

State of Delaware
Office Of Information Services
Office of Telecommunications Management
STATE INFORMATION TRANSPORT NETWORK
ACCEPTABLE USE POLICY

I. Purpose

The purpose of the **State Information Transport Network (SITN)** is to provide a vehicle that will enable digital communications to occur across interstate and intrastate boundaries within the framework of the State of Delaware's oversight and control. In support of this function, the Office of Telecommunications Management, in accordance with the Delaware Code Annotated, Title 29, Section 6353, is responsible for administering policies and procedures pertaining to the use of communications facilities and services by state government and to ensure compliance with these policies as well as other applicable laws and regulations. The development and publication of such policies will provide the foundation for assuring that abuse of the State's communications network does not occur.

Use of SITN must be consistent with the goals of facilitating and disseminating knowledge, encouraging collaborative projects and resource sharing, aiding technological transfer to State of Delaware businesses, fostering innovation and competitiveness within Delaware, and building broader infrastructure in support of the performance of professional, work-related activities.

Use of the State Information Transport Network is subject to the policies and guidelines found within this document. Violations or abuse of what is considered to be *acceptable use* will be subject to appropriate penalties depending upon the severity of the transgression from policy abuse.

The intent of this policy is to clarify certain uses which are consistent with the purposes of the State Information Transport Network, not to exhaust all such possible uses. The primary concern being addressed by this policy is use of the state communications network, not the use of the localized stand-alone workstation. Acceptable use of the stand-alone workstation is the responsibility of the individual agency/school district.

OTM may, at any time, make determinations that particular uses are or are not consistent with the purposes of the SITN. Should such determinations modify, in any way, the content of this policy, an updated policy reflecting such changes will be provided to all Cabinet Secretaries, Division Directors, School Superintendents, Principals and Education Technology Coordinators. Revision dates will appear on all such updates in an effort to eliminate any question of currency. If a use is consistent with the purposes and intent of SITN, then activities in direct support of that use will be considered consistent with the purposes of the network. For example, administrative communications in support of acceptable activities will be permitted.

II. Policy Compliance

This Acceptable Use Statement represents a set of guidelines to be followed when using the *State Information Transport Network*. This statement applies to all users of the Delaware statewide network, or any other networks which are used as a result of their SITN connection, such as **INTERNET**. Compliance with this policy and the Acceptable Use policies of any other networks accessed through a SITN connection, is also subject to enforcement by the "owner" of that network. (i.e. Abuse occurring on a network outside of the geographical boundaries of the State of Delaware will be considered a violation of the Delaware *State Information Transport Network Acceptable Use Policy* as well as a violation of other applicable Local, State or Federal policies, if access to that network was acquired via the SITN connection.) Should a violation or policy abuse occur, the individual who deliberately and with full knowledge, committed the said violation shall be personally liable for his/her actions.

Each agency and affiliate organization(s) are responsible for the activity of its users and for ensuring that its users are familiar with this *SITN Acceptable Use Policy*. Each agency and affiliate may also choose to develop and enforce its own acceptable use policies to further restrict the use of the network within its local environment. This may be done only with the understanding that, should a conflict exist, the State's *SITN Acceptable Use Policy* takes precedence over all local policies developed within the agencies for the explicit purpose of exercising responsible controls at the Local Area Network level.

III. Acceptable Uses:

- (1) To provide and facilitate communication with other state agencies and business partners of state agencies.
- (2) To communicate and exchange professional development to maintain or to debate issues in a field or subfield of knowledge.
- (3) To use for professional society, university association, government advisory, or standards activities related to the user's professional/vocational discipline.
- (4) To use in applying for or administering grants or contracts for work-related applications.
- (5) To use any other administrative communications or activities in direct support of work-related functions.
- (6) To announce products or services for use within the scope of work-related applications, but not for commercial advertising of any kind.

