Massachusetts Department of Correction **POLICY**		Effective Date 7/24/2026 Annual Review Date 7/24/2026	Responsible Division Deputy Commissioner, Administration
Policy Name 103 DOC 757 INTERNET, INTRANET AND VPN PROCEDURES		Regulation Reference: M.G.L., c. 124, § 1(q). Section 508 of the Federal Rehabilitation Act	
		DOC Policy Reference: 103 DOC 751; 103 DOC 756	
		ACA/PREA Standards: 5-ACI-1A-12; 2-CO-1A-14	
Attachments Yes ☒ No ☐	Library Yes ☒ No ☐	Applicability: Staff	
Public Access Yes ☒ No ☐		Location: Department Central Policy File Each Institution's Policy File	

PURPOSE:
To establish guidelines for use of the Department of Correction's (Department) Internet, Intranet and VPN Sites.

RESPONSIBLE STAFF FOR IMPLEMENTATION AND MONITORING OF POLICY:
Deputy Commissioner, Administration
Superintendents/Division Heads

CANCELLATION:
103 DOC 757 cancels all previous Department policy statements, bulletins, directives, orders, notices, rules or regulations regarding Internal Regulations which are inconsistent with this document.

SEVERABILITY CLAUSE:
If any part of 103 DOC 757 is for any reason, held to be in excess of the authority of the Commissioner, such decision shall not affect any other part of this policy.

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757.01 GENERAL POLICY

A. The Department shall maintain the following Web Sites, in collaboration with EOTSS and EOPSS Application Development and Support:

1. Internet Sites which is located on the World Wide Web at the following addresses: www.mass.gov/doc, www.masscor.us

2. An Intranet Site which is located within the Department's Network Infrastructure managed by EOTSS.

3. A Virtual Private Network (VPN) access has been provided between the Department and both the Criminal History Systems Board and the Executive Office of Technology Services and Security (EOTSS).

757.02 DEFINITIONS

EOPSS-IT: The division within the Executive Office of Public Safety and Security delivering application and database services throughout the Department. Its mission is to provide employees with the technology to perform their duties efficiently, while maintaining the security and integrity of sanctioned application software and database related technology.

Executive Office of Public Safety and Security (EOPSS): EOPSS is responsible for the policy development and budgetary oversight of its secretariat agencies, independent programs, and several boards which aid in crime prevention, homeland security preparedness, and ensuring the safety of residents and visitors in the Commonwealth.

Executive Office of Technology Services and Security (EOTSS): The secretariat delivering technology throughout the Department. Its mission is to provide employees with the technology to perform their duties efficiently, while maintaining the security and integrity of all information, technology systems, hardware, software, and related technology.

Graphic Standards Policy: The Standards established by the Web Advisory Committee to define the appearance and format of the Internet and Intranet Sites, in collaboration with EOTSS and EOPSS Application Development and Support.

Home Page: The opening or main page of a web site, intended chiefly to greet visitors and provide information about the site or its owner.

Hyperlink: A link that connects the user to other documents, or other places within the same document, or other web sites.

Internet: The single interconnected world-wide system of commercial, government, educational, and other computer networks that share the set of protocols specified by the Internet Architecture Board (IAB) and the name and address spaces managed by the Internet Corporation for Assigned Names and Numbers (ICANN).

Intranet: A computer network, especially one based on Internet technology, that an organization uses for its own internal (and usually private) purposes and that is closed to outsiders. Intranet is the Department collective of web enabled computer networks, available to Department staff, and administration only. (The Intranet may also be defined as one or more platform-independent enterprise zones with largely web-based resources that serve only the internal members of an organization [where the enterprise and organization is Department).

Portal: A single point of access that provides everything employees need to do their jobs, regardless of functional role or geography. By blending dynamic content such as documents and news together with applications and tools such as email, all in a one central place, the portal provides a start page to inform, communicate, and collaborate.

