



ETLWDA  
WORKFORCE INNOVATION AND  
OPPORTUNITY ACT  
**POLICY MANUAL**

# Pages: 2 Issued: 13 August 2019 Effective: Immediately
APPROVED: <i>Martha Axford</i>

**SUBJECT: TECHNOLOGY AND COMMUNICATION**

**POLICY STATEMENT:** East Tennessee Human Resource Agency (ETHRA) owns and operates technology and communications systems in order to carry out the work of the agency. The computer system, other technology resources, and all communications and other activities on these systems are the property of ETHRA and are not intended for personal use.

**Purpose:** The purpose of these policies is to inform ETHRA Workforce Services Division employees, ETHRA Workforce Innovation and Opportunity Act (WIOA) contractor(s), and others who may access ETHRA systems of the appropriate use of these resources. The goal is to enable all employees to work efficiently and cost effectively in meeting the needs of customers.

**Process:**

**Computers:** Only ETHRA IT staff may install, connect, disconnect, move, or modify ETHRA computer equipment. Hardware needs should be requested through established procedures.

**Passwords:** Employees must use only those passwords issued or approved by the agency. Employees may not share passwords with others or use the password of another employee. Only ETHRA IT staff and other authorized individuals may have or authorize access to an employee’s password and computer. Staff must protect against unauthorized use of their password by logging out or by activating screen savers when computers are left unattended.

**Software:** ETHRA will provide employees with the software necessary for the conduct of their work. Only ETHRA IT staff, or designated individuals approved by IT staff, may install software. Employees are not permitted to change or tamper with network setups or software configurations. ETHRA adheres to the terms and conditions of software licensing agreements and copyright laws. ETHRA employees, and its contractors, are prohibited from copying ETHRA-owned software. Employees are prohibited from installing on ETHRA computers any personally owned or acquired software. Software needs should be requested through established procedures.

**E-mail:** E-mail is provided for agency business purposes. Any personal use of e-mail must be brief, infrequent, and limited to necessary correspondence which, because of time constraints, cannot be made outside work hours. Public access computers located throughout the community may be used for personal e-mail. This also applies to personal devices such as smart phones, tablets, iPads, laptops, etc.

In order to limit the introduction of a virus into the system, employees must exercise great caution when opening any e-mail attachment. Attachments from unknown sources must not be opened without first checking with ETHRA IT staff.

**Internet:** Employee access to and communication on the Internet is intended for agency business purposes. Any personal use of the Internet must be infrequent, brief, necessary due to time restraints, not on work time, and approved in advance by a supervisor. Public access computers located throughout the community may be used for personal Internet access. This also applies to personal devices such as smart phones, tablets, iPads, laptops, etc.

In order to limit the introduction of a virus into the system, employees must exercise great caution when downloading a file from the Internet. Only those files from an official or other known source which are directly related to a work product may be downloaded from the Internet. To verify compatibility with our systems, ETHRA IT staff must be contacted when secondary files must be downloaded to access Internet files.

**Telecommunications Equipment:** Telephones are intended for agency business purposes. Any personal calls must be infrequent, brief, and limited to those which are necessary but cannot be made outside of work hours. Personal, long-distance calls made from ETHRA telephones must be charged to a home phone, calling card, credit card, or placed collect. If, in an emergency, it becomes necessary to charge a personal call to the ETHRA account, it is the responsibility of the employee to log and report that call at the time it is made and to make arrangements to pay for the call. This also applies to personal devices such as smart phones, tablets, iPads, laptops, etc.

Only agency issued and approved messages may be placed on answering machines and voicemail.

Fax machines are available for the purpose of conducting agency business. Any personal use of the fax machine must be infrequent, brief, necessary, and approved in advance by a supervisor. Employees must reimburse ETHRA for any personal long-distance fax charges.

**Photocopying Equipment:** Copiers are available for agency business use. Any personal use of these machines must be infrequent, brief, necessary, and approved by a supervisor in advance.

**Privacy:** Employees using ETHRA computers, e-mail, and other technology and communications equipment and resources need to know that this use is not private. All materials created, sent, received, or stored on these devices are the property of ETHRA. ETHRA reserves the right to monitor, review, copy, retrieve, discard, retain, and/or disclose any and all material on agency devices at its sole discretion. Employees are advised that some of these systems create a record that may be retained indefinitely and retrieved even after material has been deleted or erased.

**Prohibitions:** The use of all technology and communications resources is to be in conformance with these policies and with local, state, and federal laws and regulations. ETHRA employees are prohibited from using agency equipment and resources to view, send, post, or display political, sectarian, religious, discriminatory, abusive, illegal, fraudulent, offensive, slanderous, vulgar, or defamatory messages, texts, graphics, or images; to discriminate against individuals on the basis of race, sex, sexual orientation, religion, color, creed, age, national origin, political affiliation, or handicap; to sexually harass; to solicit others for business, political, religious, or other purposes not directly related to agency business; to engage in or promote an outside job or business; to seek outside employment; or to transmit secure agency data such as IP addresses and passwords.

Failure of ETHRA employees and employees of its contractors to adhere to these policies will result in disciplinary action up to and including termination of employment/nullification of contract.

These policies apply equally to individuals who are not ETHRA employees but who are assigned to work under ETHRA auspices using ETHRA owned or managed systems. Violations of these policies will be reported to the assigning agency and may result in the termination of the assignment to ETHRA.

I have read, understand, and agree to abide with the policies set out above.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_