Principles of Ethics:

- (1) To respect the privacy of other users; for example, users shall not intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or represent themselves as another user unless explicitly authorized to do so by that user.
 - (2) To respect the legal protection provided by copyright and licensing laws to programs and data.
 - (3) To respect the integrity of computing systems; for example, users shall not intentionally develop programs that harass other users or infiltrate a computer or computing system and /or damage or alter the software components of a computer or computing system.
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IV. Unacceptable Uses:

- (1) Illegal or malicious use is not acceptable. Use should be consistent with guiding ethical statements and accepted community standards. SITN may not be used in ways that violate applicable laws or regulations such as use of the network to transmit or solicit threatening, obscene, or harassing materials. Use of SITN and any attached network, LAN or WAN, in a manner that precludes or significantly hampers its use by others will be considered an actionable offense.
- (2) Connections which create routing patterns that are inconsistent with the effective and shared use of the network shall not be established.
- (3) Unsolicited commercial advertising is not acceptable. Advertising is permitted on some mailing lists and news groups if the mailing list or news group explicitly allows advertising. Announcements of products or services are acceptable.
- (4) Use of the network for recreational games is not acceptable.
- (5) Use for revenue generating activities, unless stated as a specifically acceptable use, is not acceptable.
- (6) Use for private or personal business activities, as defined in a commercial sense such as the buying and selling of commodities or services with a profit motive, is not acceptable.
- (7) It is not acceptable to use the SITN to solicit information with the intent of using such information to cause personal harm or bodily injury.
- (8) It is not acceptable to use SITN so as to interfere with or disrupt network users, services, or equipment. Disruptions include, but are not limited to, distribution of unsolicited advertising, propagation of computer worms or viruses, and use of the network to make unauthorized entry to any other machine accessible via the network.
- (9) It is assumed that information and resources available via SITN are private to those individuals and organizations which own or hold rights to those resources and information, unless specifically stated otherwise by the owners or holders of the rights. It is therefore not acceptable for an individual to use SITN to access information or resources unless permission to do so has been granted by the owners or holders of rights to those resources and information.

V. Remedial Action

When OTM learns of a possible inappropriate use, OTM staff will immediately notify the agency or affiliate responsible, which must take immediate remedial action and inform OTM of its action.

In an emergency, in order to prevent further possible unauthorized activity, OTM may temporarily disconnect that agency or affiliate from the SITN. If this is deemed necessary by OTM staff, every effort will be made to inform the agency or affiliate prior to disconnection, and every effort will be made to reestablish the connection as soon as it is mutually agreed upon.

Any determination of nonacceptable usage serious enough to require disconnection will be promptly communicated to the Cabinet Secretary Level by the Director of the Office of Telecommunications Management.

Unauthorized activity or non-acceptable usage determined at the agency/school district level may be subject to remedial action being taken in accordance with the acceptable use policy of that agency/school district as well as those actions outlined above. The remedial action outlined in agency/school district policies may differ from the remedial action as outlined in this policy.

This policy represents a guide to the acceptable use of SITN. OTM provides access to state, national and international resources to its clients through connections with networks outside of Delaware. In general, it is the responsibility of those networks to enforce their own acceptable use policies. OTM will make every attempt to inform its clients of any restrictions on use of networks to which it is directly connected, as such information is made available by the network provider.

OTM accepts no responsibility for traffic which violates the acceptable use policy of any directly or indirectly connected networks beyond informing the client that they are in violation if the connected network so informs OTM.

OTM will review violations of our Acceptable User Policy on a casebycase basis. Clear violations which are not promptly remedied by the client organization may result in termination of SITN services and/or investigation by the Attorney General's office.

If, in the judgement of the Office of Information Services/Office of Telecommunications Management, it is believed that criminal activity is taking place within the network infrastructure, OTM will notify the proper authorities and will assist in any investigation and/or prosecution of any offense by documenting such illegal use.

NETWORK ACCEPTABLE USE POLICY ACKNOWLEDGMENT STATEMENT

This is to certify that I have read and agree to abide by the guidelines set forth within the *State Information Transport Network Acceptable Use Policy*. As an employee/business partner/student of the State of Delaware I fully intend to comply with this policy realizing that I am personally liable for intentional misuse or abuse of the State's Information Transport Network.

Print Name: _____

Signature: _____

Agency/Company/School _____

Date: _____