Portal Team: The EOPSS-IT team responsible for the operation, maintenance, security, and appearance of the Department's Intranet.

Virtual Private Network (VPN): Protected information system link utilizing tunneling, security controls, and endpoint address translation giving the impression of a dedicated line. The VPN is one or more platform-independent enterprise zones with web-based and other resources that serve selected Department staff restricted remote access.

Web Editor: The official institution or division designee that prepares and maintains information and documents originating from the institution/division.

Web Master: A person responsible for the implementation of a Web site. Webmasters must be proficient in HTML and one or more scripting and interface languages, such as JavaScript and Perl. A person whose occupation is designing, developing, marketing, or maintaining websites.

World Wide Web: The World Wide Web, commonly known as the Web, is an information system where documents and other web resources are identified by Uniform Resource Locators, which may be interlinked by hyperlinks, and are accessible over the Internet. It uses a common computer language as a publishing standard. The web allows one to combine text, photographs, audio, and video into electronic "pages." (The World Wide Web is a subset of the Internet that allows platform-independent access to its resources by means of the hypertext protocol.)

NOTE: The term world wide web and internet shall be used interchangeably in this policy.

757.03 GOALS AND OBJECTIVES OF THE DEPARTMENT INTRANET

A. The Department recognizes the value and fosters the use of technology to serve the educational, research, and administrative activities of employees as well as their informational and communication needs.

In order to facilitate and foster these activities for the mutual benefit of all members of the Department's community, the Department provides guidelines and standards with regard to the use and security of its computer systems of all types.

B. All users of Department information systems are expected to be familiar with these guidelines and policies and to abide by them, in the interest of effective and safe operation of the Department computers, and information technology and systems. Consistent with this philosophy the following goals and objectives shall be followed:

1. To replace the traditional paper-based information with electronic communications where practicable;

2. To provide access to up-to-date information about the Department's policies, procedures and operations;

3. To provide all Department staff with information to facilitate timely decision making;

4. To enable a forum for exchange focused on the Department mission;

5. To encourage the sharing of the collective knowledge and wisdom of the others in the Department in an easily accessible way;

6. To provide a knowledge base to all employees, twenty-four (24) hours per day and seven (7) days per week;

7. To keep employees informed about organization development in a timely and efficient manner.

757.04 GOALS AND OBJECTIVES OF THE DEPARTMENT INTERNET SITE

A. The goals and objectives of Department Internet site are as follows:

1. To inform and educate the general public about the Department;

2. To convey the Department's messages;

3. To enable the public to access information efficiently.

757.05 OWNERSHIP AND CONTROL OF THE DEPARTMENT INTERNET AND INTRANET PAGES

A. The Department is the owner of all pages of communication, networks, software, and data on its Infrastructure including the Department Internet, MassCor.us and Intranet pages. Superintendents and Division Heads shall report all transfers and terminations via the submission of a ServiceNow ticket to ensure that access is restricted to authorized users only. The Division of Human Resources shall routinely submit a payroll report to the Department's Human Resources office to disseminate for the purpose of verifying position changes (i.e. Weekly Change Sheet).

B. Access to the Department's Internet or Intranet may be granted only to approved Department staff or vendors and is intended for official use only.

C. Access to the Department's Internet and Intranet may be limited, restricted, or extended. Access carries the responsibilities that attach to the use of any Department resource and may be revoked at any time for misuse in accordance with policies 103 DOC 756, *Information Technology Systems*, 103 DOC 751, *Information Technology Security*, EOTSS IS.000, Enterprise Information Security Policies and EOTSS IS.003, Access Management Policy.

D. All material and content placed on Internet or Intranet pages must comply with all applicable Department policies.

E. The Department Internet and Intranet Sites provide a wide variety of information about the Department from many sources within the Department. The creation of Internet pages and modifications to the content of these pages shall be made exclusively by the Web Team. Those who provide information shall maintain complete, up-to-date, and accurate information as the site should be considered the official source for information about the Department, its applications, documents, and policies.

