

**COMMONWEALTH OF MASSACHUSETTS**

**DEPARTMENT OF CORRECTION**

**103 DOC 757**

**INTERNET, INTRANET AND VPN PROCEDURES**

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| <b>MASSACHUSETTS DEPARTMENT OF<br/>CORRECTION</b>       | <b>DIVISION: ADMINISTRATION</b>  |
| <b>TITLE: INTERNET, INTRANET AND<br/>VPN PROCEDURES</b> | <b>POLICY NUMBER:103 DOC 757</b> |

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

**REFERENCES:** M.G.L., c. 124, § 1(q).

**APPLICABILITY:** Staff

**PUBLIC ACCESS:** Yes

**LOCATION:** Department Central Policy File  
Each Institution's Policy File

**RESPONSIBLE STAFF FOR IMPLEMENTATION AND MONITORING OF THIS  
POLICY:**

- Deputy Commissioner Administrative Services Division
- Chief Information Officer
- Superintendents/Division Heads

**EFFECTIVE DATE:** 04/12/2008

**CANCELLATION:** 103 DOC 757.00 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 757.00 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.

## 757.01      General Policy

The Department shall maintain the following Web Sites:

- (1) Internet Sites which is located on the World Wide Web at the following addresses: [www.mass.gov/doc](http://www.mass.gov/doc), [www.masscor.us](http://www.masscor.us), [www.ntpac.org](http://www.ntpac.org)
- (2) An Intranet Site which is located within the Department's Network Infrastructure.
- (3) A Virtual Private Network access has been provided between the Department and both the Criminal History Systems Board and the Information Technology Division.

## 757.02      Definitions

Graphic Standards Policy: The Standards established by the Web Advisory Committee to define the appearance and format of the Internet and Intranet Sites.

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: Internet is the global collective of computer networks.

Intranet: 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.

Technology Services Division: The Technology Services Division delivers 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.

Virtual Private Network ("VPN"): 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 facility or division designee that prepares and maintains information and documents originating from the institution/division.

Web Master: A person whose occupation is designing, developing, marketing, or maintaining websites.

Web Team: The Technology Services Division team responsible for the operation, maintenance, security, and appearance of the web site.

World Wide Web: A special network of linked documents within 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

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 policies with regard to the use and security of its computer systems of all types.

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

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

- (1) 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 to the Help Desk immediately, via E-mail, to ensure that access is restricted to authorized users only. The Division of Human Resources shall routinely submit a payroll report to the Help Desk supervisor for the purpose of verifying position changes.
- (2) 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.
- (3) The Department's Chief Information Officer (CIO) or designee may limit, restrict, or extend access to the Department's Internet and Intranet. 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 756.00, Information Technology Systems and 103 DOC 751.00, Information Technology Security.
- (4) All material and content placed on Internet or Intranet pages must comply with all applicable Department policies.

- (5) 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.
- (6) 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 EOPS/Department portal via the TeamSite Content Development Application.
- (7) All Intranet pages shall have a list of the person(s) responsible for maintaining that particular page.

757.06      Internet Access

- (1) 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 B of this policy. The CIO reserves the right to deny, suspend or revoke any Internet access request.
- (2) 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.

- (3) 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.
- (4) 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. It is unacceptable for any person to use any Agency, Board or Commission ITRs:
- in furtherance of any illegal act, including violation of any criminal or civil laws or regulations, whether state or federal;
  - for any political purpose;
  - for any commercial purpose;
  - to send threatening or harassing messages, whether sexual or otherwise;
  - to access or share sexually explicit, obscene, or otherwise inappropriate materials;
  - to infringe any intellectual property rights;
  - to gain, or attempt to gain, unauthorized access to any computer or network;

- for any use that causes interference with, or disruption of, network users and resources, including propagation of computer viruses or other harmful programs;
- to intercept communications intended for other persons;
- to misrepresent either the Agency/Board/Unit or a person's role at same;
- to distribute chain letters;
- to access online gambling sites; or
- to libel or otherwise defame any person.

