



South Central Human Resource Agency
Information
Technology
Handbook



08/01/2012

TABLE OF CONTENTS

<u>Policy#</u>	<u>Policy Name</u>	<u>Page #</u>
NW01	Acceptable Use Policy	1
NW02	Internet Use Policy	6
NW03	E-Mail Use Policy	11
NW04	Social Networking Policy	16

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW01
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: ACCEPTABLE USE POLICY

Section 1 - Introduction

Information Resources are strategic assets of the South Central Human Resource Agency and must be treated and managed as valuable resources. South Central Human Resource Agency provides various computer resources to its employees for the purpose of assisting them in the performance of their job-related duties. This Agency permits incidental access to Agency resources for personal use. This policy clearly documents expectations for appropriate use of South Central Human Resource Agency assets. This Acceptable Use Policy in conjunction with the corresponding standards is established to achieve the following:

1. To establish appropriate and acceptable practices regarding the use of information resources.
2. To ensure compliance with applicable State and Federal law and other rules and regulations regarding the management of information resources.
3. To educate individuals who may use information resources with respect to their responsibilities associated with computer resource use.

This Acceptable Use Policy contains four policy directives. Part I – Acceptable Use Management, Part II – Ownership, Part III – Acceptable Use, and Part IV – Incidental Use. Together, these directives form the foundation of the South Central Human Resource Agency Acceptable Use Program.

Section 2 – Roles & Responsibilities

1. South Central Human Resource Agency management will establish a periodic reporting requirement to measure the compliance and effectiveness of this policy.
2. South Central Human Resource Agency management is responsible for implementing the requirements of this policy, or documenting non-compliance via the method described under exception handling.
3. South Central Human Resource Agency Managers, in cooperation with the Networking Office, are required to train employees on policy and document issues with Policy compliance.
4. All South Central Human Resource Agency employees are required to read and acknowledge the reading of this policy.

Section 3 – Policy Directives

Part I Acceptable Use Management Requirements

1. South Central Human Resource Agency will establish formal Standards and Processes to support the ongoing development and maintenance of the South Central Human Resource Agency Acceptable Use Policy.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW01
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: ACCEPTABLE USE POLICY

2. The South Central Human Resource Agency Director or Designee and Management will commit to the ongoing training and education of South Central Human Resource Agency staff responsible for the administration and/or maintenance and/or use of South Central Human Resource Agency Information Resources. At a minimum, skills to be included or advanced include User Training and Awareness
3. The South Central Human Resource Agency Director and Management will use metrics to establish the need for additional education or awareness program in order to facilitate the reduction in the threat and vulnerability profiles of South Central Human Resource Agency Assets and Information Resources.
4. The South Central Human Resource Agency Director and Managers will establish a formal review cycle for all Acceptable Use initiatives.
5. Any security issues discovered will be reported to the Network Administrator or his designee for follow-up investigation. Additional Reporting requirements can be located within the Policy Enforcement, Auditing and Reporting section of this policy.

Part II - Ownership

Electronic files created, sent, received, or stored on Information Resources owned, leased, administered, or otherwise under the custody and control of South Central Human Resource Agency are the property of South Central Human Resource Agency and employee use of these such files is neither personal nor private. Authorized South Central Human Resource Agency Information Security employees may access all such files at any time without knowledge of the Information Resources user or owner. South Central Human Resource Agency management reserves the right to monitor and/or log all employee use of South Central Human Resource Agency Information Resources with or without prior notice.

Part III – Acceptable Use Requirements

1. Users must report any weaknesses in South Central Human Resource Agency computer security to the appropriate security staff. Weaknesses in computer security include unexpected software or system behavior, which may result in unintentional disclosure of information or exposure to security threats.
2. Users must report any incidents of possible misuse or violation of this Acceptable Use Policy immediately to their Supervisor, Human Resources Director or the Agency Network Administrator.
3. Users must not attempt to access any data, documents, email correspondence, and programs contained on South Central Human Resource Agency systems for which they do not have authorization.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