F. All material placed on the Internet shall conform to the web accessibility standard set forth in Section 508 of the Federal Rehabilitation Act regarding the use of all content. All content, including documents and images, are to be uploaded to the EOPSS/Department portal via the TeamSite Content Development Application.

G. All Intranet pages shall have a list of the person(s) responsible for maintaining that particular Department page.

757.06 INTERNET ACCESS

A. Employees requesting Internet access shall apply through their Supervisor. Final approval shall be determined by the Superintendent/Division Head and be dependent upon job assignment. All requests shall be submitted in writing using Attachment #2 of this policy. The EOTSS reserves the right to deny, suspend or revoke any Internet access request.

B. Internet access provided through a state owned or operated network is intended for business use, including, but not limited to, business related E-mail transactions, reviewing and posting job vacancies, retrieving information from other state agencies, doing research, and communicating with colleagues, vendors, and others for work related matters. Any use of the Internet other than as described herein must be discussed and approved by the employee's immediate supervisor.

C. At no time may the Internet be used for any type of commercial use, to transact non-Agency/Board/Commission business or to violate any Secretariat, Agency, Board, or Commission policy. The use of the Internet to solicit or proselytize others for commercial ventures, religious or political causes, or outside organizations, or for personal gain is prohibited. Furthermore, users are not allowed to engage in chat, chat room or bulletin board activities or to visit inappropriate web sites, such as those hosting pornography, racist or other anti-social materials. The use of any information disparaging to others based on race, national origin, sex, sexual orientation, age, disability, or religion is not permitted under any circumstances.

D. As an Information Technology Resource (ITR), Internet access is subject to the usage restrictions identified in state guidelines governing the use of Information Technology Resources in accordance with EOTSS IS.002, Acceptable Use of Information Technology Policy. It is unacceptable for any person to use any Agency, Board or Commission ITRs:

1. In furtherance of any illegal act, including violation of any criminal or civil laws or regulations, whether state or federal;

2. For any political purpose;

3. For any commercial purpose;

4. To send threatening or harassing messages, whether sexual or otherwise;

5. To access or share sexually explicit, obscene, or otherwise inappropriate materials;

6. To infringe any intellectual property rights;

7. To gain, or attempt to gain, unauthorized access to any computer or network;

8. For any use that causes interference with, or disruption of, network users and resources, including propagation of computer viruses or other harmful programs;

9. To intercept communications intended for other persons;

10. To misrepresent either the Agency/Board/Unit or a person's role at same;

11. To distribute chain letters;

12. To access online gambling sites; or

13. To libel or otherwise defame any person.

E. Inappropriate use of Internet access or service may be cause for disciplinary action by the employee's appointing authority.

F. Internet usage is subject to the terms and conditions of the policy established herein, and as it may be amended from time to time. This privilege may be withdrawn in the future, with or without cause, at the discretion of the Secretariat or of the administrative head of the Agency, Board, or Commission.

G. Incarcerated or civilly committed individuals shall not, under any circumstances, have access to the Internet, Intranet, VPN, or any workstation attached to the Department network.

757.07 INTERNET CONTENT

The content of the Department Internet Site shall be monitored by the Office of Communication and Administrative Resolution since all information on the Department's Internet site is accessible to the public, including the main menu and all hyperlinks.

757.08 INTRANET CONTENT

Intranet pages provide a means to disseminate selected official, institution and division information for the benefit of Department.

A. Department Intranet pages are documents which are restricted to Department access only. Information and documents are prepared and maintained by the designee of the originating division or institution. Department Intranet pages contain educational, research, legal (including attorney-client communications), and administrative materials, prepared and maintained by institution and division web editors, for use by approved staff. Access requires approval of the respective Superintendent/Division Head.

