LOUISIANA HOUSING CORPORATION

PERSONNEL POLICY NO. 35

SUBJECT: COMPUTER RESOURCE USE

I. PURPOSE:

To ensure that computers, word processors, telephones, and related equipment are used for business purpose only. Email, Internet, and telephone use at LHC is a LHC resource, and its use is subject to compliance with this policy. Compliance with this policy will ensure that the business affairs of this Corporation are conducted orderly, efficiently and professionally. It is the responsibility of the user to make sure that all use of the Email and Internet is authorized, appropriate and to the benefit of LHC.

The use of the Internet is a privilege, not a right, which can be revoked at any time.

II. POLICY:

A. Computer equipment and services are the property of the State of Louisiana to be used only for legitimate business purposes. Accordingly, those subject to this policy may NOT:

- forward chain letters, including ANY e-mail message that asks one to "forward this message to "X" number of people" or other similar language.

- abuse one's Internet privileges by accessing illegal or inappropriate web sites.

- download and/or install any programs or software on LHC computers without **prior permission** from LHC Information Technology staff.

B. Content of communications involving one subject to this policy shall not violate any workplace discrimination or harassment policy and shall not express one's personal opinions about Corporation policies or procedures.

Communication on LHC systems shall not contain content that could be considered to be defamatory, offensive, harassing, disruptive, or derogatory. This includes, but is not limited to, sexual comments or images; racial or ethnic slurs, or other comments or images on gender, national, origin, religion, political beliefs, or disability, that would offend someone.

Workplace discrimination and harassment prohibitions equally apply to all written, e-mail and other verbal/ non-verbal communications. The recipient of any improper communication is to notify the sender to discontinue transmissions.

Additionally, users shall not use LHC resources to express any opinions pertaining to operations/ policies of the Corporation, personnel in the Corporation, personal

opinions, political views, religious beliefs or personal solicitations for money or other types of support.

C. Employees have no expectation of privacy regarding the use of State equipment or services.

Employees are hereby advised that e-mail, Internet and related equipment are neither privileged nor private and may be monitored by LHC staff. LHC computer systems and all information stored on them are LHC property. LHC computer systems and all information stored on them are LHC property subject to disclosure under the Louisiana Public Records Doctrine.

One may not send any communication unsuitable for publication. One may not send confidential or sensitive information. One should not assume only the intended recipient will read any communication. One should be aware that all messages are logged and the LHC system monitors all incoming and outgoing messages. E-mail messages may exist on the system indefinitely and may be recoverable even after one has deleted a message. E-mails and files may be encrypted only with LHC approval and through the use approved software.

D. Copyrighted/ Patented and Personal Material

Employees should be aware that certain on-line information is copyrighted or patented, including text, pictures, video and sound. Employees are not to duplicate, transmit or download any software or material that is copyrighted, patented or otherwise identified as intellectual property. Any such material or any material that is the personal property of the employee will be deleted from State equipment.

E. Appropriate uses of the LHC computer and telephone resources are as follows:

E-mail: E-mail will be used for sending and receiving job related messages. Word processing documents, reports, spreadsheets, maps, etc., can be distributed via e-mail as long as the items are in compliance with computer security, financial and information release policies.

E-mail messages will be maintained in the following manner:

a. Mailbox size will be restricted to 100mb, which includes e-mail (inbox, sent, and delete folders), calendar entries, contacts, etc; exceeding this limit will cause an interruption of your ability to send and receive e-mail. After removing e-mail from the inbox and sent folders, they should also be removed from the delete folder; especially if you are receiving warning messages. You will receive mailbox size warning messages and continue

to receive additional warnings until you delete e-mail items and your mailbox size is less than 90% of the maximum size.

b. Messages in the sent folder will automatically be removed once they are more than 180 days old.

c. Messages in the delete folder will automatically be removed once they are more than 180 days old.

d. Each December all prior year messages will be archived off the e-mail server and placed into long-term storage.

e. Only by request will your prior year messages be saved to CDROM and delivered to the requester for personal storage and record keeping.

Personal File Storage: Each LHC staff member will be provided disk space on the LHC network to store information in a private area not associated with shared LHC or departmental information. Departmental information should be placed on the shared "Z:\" drive. The private space will be established on the "K:\" drive and is for your individual use but will be limited to 500mb in size. Exceeding this limit will cause an interruption of your ability to save files. You will receive size-warning messages and continue to receive the warning messages until you delete files and your personal disk size is less than 90% of the maximum size.

Internet Activity: All Internet activity is logged. Log files are to be kept on LHC's networked storage system for up to six months. After six months they will be archived to quarterly and/or the annual tape-backup archive for long term storage. Log files are never to be deleted.

Telephone Usage: Each staff member will be provided with telephone and voicemail services for conducting Corporation business. As the Corporation is pooling and sharing multiple telephone lines between the many staff members, please be courteous of other telephone users with regards to the length of your telephone conversations.
All calls (incoming and outgoing) are logged and should be used for the purpose of Corporation business only.

Legislation and Regulations: The Internet is useful for keeping individuals informed about pending or adopted state and federal legislation and regulations. It is easier for agencies to communicate with local government about legislative changes that may affect them.

Research: The Internet provides access to on-line information sources that provide current, specialized information useful to State agencies. The Census Bureau and other agencies provide some types of demographic and economic data *only* through the Internet.

Networking and collaboration: The Internet facilitates collaboration with other organizations, states, and the federal government about initiatives and projects of interest to Louisiana. Staff in Louisiana agencies, other states, and elsewhere, can provide valuable assistance on policy issues.

Business Support Services: The Internet can be used for day-to-day business transactions with vendors and customers.

III. APPLICABILITY:

This policy applies to all persons who are granted access to LHC computers, word processors and related equipment, including employees (permanent, temporary or student), contractors, subcontractors and guests of the Corporation.

IV. VIOLATIONS and ENFORCEMENT:

Any violation of this policy will result appropriate disciplinary action, up to and including termination, as well as closer scrutiny of the use of LHC computer resources.

V. QUESTIONS:

Questions should be directed to the Human Resources.

Approved by:

Don Hutzler July 1, 2012

Date