**NUMBER: NW01
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012**

SUBJECT: ACCEPTABLE USE POLICY

4. Systems administrators and authorized users must not divulge remote connection modem phone numbers or other access points to South Central Human Resource Agency computer resources to anyone without proper authorization.
5. Users must not share their account(s), passwords, or similar information or devices used for identification and authorization purposes.
6. Users must not make unauthorized copies of copyrighted or South Central Human Resource Agency owned software.
7. Users must not use non-standard applications, shareware or freeware software without the appropriate South Central Human Resource Agency Management approval.
8. Users must not purposely engage in activity that may harass, threaten or abuse others or intentionally access, create, store or transmit material which South Central Human Resource Agency may deem to be offensive, indecent or obscene, or that is illegal according to local, state or federal law.
9. Users must not engage in activity that may degrade the performance of Information Resources; deprive an authorized user access to South Central Human Resource Agency resources; obtain extra resources beyond those allocated; or circumvent South Central Human Resource Agency computer security measures.
10. Users must not download, install or run security programs or utilities such as password cracking programs, packet sniffers, or port scanners that reveal or exploit weaknesses in the security of a South Central Human Resource Agency computer resource unless approved by South Central Human Resource Agency's Networking Office.
11. South Central Human Resource Agency Information Resources must not be used for personal benefit, personal political activity, unsolicited advertising, unauthorized fund raising, or for the solicitation of performance of any activity that is prohibited by any local, state or federal law.
12. Access to the Internet from South Central Human Resource Agency owned, home based, computers must adhere to all the policies. Employees must not allow family members or other non-employees to access nonpublic accessible South Central Human Resource Agency computer systems.
13. Any security issues discovered will be reported to the Network Administrator or his designee for follow-up investigation.

Part IV – Incidental Use

This Agency permits incidental personal use of state resources. At South Central Human Resource Agency this means:

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW01
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: ACCEPTABLE USE POLICY

1. Incidental personal use of electronic mail, Internet access, fax machines, printers, cell phones and copiers is restricted to South Central Human Resource Agency approved users only and does not include family members or others not affiliated with South Central Human Resource Agency.
2. Incidental use must not result in direct costs to South Central Human Resource Agency, cause legal action against, or cause embarrassment to South Central Human Resource Agency
3. Incidental use must not interfere with the normal performance of an employee's work duties.
4. Storage of personal email messages, voice messages, files and documents within South Central Human Resource Agency's computer resources must be nominal.

South Central Human Resource Agency management will resolve incidental use questions and issues using these guidelines in collaboration with South Central Human Resource Agency's Networking Director, HR Manager and Chief Counsel.

Section 4 - Enforcement, Auditing, Reporting

6. Violation of this policy may result in disciplinary action that may include termination for employees and temporaries; termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers. Additionally, individuals are subject to loss of South Central Human Resource Agency Information Resources access privileges, civil, and criminal prosecution.
7. South Central Human Resource Agency Management is responsible for the periodic auditing and reporting of compliance with this policy. South Central Human Resource Agency Executives will be responsible for defining the format and frequency of the reporting requirements and communicating those requirements, in writing, to South Central Human Resource Agency Management.
8. Exceptions to this policy will be considered only when the requested exception is documented in writing and submitted to the South Central Human Resource Agency Network Administrator and South Central Human Resource Agency Policy Council.
9. Any employee may, at any time, anonymously report policy violations to the Human Resource's Director or Networking Director via email or by telephone at 433-7182.

Section 5 - References

NW02 - Internet Use Standard

NW03 - E-Mail Use Standard

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW01
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: ACCEPTABLE USE POLICY

Section 6 - Control and Maintenance

Policy Version: 1.0.0

Date: 7/1/2012

Author: Patric Bennett

Owner: South Central Human Resource Agency Networking Director

South Central Human Resource Agency Policy will be reviewed and revised in accordance with parameters established by the South Central Human Resource Agency Policy Council.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW02
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: INTERNET USE POLICY

Section 1 - Introduction

Access to the Internet is a core requirement of many departments within the Agency in order to fulfill programmatic requirements. South Central Human Resource Agency provides Internet access to its employees for the purpose of assisting them in the performance of their job-related duties. The Agency also permits incidental access to the Internet for personal use within the guidelines stated in this policy. This policy clearly documents expectations for appropriate use of South Central Human Resource Agency Internet access. This policy pertains to permanent full time and part time employees, contract workers, temporary agency workers, business partners and vendors. This Internet Use Policy, in conjunction with other policies in this manual, is established to achieve the following:

1. To establish appropriate and acceptable practices regarding the use of Internet access.
2. To ensure compliance with applicable State and Federal law and other rules and regulations regarding the management of information resources.
3. To educate employees who may use information resources with respect to their responsibilities associated with computer resource use.

The Internet Use Policy contains five directives. Part I – Acceptable Use Management, Part II – Security & Liability Considerations, Part III – Acceptable Use, Part IV – Prohibited Use and Part V – Incidental Personal Use. Together, these directives form the foundation of the South Central Human Resource Agency Internet Use Program.