B. Each Division Head or Superintendent is responsible for their respective content.

C. Each institution and division shall have a web editor who is appointed by the institution/division head. The unit web editor is responsible for all materials appearing on Department Intranet pages, including any organization, preparation, adherence to Department policies, placement, and maintenance. The operation, maintenance, appearance, and security of the Intranet are the responsibility of EOPSS-IT's Portal Team. Each institution and division shall provide the Office of Communication and Administrative Resolution for the Department quarterly reports by e-mail indicating that the division has reviewed the content of its Intranet pages.

D. Each unit web editor shall be registered with EOPSS-IT's Portal team including the designee's name, title, office telephone number, and pager number (if available). Each unit web editor carries the responsibility of compliance with official Department policy.

E. The web editor shall maintain information and documents relative to their institution or division.

F. The determination of eligibility for a home page on the Intranet will be made by the Director of the Office of Communication and Administrative Resolution.

G. EOPSS-IT's Portal team must have access privileges to all Department Intranet pages.

H. The removal of Intranet pages that are non-compliant with policy shall be under the direction of the Office of Communication and Administrative Resolution.

I. The use of the Intranet is coordinated by the EOPSS-IT's Director, Application Development and Support or designee.

757.09 VIRTUAL PRIVATE NETWORK (VPN)

A. VPN access to the Department network is provided for approved users for the purpose of remotely accessing Outlook, Department Intranet, and files stored on the network.

1. The Department's Designated Security Officer (DSO) shall approve VPN access to users who require remote access to the Department network in order to fulfill their job requirements.

2. VPN Client is to be installed on Department owned equipment only.

3. VPN users are required to maintain current operating system security patches, critical updates, anti-virus, and firewall updates.

4. VPN Accounts are managed by the EOTSS.

757.10 USER RESPONSIBILITIES, PROHIBITED ACTIVITIES, AND CONSEQUENCES OF MISUSE

A. Consistent with the purposes set forth in this policy and EOTSS IS.002, Acceptable Use of Information Technology Policy, staff shall not utilize the Internet, Intranet, and VPN for any activity that:

1. Is illegal in nature or violates local, state, federal or international laws;

2. Any activity that constitutes a violation of a Department Policy or any Regulation, including, but not limited to 103 DOC 756, *Information Technology Systems* and 103 DOC 751, *Information Technology (IT) Security* or any other applicable state or federal regulation;

3. Any activity prohibited by or in violation of any provision of any applicable collective bargaining unit agreement;

4. Any activity that violates any provision of the Rules and Regulations Governing All Employees of the Massachusetts Department of Correction, (i.e., the Blue Book);

5. Any activity that jeopardizes the safety and security of any Department institution or operation.

6. Executable files shall not be downloaded off the Internet since viruses presently exist in executable files (those files with the .EXE and .COM extensions). However, the newer generation of

viruses can live in documents as well. Therefore, without exception, if there is a need to download files off the Internet, a ServiceNow ticket should be submitted requesting assistance. Under no circumstances shall any file be downloaded unless the file has been checked for viruses using an updated version of anti-virus software. Under no circumstances shall files be downloaded regularly or automatically from external servers without the explicit consent of the EOTSS. As a general rule, files that are downloaded shall not consume more than one (1) megabyte of disk space. Adherence to this guideline will avoid the use of an excessive amount of space on a PC or network hard drive and prevent serious stress to the Department's connection to the Internet, which is shared by many agencies.

7. Disciplinary action, up to and including termination, may occur for documented violations.

757.11 NO EXPECTATION OF PRIVACY

Agency, Board, and Commission computers and applications are the property of the Commonwealth of Massachusetts and are to be used in conformance with state guidelines for use of information technology resources. In order to ensure proper network operations, Network Administrators routinely monitor network access and users should be aware that the Secretariat and its Agencies, Boards, and Commissions, as well as the EOTSS, have the right and ability to track Internet sites to which a networked PC connects. The Secretariat and its Agencies, Boards, and Units retain the right to inspect any User's computer, any data stored on it, and any data sent or received by that computer. This right may be exercised at any time. Use of an Agency computer constitutes express consent for the Agency to monitor and/or inspect any data that users create or receive, any message they send or receive, and any web sites they access.

