

DIVISION OF PARKS AND RECREATION

June 29, 1999

STAFF DIRECTIVE 99-11

TO: Division Staff
FROM: Phil McKnelly *Phil McKnelly*
SUBJECT: Use of the Internet and Electronic Mail

Effective immediately, the Division will adhere to the policies and guidelines (see attached) established by the Department regarding the use of the Internet and electronic correspondence. The same general principles that apply to the use of the telephone and written correspondence apply to the use of the Internet and electronic correspondence. Employees are expected to use the Internet and electronic correspondence in a responsible and professional manner. Inappropriate use of these resources is subject to the laws and policies dealing with the misuse of state resources and harassment.

PKM/GSR

Attachment





North Carolina
Department of Environment
and Natural Resources

POLICY

Section: Secretary's Office

Number:

Subject: Electronic mail (E-mail)

Approved By: DENR Secretary

Eff. Date: Sept 2, 1997

Revised:

Page 1 of 2

1. Electronic mail messages, including attachments, should be used as much as possible to conserve resources, to reduce operating costs and to minimize unnecessary meetings.
2. Electronic mail messages are covered within the definition of "public records" in G.S. 132-1. Where appropriate, E-mail may be exempt from disclosure as a confidential document--for example, certain communications by legal counsel, personnel records, and other legal exceptions to public record disclosure.
3. All E-mail is the property of the Department. Employees should not have any expectations of privacy in the use of E-mail, except as previously noted with regard to established exceptions to public records disclosure.
4. E-mail is intended for use for official State business and matters within the scope of employment, broadly defined.
5. Minimal and necessary personal or quasi-business communications via the E-mail systems are acceptable, particularly where convenience (and ultimate savings of State employee time and State resources) dictates their use; but in no event may their use interfere with normal business activities.

Illustrative examples of acceptable "minimal and necessary" usages, of a personal or quasi-business nature, are:

- a) Notices of social and public service events, such as "Habitat for Humanity", blood drives, etc.
- b) Work group gatherings in or out of the office (group lunches, ball games, birthdays, etc.)
- c) Divisional or inter-agency notification used for communicating good will among users (holiday greetings, congratulatory messages, etc.)

- d) Messages home re: office hours, travel, etc.
 - e) Messages (for convenience) to other LAN, WAN or Internet users concerning individual plans and activities. These would include communications similar to current telephone usage.
6. E-mail usage, consistent with this memorandum, should in no event involve messages which are illegal or against public policy.

Illustrative examples of unacceptable usages are:

- a) Discriminatory information (race, creed, color, gender, religion, physical disability or sexual preference).
- b) Sexual harassment or sexual misconduct.
- c) Transmittal of pornographic or profane material.
- d) Personal business use or commercial activities.
- e) Personal political beliefs or political campaign activities.
- f) Wagering, betting.

GUIDELINES

- 1. Assume your E-mail messages are being read by people other than the addressee. There is no reasonable expectation of privacy for e-mail messages.
- 2. Remember that the messages are permanent and that transcripts can be taken out of context after you've forgotten the message.
- 3. Take care in phrasing messages. Don't use e-mail to express strong emotions and be careful about humorous expressions, because they look different in print. Remember that E-mail is not private. Non-verbal portions of a message (i.e., humor) may not be picked up by the receiver, and may not be understood by unintended readers, so if you are joking it is best to say so.
- 4. Change your password often, never give it out, and consider handling confidential communications outside e-mail if at all possible).
- 5. Be careful that you do not send mail to the wrong person when you select a name from address lists. Be very careful with distribution lists.
- 6. Document retention for e-mail is governed by Department of Culture Resources policies and is essentially the same as for any other type of document. Employees should be familiar with and should follow their document retention schedule.