Section 2 – Roles & Responsibilities

1. South Central Human Resource Agency management will establish a periodic reporting requirement to measure the compliance and effectiveness of this policy.
2. South Central Human Resource Agency management is responsible for implementing the requirements of this policy, or documenting non-compliance via the method described under exception handling.
3. South Central Human Resource Agency Managers, in cooperation with the Networking Office, are required to train employees on policy and document issues with Policy compliance.
4. All South Central Human Resource Agency employees are required to read and acknowledge the reading of this policy.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW02
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: INTERNET USE POLICY

Section 3 – Policy Directives

Part I Acceptable Use Management Requirements

1. South Central Human Resource Agency will establish formal Standards and Processes to support the ongoing development and maintenance of the South Central Human Resource Agency Acceptable Use Policy.
2. The South Central Human Resource Agency Director or Designee and Management will commit to the ongoing training and education of South Central Human Resource Agency staff responsible for the administration and/or maintenance and/or use of South Central Human Resource Agency Information Resources. At a minimum, skills to be included or advanced include User Training and Awareness
3. The South Central Human Resource Agency Director and Management will use metrics to establish the need for additional education or awareness program in order to facilitate the reduction in the threat and vulnerability profiles of South Central Human Resource Agency Assets and Information Resources.
4. The South Central Human Resource Agency Director and Managers will establish a formal review cycle for all Acceptable Use initiatives.
5. Any security issues discovered will be reported to the Network Administrator or his designee for follow-up investigation. Additional Reporting requirements can be located within the Policy Enforcement, Auditing and Reporting section of this policy.

Part II – Security & Liability Considerations

While the use of Email is a requirement in order to accomplish the Agency's mission, there are numerous security and liability issues that arise from this use. Misuse or careless use of this asset could result in the introduction of viruses, spyware and other rogue programs into the network which could result in compromised security of our data. Additionally, Email users are highly susceptible to scams, hoaxes, involuntary dissemination of sensitive information and other forms of social engineering. Through the use of firewalls, antivirus software and other safeguards the Agency attempts to mitigate those threats. However, the Agency also regards its network and Internet users as a part of its total security solution.

The Agency WILL, where required by law, report illegal activities to the appropriate local, state or federal officials. The usage guidelines laid out in this policy will be strictly adhered to by all users as defined above. Questions may be directed to the Network Administrator or the Human Resource Manager.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW02

EFFECTIVE: 7/1/2012

REVISED DATE: 7/1/2012

SUBJECT: INTERNET USE POLICY

APPROVED: 8/1/2012

Part III – Acceptable Use

1. Web browsing within the scope of programmatic requirements (i.e., State of Tennessee or Federal Government web sites) is permissible, as is searching for information pertaining to the daily performance of your duties. Users will remember that information found on the Internet is frequently incorrect and/or outdated. It is the responsibility of the user to verify that the information sourced from the Internet is both accurate and current.
2. The sending and receiving of Agency Email for business use is permissible. The use of private email accounts (such as Hotmail, Yahoo, Gmail, etc) to conduct official Agency business is strictly prohibited. All official email correspondence will be conducted via Agency Groupwise accounts.
3. Where required, users may establish VPN connects to remote networks with the prior approval of the Network Administrator. Neighborhood Service Center personnel, Senior Staff and other employees as identified by direct need and approved by the Network Administrator may establish inbound VPN connections to the Agency network.
4. FTP (File Transfer Protocol) is allowed strictly for business usage (i.e., posting files to the Agency web site, etc.).
5. Usage of the Internet that complements the Agency's goals and directives (such as the submission of articles and information for publication by partner agencies or grantors) is permissible.

Part IV – Prohibited Use

1. The acquisition, storage or dissemination of data which is illegal, pornographic, or which negatively depicts race, sex or creed is specifically and strictly prohibited.
2. The Agency prohibits the conduct of a personal business enterprise, personal political activity, engaging in any form of data or intelligence collection using Agency Email or other resources, engaging in fraudulent activities, or knowingly disseminating false or libelous materials.
3. The use, possession, duplication or transmission of any material that is trademarked, copyrighted, patented, or constitute trade secrets of any person or organization. This includes the use of file sharing software as well as the posting of information or files to third party sites.
4. The use of participation in online gambling sites using Agency Internet access.
5. The use of social networking sites, tweets, blogs, personal web sites or other publically or privately viewable mediums used to disseminate information naming the Agency that would cause the Agency loss of reputation or infringe upon any legal matters is strictly prohibited. Please see policy NW04 for more information.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW02
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: INTERNET USE POLICY

6. Any conduct that would constitute or encourage a criminal offense, lead to civil liability, or otherwise violate any state, local, federal or international laws or regulations.

