

STATE OF MISSISSIPPI DEPARTMENT OF EDUCATION	TOPIC: COMPUTER SERVICES
EMPLOYEE PROCEDURES MANUAL	SECTION: 19.0      PAGE: 1 OF 5 EFFECTIVE DATE:    MAY 1, 2000 REVISED:            JULY 17, 2018

APPROPRIATE AND ACCEPTABLE USE POLICY

REGARDING APPROPRIATE, ACCEPTABLE USE OF INFORMATION TECHNOLOGY FACILITIES AND RESOURCES OF THE MISSISSIPPI DEPARTMENT OF EDUCATION MANAGEMENT INFORMATION SYSTEMS)

The Office of Technology and Strategic Services (OTSS) is dedicated to providing the best possible service to its customers and is committed to ensuring that the information systems resources of the State and MDE are used appropriately for the purposes they are intended. The information systems resources are in place to facilitate the ability of MDE employees to do their job efficiently and productively.

This policy governs the use of the MDE information systems resources, which include all computers, computer-based communication networks, Internet, and all related equipment administered by OTSS and/or assigned to an employee to conduct MDE business. The electronic communications and facilities of MDE are the property of the State and by using these facilities, or any equipment, software, or hardware assigned to an employee to conduct MDE business, the user acknowledges consent to abide by this policy. A "user" is defined as any person employed by MDE, which includes full-time, part-time, temporary, contract employees, persons who are employed by contractors or subcontractors of MDE, and any other individuals who are authorized to use agency computer resources. "Appropriate use" is defined as official business conducted on behalf of the MDE according to its statutory mission and ongoing work policies and operations. Game playing or use of computers for personal financial gain or business other than that conducted for the MDE is strictly prohibited. Instant messaging must only be used for business related purposes. Use of the system for illegal acts or to view or download sexually explicit material is strictly forbidden. The user should be aware that any communications or uses of the MDE information systems resources, or the use of any information systems resources provided to an employee to conduct MDE business are not to be considered private or confidential, and can be monitored at any time. All users are hereby notified that system security features allow any messages or usage to be monitored and archived regardless of passwords and message deletions, and that computer use is subject to search and monitoring at any time.

Appropriate use reflects honesty and ethical behavior and demonstrates consideration in the consumption of shared resources.

For any questions, contact your immediate supervisor, MDE Human Resources Director, or the OTSS Security Administrator for clarification or additional information.

SOFTWARE:

Software, including but not limited to, Internet downloads, utilities, addins, programs (including shareware, freeware and Internet access software), patches, upgrades, or clip-art, shall not be installed on any desktop, notebook personal computer (PC), Personal Digital Assistant (PDA), Tablet, Smart Phone, or server by anyone other than a representative of the OTSS Department, without notification to OTSS or Help Desk ticket. There are to be no games on any desktop, PC or server. OTSS must approve all software purchased for use on MDE equipment in writing.

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SOFTWARE (continued)

Software owned or licensed by MDE may not be copied to alternate media, distributed by e-mail, transmitted electronically, or used in its original form on other than MDE PCs, or any PC assigned to an employee to conduct MDE business, without express written permission from designated OTSS personnel. In no case is the license agreement or copyright to be violated.

Standard software is to be used for all internal functions. Approved nonstandard software is only to be used to interface with customer or vendor organizations when they require the non-standard software. Any non-standard software that is needed to perform a specific job function will need to be brought to the attention of the OTSS Director. Those applications shall be the sole responsibility of that office and if the application interferes with any required programs, applications, and utilities, it should not be used, and if in use, it may be disabled. OTSS will maintain a list of all supported, approved software.

HARDWARE:

All PCs, workstations, printers, add-in cards, memory modules, and other associated equipment are the property of MDE and should not be used for purposes other than MDE business. Any PC, workstation, printer, add-in card, memory module, and other associated equipment that are assigned to an employee to conduct MDE business should not be used for any other purpose. No changes, modifications, additions, or equipment removals may be done without notification to OTSS.

Any equipment being transferred to another employee or to a school district must fill out a transfer form to be submitted to the Accounting Office with a copy sent to OTSS.

