software components of computers or computer systems; and

8. Installing software downloaded from the Internet on computer equipment owned or leased by MCCMH. All software installed on MCCMH computers shall be approved by the Policy Management Division's IT unit.

E. Use of the Internet shall in no way adversely affect the operations of MCCMH. This includes, but is not limited to, the types of information accessed, the resources expended doing research on the Internet (including work-time), and the resources expended downloading or printing large files.

F. Use of computer equipment and Internet access to accomplish job responsibilities shall always have priority over personal use. In order to avoid capacity problems and to reduce the susceptibility of MCCMH information technology resources to computer viruses, Internet users will comply with the following guidelines:

1. Personal files obtained via the Internet shall not be stored on individual PC hard drives or on local area network (LAN) file servers;

2. Information obtained from the Internet shall not be used to supplant or replace clinical and best practice guidelines and protocols identified by MCCMH through Administrative or MCO policy; and

3. All individuals shall properly identify themselves in any electronic correspondence, and provide valid and accurate traceable identification.

G. Supervisors are responsible for:

1. Assuring that all staff within these programs have received a copy of this policy and are cognizant of its provisions;

2. Notifying the Policy Management Division's Information Technology unit when new staff are hired/contracted so that computer resources/internet can be installed.

3. Stressing with staff the restrictions against personal use of MCCMH Internet access resources from <u>other than</u> MCCMH facilities; and

4. When questions arise concerning a staff person's use of the Internet, the supervisor shall review whether appropriate usage is being followed and, if there are concerns, notify the MCCMH Deputy Director who shall determine whether investigation needs to be conducted by the IT unit of the Policy Management Division. Investigation shall include determining the acceptability of Internet sites visited and the identification of personal time versus official work hours.

H. Users are responsible for:

1. Following existing security policies and procedures in their use of Internet services and refraining from any practices which might jeopardize MCCMH's computer systems and data files, including but not limited to virus attacks, when downloading files from the Internet;

2. Learning about Internet etiquette, customs, and courtesies, including those procedures and guidelines to be followed when using remote computer services and transferring files from other computers;

3. Familiarizing themselves with any special requirements for accessing, protecting, and utilizing data, including Privacy Act materials, copyrighted materials, and procurement sensitive data. Staff are required to respect all software licensing agreements and MCCMH resolutions with respect to PC software loading;

4. Conducting themselves, on the Internet, in a way that reflects positively on MCCMH, since users are identified as MCCMH staff on the Internet even when they may have been using the Internet on personal time;

5. Recognizing that while the Internet can be a valuable source of information, not all information sources are equally reliable nor do all sources offer valid information. When in doubt as to a data source's value, staff are urged to consult with verifiable

sources (e.g. academic journals, etc.);

6. Recognizing that MCCMH staff are bound by MCCMH policies and procedures. Information harvested from the internet does not excuse an MCCMH employee from compliance with MCCMH policies, procedures, or best practices as indicated by MCCMH; and

7. Checking with their supervisors before downloading large files (e.g., video files) to ensure that there is adequate cost/benefit to obtaining the materials.

I. Monitoring of Internet Use:

1. Individuals using MCCMH equipment to access the Internet are subject to having their activities monitored. Use of MCCMH Internet access constitutes consent to security monitoring, and staff should remember that most sessions are not private.

2. Individuals using MCCMH equipment to access the Internet acknowledge that MCCMH has the right to utilize software that makes it possible to identify and block access to Internet sites that contain sexually/explicit or other materials deemed inappropriate in the work place.

3. Abuse of Internet privileges and misuse of the Internet may result in withdrawal of Internet privileges and/or disciplinary action up to and including termination of employment or contract.

VI. References / Legal Authority

A. The U.S. Department of the Interior, *Internet Acceptable Use Policy*, 5/23/1997

B. Macomb County Personnel Internet and County Network Access and Use Policy," 2.22

C. MCCMH MCO Policy 10-031, "Expectation of Privacy, Monitoring, Prohibited Content and Use of Electronic and Telephonic Communications"

D. MCCMH Executive Directive 8 / 2003 Prohibition of Instant Messaging and Third Party E-Mail Accounts

E. MCCMH Executive Directive 1 / 2004 Authority to Speak on Behalf of MCCMH

VII. Exhibits

A. None.