North Carolina
Department of Environment
and Natural Resources

POLICY

Section: Information Technology Services

Number:

Subject: Use of NCIIN and Internet

Approved By: DENR Secretary and IRMB

Eff. Date: Aug 1, 1997

Revised:

Page 1 of 5

USE OF THE NORTH CAROLINA INTEGRATED INFORMATION NETWORK AND THE INTERNET

Purpose

To establish a policy pertaining to the use of the North Carolina Integrated Information Network (NCIIN) and the global Internet by public staffs

Background

The Internet is a world-wide collection of interconnected networks. The State's wide area network, the NCIIN, is one of many networks connected to the Internet. Electronic tools associated with Internet access, such as electronic mail (E-mail) and the World Wide Web(), help public agencies streamline information

access and conduct business. These tools are used with the NCIIN to facilitate inter-agency communication and information processing. These same tools are used for communications between public agencies and entities on the Internet, such as other government organizations, educational institutions, private businesses, and citizens.

There are many parallels between the new electronic information tools and older technologies used for similar purposes (for example, telephones and written correspondence). As such, the same general concepts of professionalism and appropriate use of publicly owned or publicly provided information processing resources apply.

Increasing numbers of public staffs now access the Internet. Public use of publicly provided information on the NCIIN is also growing. Public staffs have stewardship responsibilities for public information. The open connection afforded by Internet access underscores the need for heightened awareness among public employees regarding prudent behavior as it pertains to information dissemination and access.

The Information Resource Management Commission adopted a "Policy and Guidelines on the Use of the Internet" on August 2, 1994. That Policy and Guidelines remains the governing guidance to appropriate use of the NCIIN and the Internet by public staffs. The following policy represents the mandated application of certain aspects of that Policy and Guidelines.

Scope

This policy applies to all government agencies under the authority of the Information Resource Management Commission (IRMC).

Policy

1. While in performance of work-related functions, while on the job, or while using publicly owned or publicly provided information processing resources, public employees are expected to use the NCIIN and the Internet responsibly and professionally and shall make no intentional use of these services in an illegal, malicious, or obscene manner. Public employees may make reasonable personal use of publicly owned or

provided NCIIN or Internet resources as long as:

- a. The direct measurable cost to the public is none or is negligible;
 - b. There is no negative impact on employee performance of public duties;
 - c. The policy is applied equitably among all employees of the agency;
 - d. Employees shall reimburse the agency if costs are incurred, provided that costs may be incurred only in critical situations.
2. When sending or forwarding E-mail over the NCIIN or the Internet, public employees shall identify themselves clearly and accurately. Anonymous or pseudonymous posting is expressly forbidden.
3. Public employees have a responsibility to make sure that all public information disseminated via the NCIIN and the Internet is accurate. Employees shall provide in association with such information its source and the date at which it was current and an electronic mail address allowing the recipient to contact the public staffs responsible for making the information available in its current form.
4. All files downloaded from a source external to the NCIIN must be scanned for viruses. This includes files obtained as e-mail attachments and by any other file transfer mechanism. It is the responsibility of public employees to prevent the introduction or propagation of viruses.
5. The Internet provides easy access to software distributed by companies on a trial basis. This free access does not indicate that the software is free or that it may be distributed freely. All applicable software copyright and licensing laws must be followed.

Definitions

E-Mail: Electronic Mail - The capability to compose, address, and send messages electronically.

NCIIN: North Carolina Integrated Information Network - refers to a web of interoperable networks, within the state, that transmits data, text, images, voice, and video.

: World Wide Web - The integrated world wide network of computers based on the hypertext transfer protocol (HTTP), and Transmission Control Protocol/Internet Protocol (TCP/IP), commonly used to bring information to computer users via a client browser program.

Information processing resources: Electronic computing and communications hardware, software, networks, and information.

Recommended Review Frequency

The recommended review frequency for this policy is every six months.

Last Review Next Review Reviewer Change Recommended?

Additional References

State of North Carolina, Information Resource Management Commission, "Policy and Guidelines on the Use of the Internet," adopted August 2, 1994,

<http://www.sips.state.nc.us/IRMC/documents/approvals/irmcnet.html>

Approved by the IRMC 9/3/96