Part V – Incidental Personal Use

This Agency permits incidental personal use of Agency Internet resources. At South Central Human Resource Agency this means:

1. Incidental personal use of non-Agency email and personal web browsing during breaks (i.e., checking the news, weather, etc.) is authorized as long as it does not impact productivity or consume excessive network resources.
2. Incidental use must not result in direct costs to South Central Human Resource Agency, cause legal action against, or cause embarrassment to South Central Human Resource Agency
3. Storage of personal email messages, voice messages, files and documents within South Central Human Resource Agency's network resources must be nominal. All materials stored on Agency Information Resources are subject to the rules laid out in the Email Use Policy as well as other applicable Information Technology policies. There is no expectation of privacy for any materials stored on Agency resources.

South Central Human Resource Agency management will resolve incidental use questions and issues using these guidelines in collaboration with South Central Human Resource Agency's Networking Director, HR Manager and Chief Counsel.

Section 4 - Enforcement, Auditing, Reporting

1. Violation of this policy may result in disciplinary action that may include termination for employees and temporaries; termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers. Additionally, individuals are subject to loss of South Central Human Resource Agency Information Resources access privileges, civil, and criminal prosecution.
2. South Central Human Resource Agency Management is responsible for the periodic auditing and reporting of compliance with this policy. South Central Human Resource Agency Executives will be responsible for defining the format and frequency of the reporting requirements and communicating those requirements, in writing, to South Central Human Resource Agency Management.
3. Exceptions to this policy will be considered only when the requested exception is documented in writing and submitted to the South Central Human Resource Agency Network Administrator and South Central Human Resource Agency Policy Council.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW02
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: INTERNET USE POLICY

4. Any employee may, at any time, anonymously report policy violations to the Human Resource's Director or Networking Director via email or by telephone at 433-7182.

Section 5 - References

NW01 – Acceptable Use Policy

NW03 - Email Use Standard

Section 6 - Control and Maintenance

Policy Version: 1.0.0

Date: 7/1/2012

Author: Patric Bennett

Owner: South Central Human Resource Agency Networking Director

South Central Human Resource Agency Policy will be reviewed and revised in accordance with parameters established by the South Central Human Resource Agency Policy Council.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW03
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: EMAIL USE POLICY

Section 1 - Introduction

The use of email is one of the primary means of communication available as a tool to this Agency. Messages sent using this medium are, in essence, printed on Agency letterhead since the addresses used end with SCHRA.US. As such, it is important that the messages sent reflect the goals, directions and values of the Agency as a whole. This scope of this policy is:

1. To prevent tarnishing the public image of the Agency.
2. To prevent the excessive use of Agency resources (i.e., bandwidth and server capacity) through the irresponsible use of email.
3. To prevent the spread of viruses, malware and misinformation.

The Email Use Policy contains five directives. Part I – Acceptable Use Management, Part II – Security & Liability Considerations, Part III – Acceptable Use, Part IV – Prohibited Use and Part V – Incidental Personal Use. Together, these directives form the foundation of the South Central Human Resource Agency Email Use Program.

Section 2 – Roles & Responsibilities

1. South Central Human Resource Agency management will establish a periodic reporting requirement to measure the compliance and effectiveness of this policy.
2. South Central Human Resource Agency management is responsible for implementing the requirements of this policy, or documenting non-compliance via the method described under exception handling.
3. South Central Human Resource Agency Managers, in cooperation with the Networking Office, are required to train employees on policy and document issues with Policy compliance.
4. All South Central Human Resource Agency employees are required to read and acknowledge the reading of this policy.

Section 3 – Policy Directives

Part I Acceptable Use Management Requirements

1. South Central Human Resource Agency will establish formal Standards and Processes to support the ongoing development and maintenance of the South Central Human Resource Agency Acceptable Use Policy.
2. The South Central Human Resource Agency Director or Designee and Management will commit to the ongoing training and education of South Central Human Resource Agency staff responsible for the administration and/or maintenance and/or use of South Central Human Resource Agency Information Resources. At a minimum, skills to be included or advanced include User Training and Awareness

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW03
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: EMAIL USE POLICY

3. The South Central Human Resource Agency Director and Management will use metrics to establish the need for additional education or awareness program in order to facilitate the reduction in the threat and vulnerability profiles of South Central Human Resource Agency Assets and Information Resources.
4. The South Central Human Resource Agency Director and Managers will establish a formal review cycle for all Acceptable Use initiatives.
5. Any security issues discovered will be reported to the Network Administrator or his designee for follow-up investigation. Additional Reporting requirements can be located within the Policy Enforcement, Auditing and Reporting section of this policy.

