	Maryland Institute for Emergency Medical Services Systems		
	Policy: E-Mail and Internet Usage		
	Originator: Information Technology		
	Policy Number	Effective Date	Revision Date
137.04	March 21, 2012	n/a	


Purpose: This policy establishes the standards for use of computer and electronic communication systems by MIEMSS employees, consultants, contract personnel or other non-employees such as volunteers or interns (“Users”). All users must follow this policy and any additional policy that may be adopted by MIEMSS or the State of Maryland where the user is working.

A. Permissible Use

- a. Business Use – MIEMSS computer systems that allow access to the Internet and electronic communication systems are the property of the State of Maryland and are provided to facilitate the effective and efficient conduct of State business. Users are permitted access to the Internet and electronic communication systems to assist in their job functions and the performance of their jobs.
- b. Personal Use – Personal use means use that is not job-related. In general, incidental and occasional personal use of the State of Maryland’s Internet access or electronic communication systems is permitted if users employing the MIEMSS computer or electronic communication systems for personal use must present their communications in such a way as to be clear that the communication is personal and is not a communication of MIEMSS or the State of Maryland.
- c. Prohibited Uses – Personal use is prohibited if:
 - i. It interferes with the user’s productivity or work performance, or with any other user’s productivity or work performance;
 - ii. adversely affects the efficient operation of the computer system;
 - iii. violates any provision of this policy, any supplemental policy adopted by MIEMSS, the provisions of Maryland Office of Information Technology Internet Security Policy and Standards, or any other policy, regulation, law or guideline as set forth by local, State or Federal authorities.

B. No Expectation of Privacy


- a. No user should have any expectation of privacy in any message, file, image or data created, sent, retrieved or received by use of the State of Maryland’s equipment and/or access. MIEMSS has the right to monitor all aspects of its computer systems including, but not limited to, sites, instant messaging, chat groups, or news groups visited by users, material downloaded or uploaded by users, and e-mail sent or received by users. Such monitoring may occur at any time, without notice to the user, and without the user’s permission. E-mail monitoring must be approved in writing in advance by the Executive Director of MIEMSS or the Executive Director’s designee.
- b. In addition, electronic records may be subject to the Maryland Public Information Act (PIA) and, therefore, available for public distribution.

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C. Prohibited Activities

Certain activities are prohibited when using the Internet or electronic communications. These include, but are not limited to:

- a. Engaging in any activity that is illegal under local, state, federal, or international law in conjunction with the usage of the MIEMSS internet or e-mail systems;
- b. accessing, downloading, printing, distributing or storing any electronic files or services having as a dominant theme:
 - i. Any lascivious description of or
 - ii. any lascivious picture, photograph, drawing, motion picture film, digital image or similar visual representation depicting a lewd exhibition of nudity, sexual excitement, or sexual conduct
- c. downloading or transmitting fraudulent, threatening, obscene, intimidating, defamatory, harassing, discriminatory, or other-wise unlawful messages or images;
- d. installing or downloading computer software, programs, or executable files contrary to policy;
- e. uploading or downloading access-restricted agency information contrary to policy or in violation of agency policy;
- f. unauthorized transmission or collection of personally identifiable information;
- g. violating the rights of any person or company protected by copyright, trade secret, patent or other intellectual property or similar laws or regulations;
- h. unauthorized transfer of copyrighted material;
- i. unauthorized exporting of software, technical information, or technology;
- j. interfering with or denying electronic communications systems services to any user;
- k. effecting security breaches or disruptions of any electronic communications system (including but not limited to tampering with the security of State owned computers, network equipment, services or files);
- l. sending e-mail using another's identity without their permission, an assumed name, or anonymously;
- m. permitting a non-user to use for purposes of communicating the message of some third party individual or organization;
- n. any other activities designated as prohibited by MIEMSS;
- o. advertising or solicitation of any kind (example – group purchase of lottery tickets, etc.) not approved by the Executive Director of MIEMSS or designee”;
- p. chain letters or illegal schemes or activities;

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- q. communication that constitutes illegal activities, harassment or infringement on the rights of others;
- r. fund raising or public relations not approved by the State of Maryland, or the Executive Director of MIEMSS or designee;
- s. mailings to large numbers of people that contain unwanted solicitations or information commonly referred to as spam;
- t. the introduction of a virus or malware;
- u. use for political purposes in violation of State of Maryland policies;
- v. use for private or personal business in violation of State policies; and
- w. any other activities designated as prohibited by MIEMSS.

D. Acceptable Use


The following activities are examples of acceptable use of MIEMSS e-mail and internet service:

- a. Sending and receiving electronic mail for job related messages, including reports, spreadsheets, maps etc.
- b. Using electronic mailing lists and file transfers to expedite official communications within and among state agencies, as well as other job related entities.
- c. Accessing on line information sources to gather information and knowledge on state and federal legislation, industry best practices, or to obtain specialized information useful to state agencies.

E. Cessation of Access

User's access to MIEMSS electronic communications systems resources shall cease when one of the following occurs unless otherwise permitted by the Executive Director of MIEMSS or designee:

- a. Termination of employment.
- b. Termination of a contractor's or consultant's relationship with MIEMSS.
- c. Leave of absence of employee.
- d. End of public official's term.
- e. Lay-off of employee.
- f. At the discretion of the Executive Director of MIEMSS or designee.

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F. Security

The distribution of electronic communications is difficult to control and routing mistakes can easily occur. Copies of electronic communications can be forwarded without the sender's knowledge or permission to unintended recipients. Casual and informal comments can take on an ominous tone when printed out and used out of context. Therefore, electronic communications should be drafted and sent with at least the same level of care, professional judgment and discretion as paper memoranda or documents.

G. User Responsibilities

The conduct of computer users who access the internet or send e-mail containing MIEMSS domain address (i.e., ___@miemss.org) may be perceived as reflecting on the character and professionalism of the agency. When accessing the internet or sending e-mail, whether for personal or official purposes, users are expected to do so in a responsible and professional manner.

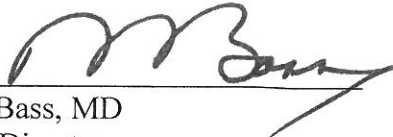
All users are responsible for exercising appropriate care to protect the agency's computer systems against the introduction of viruses. When using the State of Maryland's internet access or electronic communications, equipment and capability, individuals must:

- a. Use the internet or electric communication systems only in accordance with State and agency policy;
- b. Maintain the conditions of security (including safeguarding of passwords) under which they are granted access to such systems; and
- c. Check with the appropriate agency staff prior to downloading or accessing a file or document if the source of the file or other circumstances raises doubts about its safety.

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Policy approved by MIEMSS:

Date: 3/21/12

Signature: 
 Robert R. Bass, MD
 Executive Director