

 <p>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</p>	Developed by/Date: Exec 7/19/05, Rev. 1/20/10, 12/12/11	Page: 1 of 2	Number: 4.2
	Reviewed by/Reviewed Date: CSA Exec 7/19/08, 2/8/10, 12/12/11	Replaces:	Category: Information Technology
Title: Internet Usage		Approved: 12/12/11	

Policy

 Procedure

 Guideline

Purpose

All users, employee (permanent or temporary), contractor, consultant, vendor, volunteer, student, or other persons, having access to the Community Services Agency’s (CSA) computers are expected to follow the allowable hours for internet usage. This procedure should explain the Agency’s process in holding users accountable to adhering to CSA Information Technology Security Policy.

Definition

Internet is available to staff as a business tool and resource. CSA has allowed staff to use the internet for personal use as a benefit as long as the use is to appropriate sites and the use is limited with discretion for quick personal needs as long as it doesn’t interfere with business or policies. Users must limit their access to the internet for personal use on their own time (i.e., break and lunch times). Misuse of the internet will be addressed with appropriate discipline and access may be limited and/or denied.

Procedure

On the first of each month an Internet Usage Report is generated for the previous month identifying the amount of time individual users have spent browsing the Internet. Users who appear to spend an excessive amount of time (i.e. 20 hours of time appearing to be non-work related) are identified and additional reports will be run to identify:

1. The top websites accessed by the user.
2. The amount of time the user accessed these websites.

A. Information Technology staff will evaluate these reports as follows:

1. Report #1
 If there is over 20 hours of time that appears to be non-work related a brief analysis is done and a report is generated.
2. Report #2
 Given the above information the URLs accessed would then be evaluated. If it appears there is significant number of non-business website hits, (i.e. “popcap.com” [games]), a memo will be sent to the Assistant Director and CSA

Human Resources Manager notifying them of the findings and follow up required.

- B. Upon receipt of the notification, Assistant Directors will work with the manager to evaluate the report to determine if, in fact, the user is accessing the internet for personal use excessively. (Note: if employee regularly takes breaks/lunches away from the work area, this would reduce the amount of personal internet use that is acceptable for that time period.).
- C. If internet usage is based on a legitimate business need, no action will be taken. Supervisor or manager must notify CSA Human Resources manager of the review and the outcome.
- D. If internet usage is primarily non-business related and the manager determines a violation has occurred, the following actions will be taken:
 - 1. First Offense
The user will be counseled by the supervisor or manager about abiding by the Internet Policy. The supervisor or manager will document the conversation and notify CSA Human Resources manager.
 - 2. Subsequent Offense
If a second violation occurs a reprimand will be placed in their personnel file and their internet usage may be limited to business use only. Supervisor or manager must notify CSA Human Resources manager of the review and the outcome. The supervisor or manager can request to transfer the user to the "Business Only Usage" group via technical support work request on OSCAR.
 - Example of Reprimand Language
On [date of first discussion] we discussed your internet usage for the month of [month/year]. The CSA Information Technology Security Policy allows personal use of the internet during break and lunch times only. Your personal use has again exceeded what is allowed by the policy. Your internet access will now be restricted to business use only. This reprimand will be placed in your personnel file for permanent retention.
- E. If any report shows access of sites that are considered inappropriate, offensive, or harassing, the information will be given to CSA Human Resources manager immediately.
- F. Supervisors/Managers may request reports on Internet usage for anyone they suspect is not adhering to the CSA Information Technology security Policy or Internet Usage policy. To request a report, a Supervisor/Manager must contact the CSA Human Resources Manager.