Part II – Security & Liability Considerations

While the use of Email is a requirement in order to accomplish the Agency's mission, there are numerous security and liability issues that arise from this use. Misuse or careless use of this asset could result in the introduction of viruses, spyware and other rogue programs into the network which could result in compromised security of our data. Additionally, Email users are highly susceptible to scams, hoaxes, involuntary dissemination of sensitive information and other forms of social engineering. Through the use of firewalls, antivirus software and other safeguards the Agency attempts to mitigate those threats. However, the Agency also regards its network and Internet users as a part of its total security solution.

The Agency WILL, where required by law, report illegal activities to the appropriate local, state or federal officials. The usage guidelines laid out in this policy will be strictly adhered to by all users as defined above. Questions may be directed to the Network Administrator or the Human Resource Manager.

Part III – Acceptable Use

1. Email usage within the scope of programmatic and Agency requirements is permissible. However, the use of private email accounts (i.e., Yahoo, Hotmail, Gmail, etc) to conduct official Agency business is prohibited. Agency email is available as a service on a 24/7 basis and as such will be the only service used for official correspondence.

Part IV – Prohibited Use

1. The Agency Email system shall not be used for the creation, distribution, or redistribution of any messages containing offensive material including (but not limited to) comments about race, gender, hair color, disabilities, age, sexual orientation, religious beliefs and practices, political beliefs, national origin, or any material of a sexual or pornographic nature. Employees receiving messages containing material as stated above are to immediately report it to their supervisor.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW03
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: EMAIL USE POLICY

2. The Agency prohibits the conduct of a personal business enterprise, personal political activity, engaging in any form of data or intelligence collection using Agency Email or other resources, engaging in fraudulent activities, or knowingly disseminating false or libelous materials.
3. The use, possession, duplication or transmission of any material that is trademarked, copyrighted, patented, or constitute trade secrets of any person or organization. This includes the use of file sharing software as well as the posting of information or files to third party sites.
4. The forwarding of emails containing non-work related content to large groups of people. These include, but are not limited to, jokes, chain letters, personal political statements, personal or home-based business emailings, or any type of message that might be construed by others as representing the Agency's stance on political, social, or other issues.

Part V – Incidental Personal Use

This Agency permits incidental personal use of Agency Email. At South Central Human Resource Agency this means:

1. Incidental personal use of Agency Email is allowed subject to the rules defined in this policy.
2. Incidental use must not result in direct costs to South Central Human Resource Agency, cause legal action against, or cause embarrassment to South Central Human Resource Agency
3. Storage of personal email messages within South Central Human Resource Agency's Email servers must be nominal. All materials stored on Agency Information Resources are subject to the rules laid out in the Email Use Policy as well as other applicable Information Technology policies.
4. The employee has *no expectation to privacy* concerning any email stored, sent or received via the Agency's Email system. While the Agency is not obligated to monitor all Email messages, it may do so at any time without prior notice to employees.

South Central Human Resource Agency management will resolve incidental use questions and issues using these guidelines in collaboration with South Central Human Resource Agency's Networking Director, HR Manager and Chief Counsel.

Section 4 - Enforcement, Auditing, Reporting

1. Violation of this policy may result in disciplinary action that may include termination for employees and temporaries; termination of employment relations

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW03
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: EMAIL USE POLICY

- in the case of contractors or consultants; dismissal for interns and volunteers. Additionally, individuals are subject to loss of South Central Human Resource Agency Information Resources access privileges, civil, and criminal prosecution.
2. South Central Human Resource Agency Management is responsible for the periodic auditing and reporting of compliance with this policy. South Central Human Resource Agency Executives will be responsible for defining the format and frequency of the reporting requirements and communicating those requirements, in writing, to South Central Human Resource Agency Management.
 3. Exceptions to this policy will be considered only when the requested exception is documented in writing and submitted to the South Central Human Resource Agency Network Administrator and South Central Human Resource Agency Policy Council.
 4. Any employee may, at any time, anonymously report policy violations to the Human Resource's Director or Networking Director via email or by telephone at 433-7182.