Except notebook PCs, PDAs, Tablets or Smart Phones, used in daily offsite work, no information systems equipment should be removed from MDE premises without the permission of your immediate supervisor. In the event equipment is to be off premises for some time, the employee responsible for the equipment must file a hand-written receipt with OTSS.

HELPDESK:

The office of OTSS has established a HELPDESK for accepting calls from anyone who is having computer hardware/software or network related problems. These calls will be entered into the HELPDESK database for tracking and distributed to the appropriate technician to assist you. These technicians will be instructed to not accept any help request that has not been processed by OTSS HELPDESK. This is to ensure that all issues will be handled in an orderly and timely manner.

PRACTICES:

No materials, including obscene, racist, sexist, harassing or offensive based on color, religion, creed, national origin, age, or disability, are to be disseminated in any manner which are derogatory to any person or group.

All external data devices, e-mail attachments, and executable e-mail messages should automatically be scanned for viruses using the virus detection software installed on all MDE computer workstations which have been configured by OTSS. If you have made any configuration changes to your workstation, even with the approval of OTSS, it is

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PRACTICES (continued):

your responsibility to ensure virus protection prior to opening/executing external data devices, e-mail attachments or executable e-mail messages.

Like all MDE information systems resources, Internet access and e-mail are for work-related use. Employees shall not use electronic communications systems, such as e-mail, to harass or solicit others or interfere with their work. Visits to sites and e-mail access can and may be monitored at the specific individual level.

Employees may not use MDE information systems resources, or any information systems resources provided to an employee to conduct MDE business for soliciting, personal financial gain, partisan political activities, or further disseminating "junk" e-mail, such as chain letters. MDE email accounts should not be used to receive, store, or disseminate solicited or unsolicited email known as 'SPAM'. Such items should be deleted immediately. Mailbox restrictions may be imposed for violating MDE policy.

It is highly recommended that all employees store data files (word documents, spreadsheets, databases, etc.) in their user's directory on the network fileserver. A second option for employees would be to save all data on external data devices other than the PC hard drive. If the employee is unfamiliar with these options, the office of OTSS will assist in setting these up on their PC. OTSS is not responsible for any data lost on the PC in the process of repairing or replacing the computer.

You are expected to report policy violations, which you observe, to your supervisor, or in the event that the violation involves the supervisor, to the MDE Human Resources Director. Likewise, if you are a witness to a violation, you are expected to cooperate in any investigation of the violation.

CONSEQUENCES:

Any user who knowingly and willingly violates this policy is subject to disciplinary action up to and including termination from employment.

Furthermore, in the event of an illegal activity, the user will also be reported to the appropriate law enforcement authority.

REVISION:

This policy is subject to periodic revision. MDE will notify users of these revisions, but it is the user's responsibility to ensure that use of the MDE computing and communication resources conforms to current policy.

GENERAL COMPUTER SERVICES POLICIES:

The State of Mississippi has designated one state agency, Information Technology Services, (ITS) to regulate all purchases of computer equipment, software, and related services. To ensure compliance with state law and ITS regulations, and to coordinate all departmental computer activities, the Department of Education has established an office of Technology and Strategic Services (OTSS). The OTSS office is responsible for all computer related functions and services of the entire Department. Computer services provided include program development and support, establishing priority scheduling for computer access and printing, maintaining a help desk in order to answer staff questions, and assisting with computer maintenance. All computer related purchases (which includes hardware, software,

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GENERAL COMPUTER SERVICES POLICIES (continued):

maintenance agreements, and other services such as hiring computer consultants and temporary data entry clerks) are handled by the OTSS office. All telecommunication matters are under this office's jurisdiction, including telephone services, cabling concerns, satellite dishes, and all other devices for two-way communications. Finally all communications between the Department and the ITS must be coordinated by the OTSS office. Procedures for requesting services from this office are described below.

