

Office of the Chief Information Officer Enterprise Policy

CIO-060: Acceptable Use Policy

Effective Date: 5/15/1996

Last Revised: 5/30/2019

Last Reviewed: 5/30/2019

Policy Statement

This policy establishes controls related to acceptable use of enterprise IT resources. The policy provides guidance in decision-making and practices that optimize resources, mitigate risk, and maximize return on investment.

Definitions

State IT Resources: Services, assets, and access that include but are not limited to e-mail, network access, internet access, text messaging, wireless devices, voicemail, software, and devices such as phones, mobile phones, desktops, tablets, monitors, storage (like network drives, USB, and external hard drives), scanners, printers, plotters, projectors, servers, routers, and switches.

Policy

The Commonwealth Office of Technology (COT) provides state IT services, assets, and access to staff, visitors, vendors, and the public. These services, assets, and access (collectively known as IT resources) are under COT's authority, and all users of state IT resources shall comply with all enterprise and agency policies.

Staff in the Executive Branch agencies shall read and acknowledge their responsibility for appropriate use of state IT resources. Users of state resources shall protect the resources and associated content appropriately.

Staff shall have no expectation of privacy associated with the information they publish, store, or access using Commonwealth resources. Staff shall report to their supervisor or agency IT coordinator immediately of any loss, abuse, or suspected abuse of state IT resources. Tools are available to monitor the use of state resources, and management may review potential abuse claims or inappropriate conduct. Staff members shall use state IT resources to accomplish their job responsibilities. Staff may also use state resources to maintain and develop professional skills. Incidental personal use is permissible, though not encouraged, and shall:

- Be infrequent, brief, ethical, and responsible;
- Have no negative impact on the staff member's overall productivity;
- Not interfere with the normal operations of the agency or work unit;
- Not compromise the agency or the Commonwealth in any manner;
- Not cause any additional expense to the Commonwealth or the agency.

Staff shall reimburse the state for personal telephone or mobile phone use on agency devices.

COT must approve any commercial use of Internet connections by agencies for which the agency receives compensation. State agencies should avoid endorsing or promoting a specific product or

company on agency websites; however, the placement of acknowledgements, accessibility, and certifications is acceptable.

Unacceptable Uses

Agencies and staff shall **not** use state IT resources to:

- Engage in inappropriate or unprofessional conduct;
- Engage in unapproved activities that may cause congestion or disruption of networks or systems;
- Connect unauthorized personal or state devices to the state network;
- Falsify state resources or content;
- Solicit money for religious or political causes or for illegal purposes.

Staff shall not use any IT device (e.g., mobile phone or laptop), whether state-owned or personal, while operating a government vehicle.

Staff may need to be exempt from some of these prohibitions in the course of completing their job requirements and for legitimate state government business. Agencies requesting an exemption from or an exception to any parts of this policy shall submit an exception request to COT's Office of IT Architecture and Governance (OITAG) via the [Commonwealth Service Desk](#). COT will pass any costs resulting from the exemptions or exceptions to this policy to those agencies.

This policy is subject to all terms and provisions of the [ENT-301 Acceptable Use and Social Media Guidelines](#), all of which are, by this reference, made a part of and incorporated in this policy.

Authority

[KRS 42.726](#) authorizes the Commonwealth Office of Technology (COT) to develop policies and compliance processes to support and promote the effective applications of information technology within the executive branch of state government.

Applicability

All executive branch agencies and non-executive branch agencies using COT-managed infrastructure or services shall adhere to this policy. This includes employees, contractors, consultants, temporaries, volunteers, and other workers within state government.

Responsibility for Compliance

Each agency shall ensure that staff within their organizational authority are made aware of and comply with this policy. The agency is responsible for enforcing it. Organizations may modify this policy to fulfill their responsibilities, but shall obtain approval through an exception request. Staff should refer to their internal policy, which may have additional information or clarification. Unauthorized and/or neglectful actions regarding this policy may result in disciplinary action up to and including dismissal. COT may require additional service charges for remediation efforts due to non-compliance with this policy.

Maintenance

COT's Office of Contracts and Privacy is responsible for administrative coordination to maintain this policy, including review of this policy by the appropriate organizations at least every two years.

References

- [Commonwealth Service Desk \(502\) 564-7576](#)
- [ENT-301 Acceptable Use and Social Media Guidelines](#)
- [KRS 42.726, Roles, duties, and activities of COT](#)