Section 5 - References

NW01 – Acceptable Use Policy
NW02 - Internet Use Standard

Section 6 - Control and Maintenance

Policy Version: 1.0.0
Date: 7/1/2012
Author: Patric Bennett
Owner: South Central Human Resource Agency Networking Director

South Central Human Resource Agency Policy will be reviewed and revised in accordance with parameters established by the South Central Human Resource Agency Policy Council.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW04
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: SOCIAL NETWORKING USE POLICY

Section 1 - Introduction

It is the policy of the Agency to protect the confidentiality of all work, workers and customers. Respect for work, fellow employees and customers is always a top priority, therefore the Agency cautions all employees to review and understand the following standards concerning the use of social media outlets.

This policy seeks to:

1. Establish appropriate and acceptable practices regarding the use of social networking sites.

The Social Networking Usage Policy contains five directives. Part I – Acceptable Use Management, Part II – Security & Liability Considerations, Part III – Acceptable Use, Part IV – Prohibited Use and Part IV – Incidental Personal Use. Together, these directives form the foundation of the South Central Human Resource Agency Internet Use Program.

Section 2 – Roles & Responsibilities

1. South Central Human Resource Agency management will establish a periodic reporting requirement to measure the compliance and effectiveness of this policy.
2. South Central Human Resource Agency management is responsible for implementing the requirements of this policy, or documenting non-compliance via the method described under exception handling.
3. South Central Human Resource Agency Managers, in cooperation with the Networking Office, are required to train employees on policy and document issues with Policy compliance.
4. All South Central Human Resource Agency employees are required to read and acknowledge the reading of this policy.

Section 3 – Policy Directives

Part I Acceptable Use Management Requirements

1. South Central Human Resource Agency will establish formal Standards and Processes to support the ongoing development and maintenance of the South Central Human Resource Agency Acceptable Use Policy.
2. The South Central Human Resource Agency Director or Designee and Management will commit to the ongoing training and education of South Central Human Resource Agency staff responsible for the administration and/or maintenance and/or use of South Central Human Resource Agency Information Resources. At a minimum, skills to be included or advanced include User Training and Awareness

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW04
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: SOCIAL NETWORKING USE POLICY

3. The South Central Human Resource Agency Director and Management will use metrics to establish the need for additional education or awareness program in order to facilitate the reduction in the threat and vulnerability profiles of South Central Human Resource Agency Assets and Information Resources.
4. The South Central Human Resource Agency Director and Managers will establish a formal review cycle for all Acceptable Use initiatives.
5. Any security issues discovered will be reported to the Network Administrator or his designee for follow-up investigation. Additional Reporting requirements can be located within the Policy Enforcement, Auditing and Reporting section of this policy.

Part II – Security & Liability Considerations

Whether engaging in electronic social networking activity during work or outside of work, you are expected to follow the rules listed in this policy. You are legally responsible for your commentary, even on a password protected social media site. You can be held personally liable for commentary deemed to be legally defamatory, proprietary or libelous, whether pertaining to SCHRA, its employees, other individuals, or any other organization. In essence, you participate in online discourse at your own risk, as outside parties can pursue legal action against you for inappropriate commentary. Therefore, you should always conduct yourself according to the following rules whenever and wherever you are engaged in electronic social networking.

Part III – Acceptable Use

1. The use of or participation in social networking during working hours on Agency computers is at the discretion of Program Directors. Any usage during working hours is subject to this and all other applicable policies.

Part IV – Prohibited Use

1. Do not make statements as a spokesperson on behalf of SCHRA without authorization.
2. Do not disclose confidential information – In particular, do not disclose information about clients/consumers served by SCHRA.
3. Always avoid disclosure of private information about others.
4. Comply with software licensing, copyright and trademark laws.
5. Do not make knowingly false or malicious statements pertaining to individuals or businesses that could be construed as harmful to their personal or business reputations.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW04
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: SOCIAL NETWORKING USE POLICY

6. Understand the permanency and reach of your postings. Audio and video files and your comments can travel around the globe and often cannot be removed. Think twice before sending or submitting postings. Use good judgment..

Part V – Incidental Personal Use

This Agency permits work access to social networking sites using Agency resources at the discretion of Program Directors and Supervisors subject to the rules and policies in place at this Agency.

Section 4 - Enforcement, Auditing, Reporting

1. Violation of this policy may result in disciplinary action that may include termination for employees and temporaries; termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers. Additionally, individuals are subject to loss of South Central Human Resource Agency Information Resources access privileges, civil, and criminal prosecution.
2. South Central Human Resource Agency Management is responsible for the periodic auditing and reporting of compliance with this policy. South Central Human Resource Agency Executives will be responsible for defining the format and frequency of the reporting requirements and communicating those requirements, in writing, to South Central Human Resource Agency Management.
3. Exceptions to this policy will be considered only when the requested exception is documented in writing and submitted to the South Central Human Resource Agency Network Administrator and South Central Human Resource Agency Policy Council.
4. Any employee may, at any time, anonymously report policy violations to the Human Resource's Director or Networking Director via email or by telephone at 433-7182.

