



STATE OF DELAWARE
DEPARTMENT OF TECHNOLOGY AND INFORMATION
 801 Silver Lake Blvd.
 Dover, Delaware 19904

Doc Ref Number:	DTI-0042.02	Revision Number:	9
Document Type:	Enterprise Policy	Page:	1 ██████
Policy Title:	Acceptable Use Policy		

Synopsis:	Guide Behaviors in Using the State’s Communications and Computer Systems.		
Authority:	Title 29 Chapter 90C Delaware Code, §9004C – General Powers, duties and functions of DTI “2) Create, implement and enforce statewide and agency technology solutions, policies, standards and guidelines, including as recommended by the Technology Investment Council on an ongoing basis and the CIO”		
Applicability:	This Policy is applicable to all users of the State of Delaware communications and computing resources. DTI is an Executive Branch Agency and has no authority over the customers in Legislative and Judicial Branches, as well as School Districts, and other Federal and Local Government entities that use these resources. However, all users, including these entities, must agree to abide by all policies, standards promulgated by DTI as a condition of access and continued use of these resources.		
Effective Date:	June 5, 2006	Expiration Date:	None
POC for Changes:	Solomon Adote, Chief Security Officer		
Approval By:	James Collins, Chief Information Officer		
Approved On:	September 28, 2015		
Review Date:	Sept 27, 2019		



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I. Policy

EXECUTIVE SUMMARY

Technology-based solutions and communication devices are woven into all aspects of our professional and personal lives. Often, business and individuals have struggled to determine the appropriate use of technology. This State policy defines the acceptable use of various technologies in our professional lives in service to the State of Delaware.

PURPOSE

There is an endless array of technology services and products for State organizations to consume, and the number and type of available options is ever-growing and expanding. It is not reasonable that this policy keeps pace with frequent technology changes in real time, or that it can specifically list and address every possible service, product, or use-case scenario. One goal of this policy is to provide guidance and information as a framework to consider when making technology-related decisions. Another goal is to provide explicit examples of choices or actions that are not acceptable. As individuals involved in the affairs of State government, our jobs must be conducted with integrity, respect, and prudent judgment.



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COMPLIANCE WITH ALL LAWS AND REGULATIONS

All State of Delaware employees must comply with all applicable federal, state and local laws and government regulations. This includes compliance with agency requirements within the State organization.

POLICY STATEMENT

1. You are responsible for exercising good judgment regarding appropriate use of State data and resources (email, web sites, Internet services, etc) in accordance with State policies, standards, and guidelines. The State uses internet content management tools designed to restrict access to unauthorized internet sites. However, while these tools limit prohibited usage, sites that violate acceptable use remain accessible and users must therefore remain vigilant when using the Internet. Alternatively, agencies with business requirements to use filtered sites may request that access. Appendix C includes website categories typically blocked and the process for requesting changes. State of Delaware data or resources may not be used for any unlawful or prohibited purpose. State resources may not be used for personal or inappropriate use, nor for pursuing activities not specifically identified as work required except as noted under Personal Use in Appendix A. Also, Appendix A has a non-exclusive list of specific activities that are prohibited.
2. You must ensure through practice or technical means that non-public information remains within the control of State at all times. Conducting State business that results in the inappropriate release of data or the storage of non-public State information on personal or non-State controlled environments, including devices maintained by a third party with whom the State of Delaware does not have a contractual agreement, is prohibited. This also specifically prohibits the use of an e-mail account that is not provided by the State of Delaware or its customer and partners, for government business. Appendix A has additional details.
3. You are responsible for ensuring secure practices are utilized when conducting business with or on behalf of the State. Personally owned devices, when interacting with or for the State, are considered on temporary duty assignment to the State for the duration of the activity. The State retains the right to access any State records or materials developed for State use even on personally owned devices. In that regard, both personally owned devices (smart phones, tablets, home computers, etc.) and State



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owned devices are mandated to comply with State security policies and practices. Appendix A has more details.

