



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: INTERNET USE AND CONNECTIVITY POLICY 13.02

Authority: RCW 42.17.250 et seq., Public Records Act
RCW 42.52, Ethics in Public Service
Chapter 292-110-010 WAC, Use of State Resources
DSHS Administrative Policy 6.04, Standards for Ethical Conduct for Employees
DSHS Administrative Policy 6.14, Public Disclosure of Information
DSHS Administrative Policy 15.10, Information and Resource Security
DSHS Administrative Policy 15.11, Shared Data
DSHS Administrative Policy 15.14, Internet Use and Connectivity
DSHS Administrative Policy 16.06, Use and Security of Electronic Message Systems
DSHS Information Technology Security Manual

PURPOSE:

This policy specifies DDD requirements for the appropriate use of the Internet, connecting to the Internet, and protecting DSHS/DDD data where Internet connections are made. When accessing the Internet, employees are representing DSHS/DDD. Therefore, all rules of conduct and law that apply in the workplace also apply on the Internet.

SCOPE:

This policy applies to all DDD employees and all contractors or other individuals at DSHS/DDD work sites using state-owned equipment.

The establishment of World Wide Web sites on the Internet or DSHS Intranet sites are outside the scope of this policy.

DEFINITIONS:

- A. A **firewall** is a system or combination of systems that enforces an access control policy between two or more networks.
- B. The **Internet** is a global system for exchanging information. Supported by a network of computers, it facilitates the exchange of information in and among nations, commercial interests, educational institutions, government agencies, and individuals.
- C. A **server** is a computer that shares its resources, such as printers and files, with other computers or terminals on the network.
- D. A **stand-alone computer** is a personal computer that is not connected to a local area network or mainframe computer.
- E. **TCP/IP (Transmission Control Protocol/Internet Protocol)** defines certain network rules developed by the U.S. Department of Defense. TCP breaks data transmissions into packets, reassembles them at the receiving end in the correct order, and resends portions that do not transmit correctly. IP is responsible for the actual routing and transmission of the data.
- F. **World Wide Web (WWW)** is the universe of servers which allows text, graphics, sound files, etc., to be mixed together.

POLICY:

- A. Authorized Internet Use
 - 1. The Internet will be used for official DDD business activities. All data will be used and protected in compliance with DSHS administrative policies and the DSHS IT Security Manual governing security, connectivity, confidentiality and shared data.
 - 2. Individuals are responsible for activities performed through their access to DSHS/DDD Internet services. Failure to comply with this policy may result in the loss of Internet access, as well as disciplinary action.
 - 3. DDD staff are expected to self-monitor their activities on the Internet to ensure appropriate use and security.
 - 4. Employees are not to use the Internet for non-DSHS business messages.

5. Downloading software from the Internet is discouraged. When there is a clear business reason for downloading Internet software, appropriate anti-virus detection programs must be used to prevent infections of the LAN environment.
6. Acceptable uses of the Internet include, but are not limited to:
 - a. Communicating with other agencies or related sources;
 - b. Gathering information on appropriate subjects;
 - c. Conducting legal and policy research;
 - d. Gaining timely access to government publications and other information sources; and
 - e. Gathering information from appropriate sources for, or in response to, a request from the public or a client.

B. Unauthorized Internet Use

Unauthorized Internet activities are identified on the *Internet Access Request and Agreement* (DSHS Form 03-344), a copy of which is attached to this policy.

C. Internet Connectivity

1. DSHS/DDD connections to the Internet will be provided when needed and approved by the appropriate management level to support official division activities. Appropriate management level means the Division Director, Office Chief, Regional Administrator, or the Regional Administrator's designee.
2. Washington State Department of Information Services (DIS) is the only approved Internet service provider. In compliance with the DSHS service level agreement with DIS, no one shall establish an Internet connection from a networked station that bypasses the DIS firewall.
3. Commercial Internet service providers (e.g., America Online, CompuServe, and Microsoft Network) may be used by DSHS only if the connection is via TCP/IP through the DIS firewall. Any other connection to the Internet must be approved by the DDD Division Director and DSHS Data Security.
4. No one shall establish a non-DSHS Internet connection in the name of any DSHS organization.
5. Confidential DSHS/DDD information shall not reside on servers accessible through the Internet by the general public.

6. Internet access security consultation services to DDD facilities/offices are available upon request to the DDD Office of Analysis and Information, Information Services Section.

PROCEDURES

A. Internet Access

All division staff and volunteers having access or requesting access to Internet services must read, complete, and sign an *Internet Access Request and Agreement* (DSHS Form 03-344.) Copies of the signed agreement shall be retained by the employee/volunteer and the employee's supervisor. A file containing all approved Internet Access and Agreement forms shall be maintained in the local DDD facility/office.

B. Monitoring

Supervisors are responsible for monitoring access to the Internet and appropriate use of the Internet by employees.

C. Technical Assistance/Consultation

Requests for technical assistance/consultation services from the DDD Office of Analysis and Information, Information Services Section, shall be submitted on a Service Request Form.

SUPERSESSION

None

Approved: /s/ Timothy R. Brown
Director, Division of Developmental Disabilities

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