COMPUTER PRINTING:

All large computer printing jobs are run, burst and distributed by the OTSS office. A production schedule is prepared each calendar year for all routine printing jobs. The schedule not only tells the OTSS staff when items are needed, it details what the user must have in place on a particular date in order for the job to be run. By following the established schedule, all jobs are run at the time they are needed, there is a more even distribution of the computer's work load, and priorities can be established. Before the beginning of each year, the OTSS office updates the schedule and revises the production dates to coincide with actual working days. When this is accomplished, each division is provided with a draft copy of the annual schedule for review. Any changes within the divisions or offices should be noted on the production schedule. Once the schedule is adopted in its final form, the divisions will not have to request the printing jobs contained therein as all jobs will be run as a matter of routine.

Items which should be listed on this production schedule include all regularly scheduled reports, journals, ledgers, etc. Examples of items include all annual reports (i.e. Superintendent's report, accreditation report), and monthly accounting reports. If a division has a need for a special run or report which is not listed on the production schedule, a request can be made by following the procedures described below.

COMPUTER REQUESTS:

Any request for computer services, whether it is a work order, a modification to a current program, a special report, etc., must be placed on the OTSS HELPDESK. The requesting office and division must provide a detailed description of the requested services. In addition, the requesting division should provide a statement of urgency, a priority and a requested completion date. Many requests for program changes, etc., cannot be accomplished in a short period of time; therefore, the OTSS office should be given as much lead time as possible. The request will be more likely to be completed by the time it is needed if it contains a due date and not just an "As Soon As Possible" statement.

FIVE-YEAR COMPUTER PLAN:

The Department of Education has established a five-year computer plan based on ITS standards and guidelines. The ITS evaluates all procurement requests by reviewing the agency's long-term computer plans; therefore, the Department has established a policy which prohibits the purchase of items not listed in the current five-year plan.

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FIVE-YEAR COMPUTER PLAN (continued):

The five-year plan is required to be updated each year and the update is submitted to ITS by August 1. In order to meet the ITS deadline, the OTSS staff begins preparing the yearly update during the fall. Meetings are scheduled with each office and/or division during the review process to ensure all departmental needs are addressed in the five-year plan. The offices are encouraged to plan all computer related purchases in advance since the procurement process will not begin until such time as the items to be purchased are listed in this plan.

The plan will not be updated during the year for which it is in effect. The only exception that will be made to this policy will occur if a new program or funding source is approved which has a line item relating to computers. The budget escalation approving the new program, etc., must be presented at the same time as the request to purchase is made. The OTSS office will then submit a revision for or an update to the five-year plan to ITS.

PROCUREMENT POLICIES:

All departmental purchases for items which are under the jurisdiction of the ITS must be approved first by the OTSS office. This includes all computer hardware including electronic word processing and office systems, terminals, printers and plotters, and computer output microfilm equipment), telecommunication devices (transmission devices which use telephone lines such as couplers, modems, front-end processors, satellite dishes and multiplexers), software, and computer related services. Computer related services is a broad term which encompasses maintenance agreements, contractual services for professional and clerical personnel, service offices (remote computer facilities), and data shared networks.

Contractual services which must be obtained through ITS include programmers, systems analysts, telephone installers/cablers, telecommunication managers, data processing managers, EDP auditors, data entry operators, clerical operators for both personal computers (pc) and mainframe terminals and telephone/switchboard operators. All pc development and temporary programmers are included in these categories. An ITS procurement manual has been issued which details how all acquisitions are to be handled.

PROCUREMENT PROCEDURES:

Before a computer related item can be purchased, the OTSS office must review and approve the request no matter which object code (major and minor) will be utilized for the purchase. The OTSS office will review the request and determine if the purchase must receive ITS approval. If that agency's approval is required, the OTSS office will complete all the steps in the procurement process, except for coding the final purchase request. If specifications for the purchase must be developed, this office will assist ITS in ensuring they are written to meet the office's requirements.

TELECOMMUNICATIONS:

Since all telecommunication purchases and placements are regulated by ITS, the OTSS office has been given responsibility for the departmental telephone system. Due to this fact, any time an employee wishes to change his or her telephone services by adding phone lines and/or equipment, or wishes to modify existing services the request must be made to the OTSS office by the employee's office director. In addition, if the employee is experiencing a problem with the telephone system, he or she should report it to the OTSS office.