Examples include the comprehensive use of:

- Strong Passwords
 - Encryption for data, both stored and transmitted
 - Anti-virus
4. You acknowledge and understand that all uses of the State's resources is subject to monitoring and there is no right to privacy when using State resources. Appendix B has more information related to monitoring.
 5. Each network user is required to read and understand this policy and sign the appropriate acknowledgement statement. Each organization must have their staff review this policy annually. The signed acknowledgement statement must be maintained by each organization. Network users, who do not sign the Acceptable Use Policy Acknowledgement Statement, will be denied access to the State's Communications and Computer Systems.
 6. State information and records could be subject to the [Freedom of Information Act](#).

IMPLEMENTATION RESPONSIBILITY

DTI and/or the organization's technical staff will implement this policy during the course of normal business activities, including business case review, architectural review, project execution and the design, development, or support of systems.

ENFORCEMENT and WAIVER

DTI will enforce this policy during the course of normal business activities, including business case and architectural review of proposed projects and during the design, development, or support of systems. This policy may also be enforced by others during the course of their normal business activities, including audits and design reviews.





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If there is ambiguity or confusion regarding any part of this policy, contact your supervisor or Agency/School District or Affiliate IRM. Agency/School District or Affiliate IRM's can contract DTI by sending an email to eSecurity@state.de.us

II. Definitions

State Communications and Computer Systems – State of Delaware communications and computer systems are any equipment, hardware, software or networks (including wireless networks) owned, provided or used by or on behalf of State of Delaware that store or transmit voice or non-voice data. This includes telephones, cellular/wireless telephones, voice mail, computers, e-mail, facsimiles, pagers, and State Intranet or Internet access (including when accessed through personal computers).

III. Development and Revision History

Initial version established April 15, 2003.
Corrected hyperlinks, reference to the Merit rules, and CRS title change on August 8, 2005.
First reformatted version established July 31, 2006.
Revised version published on May 22, 2007.
Updated acknowledgement statement on September 17, 2007.
Clarified the requirement to sign the Acknowledgement statement in Appendix 1 on September 5, 2008.
Add FOIA and social media topics on July 1, 2009.
Add mobile device topic plus reformatting on January 5, 2012
Add revised language related to DropBox on June 3, 2013
Added language for Internet Content Filtering on January 2, 2015
Added language for unprofessional messages or images on May 26, 2015
Added language for FTI and social media on 9/28/2015
Refreshed as per sponsor 09/15/2017

- Added **COMPLIANCE WITH ALL LAWS AND REGULATIONS** statement
- Added FOIA statement
- Added further detail/clarification to prohibited email activities
- Added further detail/clarification to use of State resources
- Added Cloud File Sharing to Internet Content Filtering
- Updated Internet Content Filtering with request for exceptions instructions



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- Updated K12 email address

IV. Approval Signature Block

Name & Title: State Chief Information Officer	Date

V. Related Policies and Standards

[Delaware Information Security Policy](#)
[Strong Password Standard](#)



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ACKNOWLEDGMENT STATEMENT

State Of Delaware - Acceptable Use Policy

State Employee

This is to certify that I have read and agree to abide by the guidelines set forth within the State Acceptable Use Policy. As an employee 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 communications and computer systems. If I have any questions about the policy, I understand that I need to ask my supervisor or IRM for clarification. Users are also encouraged to take and score 100% on the AUP self-test located on the DTI Internet at: http://dti.delaware.gov/information/aup_self_test.shtml

****If I refuse to sign this acknowledgement form, my supervisor will be asked to sign to this form indicating that I have been given time to read and have questions answered about this policy. The supervisor will read this statement to me prior to signing the document and advise me that by not signing this document my rights to use the State's Communications and Computer Systems will be denied and may affect my ability to meet my job requirements.***

Name: _____

Signature: _____

Agency/Organization/School: _____

Date: _____

Supervisor Signature
 (*as required): _____



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