Section 5 - References

NW01 – Acceptable Use Policy

NW02 – Internet Use Policy

NW03 - Email Use Policy

Section 6 - Control and Maintenance

Policy Version: 1.0.0

Date: 7/1/2012

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW04
EFFECTIVE: 7/1/2012
REVISED DATE: 7/1/2012
APPROVED: 8/1/2012

SUBJECT: SOCIAL NETWORKING USE POLICY

Author: Patric Bennett

Owner: South Central Human Resource Agency Networking Director

South Central Human Resource Agency Policy will be reviewed and revised in accordance with parameters established by the South Central Human Resource Agency Policy Council.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW05
EFFECTIVE: 7/16/2013
REVISED DATE: 7/16/2013
APPROVED: 7/30/2013

**SUBJECT: AUTHORIZATION TO ACCESS
SENSITIVE INFORMATION**

Section 1 - Introduction

Client Information gathered and maintained/stored as a part of Agency operations is to be considered highly sensitive. Information stored on central storage facilities such as servers, backup servers, remote databases, etc, is generated by our employees in the execution of state and federally funded programs administered by this agency. While this Agency is not considered to be a “covered entity” for HIPAA purposes, the totality of the information stored by the Agency is extremely sensitive. As such, this policy will outline the handling of and access to information that is not covered specifically by a programmatic mandate required by a Grantor.

This policy, in conjunction with other applicable policies, is established to achieve the following:

1. To establish appropriate and acceptable practices regarding the storage of and access to sensitive information resources.
2. To ensure compliance with applicable State and Federal law and other rules and regulations regarding the management of sensitive information resources.
3. To ensure that employee access to sensitive information is properly authorized, is assigned based on valid operational requirements, and is secured by password or other assigned mechanism.

This Policy contains six policy directives. Part I – Management Requirements Part II – Ownership of Data, Part III – Identification of Sensitive Data, Part IV – Storage and Hosting of Sensitive Data, Part V – Methods of Securing Sensitive Data, and Part VI – Employee Access to Sensitive Data. Together, these directives form the foundation of the South Central Human Resource Agency Authorization to Access Sensitive Information Policy.

Section 2 – Roles & Responsibilities

1. South Central Human Resource Agency management will establish a periodic reporting requirement to measure the compliance and effectiveness of this policy.
2. South Central Human Resource Agency management is responsible for implementing the requirements of this policy, or documenting non-compliance via the method described under exception handling.
3. South Central Human Resource Agency Managers, in cooperation with the Networking Office, are required to train employees on policy and document issues with Policy compliance.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW05
EFFECTIVE: 7/16/2013
REVISED DATE: 7/16/2013
APPROVED: 7/30/2013

**SUBJECT: AUTHORIZATION TO ACCESS
SENSITIVE INFORMATION**

Section 3 – Policy Directives

Part I Management Requirements

1. South Central Human Resource Agency will establish formal Standards and Processes to support the ongoing development and maintenance of this policy.
2. The South Central Human Resource Agency Director or Designee and Management will commit to the ongoing training and education of South Central Human Resource Agency staff responsible for the administration and/or maintenance and/or use of South Central Human Resource Agency Information Resources. At a minimum, skills to be included or advanced include User Training and Awareness
3. The South Central Human Resource Agency Director and Management will use metrics to establish the need for additional education or awareness program in order to facilitate the reduction in the threat and vulnerability profiles of South Central Human Resource Agency Assets and Information Resources.
4. The South Central Human Resource Agency Director and Managers will establish a formal review cycle for all Data Access Authorization initiatives.
5. Any security issues discovered will be reported to the Network Administrator or his designee for follow-up investigation. Additional Reporting requirements can be located within the Policy Enforcement, Auditing and Reporting section of this policy.

Part II – Ownership of Data

Electronically stored information created, sent, received, or stored on Information Resources owned, leased, administered, or otherwise under the custody and control of South Central Human Resource Agency are the property of South Central Human Resource Agency and employee use of these such files is neither personal nor private. Authorized South Central Human Resource Agency Information Security employees may access all such files at any time without knowledge of the Information Resources user or owner. South Central Human Resource Agency management reserves the right to monitor and/or log all employee use of South Central Human Resource Agency Information Resources with or without prior notice.