757.12 REQUESTS FOR WEB SITE DEVELOPMENT

A. Each Individual requesting web site development services shall submit their request electronically and direct it to their respective Superintendent/Division Head utilizing Attachment #1. The request shall be complete and contain the title of the individual initiating the recommendation, the primary objective of the web page as well as a detailed description of what is to be included.

B. The Superintendent/Division Head shall review the request. If the request is denied, the Superintendent/Division Head shall notify the initiator by electronic mail, noting why the request will not be forwarded to the Director of the Office of Communication and Administrative Resolution. If approved by the Director of the Office of Communication and

Administrative Resolution and forward the request via a ServiceNow ticket for proper assignment.

757.13 INTERNET PAGE UPDATES

A. To ensure that the most up-to-date information is available to the public, each division and institution lead web editor shall conduct at least monthly reviews of all pages that contain information regarding their institution/division. All changes/modifications shall be submitted via a ServiceNow ticket for proper assignment.

B. To ensure that the correct external link is available to the public, each lead web editor shall ensure at least monthly reviews of all external links that are contained in their institution/division pages.

C. Some divisions will be required to designate a liaison based upon the volume of information and the frequency of updates needed. Such divisions shall include but may not be limited to: Research and Planning; Affirmative Action and Employment; Investigations; Policy Development and Compliance; Program Services; Reentry Services.

757.14 INTERNET ELECTRONIC MAIL

A. All electronic correspondence shall be treated as any other written correspondence and may require additional internal review. Responses to electronic correspondence shall be the responsibility of the applicable division.

B. Electronic correspondence shall never be used to transmit sensitive information without being encrypted prior to transmission.

C. To lower the risk of IT security violations regarding the use of and the transferring of image and data files to DVDs and CDROMs, 103 DOC 751, *Security and Information Technology* policy, section 751.16 (C) shall be adhered to.

757.15 CONFORMANCE WITH ESTABLISHED ADMINISTRATION & FINANCE GUIDELINES

Users are required to understand and follow State and Agency, Board, or Commission guidelines governing the use of information technology resources.

In the event of a department wide loss of computer infrastructure; a contingency plan for Continuity of Operations Plan (COOP) is located in the Deputy Commissioner of Administration's Office.

Attachment #1

REQUEST FOR WEB PAGE

TO: Director of the Office of Communication and Administrative Resolution

FROM: (Name/Title/Division/Institution)

DATE:

Description of Web Page Content:

Goal of Page:

Name of Initiator: _____

Signature of Initiator: _____

Name of Superintendent/Division Head: _____

Signature of Superintendent/Division Head: _____

Attachment #2

Internet Access Request

Date:

Employee Name: Position:

Institution: Phone #:

Username/E-Mail Address:

Name of Supervisor: Signature of Supervisor:

Reason for Internet Access:

TERMS AND CONDITIONS:

I will abide by the Department's Responsibility and Ethical Use Policy regarding use of the Internet as follows:

I certify that I will only use Internet Access for business purposes. I understand that it is a violation of departmental policy to download inappropriate websites. I understand that the Executive Office of Technology Services and Security (EOTSS) or other state agencies may on occasion monitor my Internet activities to ensure that I am complying with policies regarding Internet access.

Violation of these policies shall lead to disciplinary action including suspension of Internet access, suspension and/or termination of employment.

YOUR SIGNATURE (required): _____

Scan and attach this form to the ServiceNow ticket for processing. You will be notified by e-mail of the status of your request.

_____ Approved _____

Superintendent/Division Head Date

Denied _____
(explain below)