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

- (5) 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.
- (6) Inmates 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 Director of the Office of Communications and Outreach 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.

- (1) 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 in coordination with the CIO for the Department.
- (2) Each Division Head or Superintendent is responsible for their respective content.
- (3) 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 the Web Team. Each institution and division shall provide the CIO or designee for the Department quarterly reports by e-mail indicating that the division has reviewed the content of its Intranet pages.
- (4) Each unit web editor shall be registered with the Department Web 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.
- (5) The web editor shall maintain information and documents relative to his/her facility or division.

- (6) The determination of eligibility for a home page on the Intranet will be made by the Director of the Office of Communications and Outreach in collaboration with the CIO.
- (7) The Department Web Team must have access privileges to all Department Intranet pages.
- (8) The removal of Intranet pages that are non-compliant with policy shall be under the direction of the CIO.
- (9) The use of the Intranet is coordinated by the Department's CIO or designee.

757.09 Virtual Private Network (VPN)

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

- (1) The CIO or designee shall approve VPN access to users who require remote access to the Department network in order to fulfill his/her job requirements.
- (2) VPN Client and certificates are 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 certificates are managed by the Technology Services Division.

757.10 User Responsibilities, Prohibited Activities, and Consequences of Misuse

Consistent with the purposes set forth in this 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, and 103 DOC 751 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 facility 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, the Technology Services Division Help Desk shall be contacted for 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 CIO. 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 Information Technology Division (ITD), 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

- (1) Each Individual requesting web site development services shall submit his/her request electronically and direct it to his/her respective Superintendent/Division Head utilizing Attachment A. 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.
- (2) 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 Communications and Outreach and the CIO. If approved by the Director of the Office of Communications and Outreach, the CIO shall forward the request to the Web Team for development.
- (3) The Web Team shall notify the Director of the Office of Communications and Outreach once the

web site is completed for content approval prior to loading the page onto the Internet.

#### 757.13 Internet Page Updates

- (1) To ensure that the most up-to-date information is available to the public, each division and institution web editor shall conduct at least monthly reviews of all pages that contain information regarding their institution/division. All changes/modifications shall be submitted to the Web Team through the Help Desk.
- (2) To ensure that the correct external link is available to the public, each web editor shall ensure at least monthly reviews of all external links that are contained in their institution/division pages.
- (3) 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; Offender Programs and Placement.

#### 757.14 Internet Electronic Mail

- (1) 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.
- (2) Electronic correspondence shall never be used to transmit sensitive information.

#### 757.15 Conformance with Established Administration & Finance Guidelines

Users are required to understand and follow state and Agency/Board/Commission guidelines governing the use of information technology resources.

ATTACHMENT A  
REQUEST FOR WEB PAGE

TO: Director of the Office of Communications and Outreach

FROM: (Name/Title/Division/Facility)

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\_\_\_\_\_

Cc: Chief Information Officer

ATTACHMENT B

Internet Access Request

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Date: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                   |
| Employee Name: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Position: _____                                   |
| Institution: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Phone #: _____                                    |
| Username/e-mail address: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                   |
| Name of Supervisor: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Signature of Supervisor: _____                    |
| Reason for Internet Access: _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                   |
| <p>TERMS AND CONDITIONS:</p> <p>I will abide by the Department's Responsibility and Ethical Use Policy regarding use of the Internet as follows:</p> <p>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 Department's Technology Services Division or other state agencies may on occasion monitor my Internet activities to ensure that I am complying with policies regarding Internet access.</p> <p>Violation of these policies shall lead to disciplinary action including suspension of Internet access, suspension and/or termination of employment.</p> <p>YOUR SIGNATURE (required): _____</p> <p>Fax this form to the Department's Chief Information Officer at (508) 850-9063 for review and processing. You will be notified by e-mail of the status of your request.</p> |                                                   |
| _____<br>Superintendent/Division Head                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | _____<br>Date                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Approved _____<br>Denied _____<br>(explain below) |