Part III – Identification of Sensitive Data

1. The South Central Human Resource Agency serves as an umbrella organization for multiple state and federal grants. As such, sensitive data collected and stored will primarily consist of Personally Identifiable Information (PII) and Protected Health Information (PHI) dealing with grant-related clients and staff.
2. Personally Identifiable Information means any information about an individual maintained by this Agency, including but not limited to education, financial

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW05
EFFECTIVE: 7/16/2013
REVISED DATE: 7/16/2013
APPROVED: 7/30/2013

**SUBJECT: AUTHORIZATION TO ACCESS
SENSITIVE INFORMATION**

transactions, criminal history, employment history, and information that can be used to distinguish or trace an individuals' identity such as name, social security number, date and place of birth, mothers' maiden name, etc.

3. Protected Health Information consists of any individually identifying health information. This information can relate to the individuals past, present or future physical or mental health or condition, the provision of health care to the individual or the past, present or future payment for the provision of health care to the individual. Common identifiers of health information include names, social security numbers, addresses, and birth dates.

Part IV – Storage and Hosting of Sensitive Data

This Agency is required to electronically store and provide controlled employee access to sensitive information as defined in this policy. Employee access to sensitive information is strictly limited to the actions and uses required to perform the functions of the individual grant in question. At a minimum:

1. Sensitive data shall be stored in files saved on networked drives or in application databases residing on networked drives having appropriate access controls (user name/password).
2. Data on Agency servers will be backed up daily and stored securely both on and off site for disaster recovery purposes.
3. As per Agency Policy NW01, Acceptable Use Policy, employees will not share their account passwords or any other authorization information or devices with anyone.

Part V – Methods of Securing Sensitive Data

1. Sensitive data (as defined in this policy) will be secured on fixed Agency networking assets. Sensitive data will not be stored on laptops, flash drives, CD ROM drives, or other mobile or removable media unless specific and documented operational requirements call for it.
2. Workstations accessing network shares, databases, VPN, terminal services sessions or any other method of accessing the network will be protected by updated antivirus software.

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW05
EFFECTIVE: 7/16/2013
REVISED DATE: 7/16/2013
APPROVED: 7/30/2013

**SUBJECT: AUTHORIZATION TO ACCESS
SENSITIVE INFORMATION**

3. Sensitive Data stored on network shares will be protected at a minimum by a user name and password combination. Rights to directories and other resources hosting this data will be restrictive in nature.

Part VI – Employee Access to Sensitive Data

Employee access to sensitive data is to be restricted in such a way that the least amount of access required to accomplish job functions is granted. Supervisors will determine the level of access required and submit an Assignment of Network & Telecommunications Access Request Form through HR to the Networking Office. The Networking Office will create accounts and assign access as directed.

Section 4 - Enforcement, Auditing, Reporting

6. Violation of this policy can result in disciplinary action that may include termination for employees and temporaries; termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers. Additionally, individuals are subject to loss of South Central Human Resource Agency Information Resources access privileges, civil, and criminal prosecution.
7. Full disclosure will be made in accordance with both State and Federal law and Agency policy in the event that sensitive information is improperly used or accessed.
8. South Central Human Resource Agency Management is responsible for the periodic auditing and reporting of compliance with this policy. South Central Human Resource Agency Executives will be responsible for defining the format and frequency of the reporting requirements and communicating those requirements, in writing, to South Central Human Resource Agency Management.
9. Exceptions to this policy will be considered only when the requested exception is documented in writing and submitted to the South Central Human Resource Agency Network Administrator and South Central Human Resource Agency Policy Council.
10. Any employee may, at any time, anonymously report policy violations to the Human Resource's Director or Networking Director via email or by telephone at 433-7182.

Section 5 - References

NW01 - Acceptable Use Policy

Section 6 - Control and Maintenance

Policy Version: 1.0.0
Date: 7/1/2012

**South Central Human Resource Agency
POLICY**

INFORMATION SECURITY

NUMBER: NW05
EFFECTIVE: 7/16/2013
REVISED DATE: 7/16/2013
APPROVED: 7/30/2013

**SUBJECT: AUTHORIZATION TO ACCESS
SENSITIVE INFORMATION**

Author: Patric Bennett

Owner: South Central Human Resource Agency Networking Director

South Central Human Resource Agency Policy will be reviewed and revised in accordance with parameters established by the South Central Human Resource Agency Policy Council.