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1.0 Purpose

To establish guidelines for State agencies, departments, vendors, employees and any individuals with access rights to the State's networks regarding the use of Web 2.0 Social Networking sites, including, but not limited to, Facebook, MySpace, Twitter, YouTube, LinkedIn and Blogger.

2.0 Objectives

To allow State agencies and departments ("State agency" or "State agencies") the benefit of using Social Networking for the performance of State business, to communicate with the public, protect the infrastructure and legal interests of the State of Rhode Island and assure that adequate bandwidth is available to conduct State business without interruption.

3.0 Scope

This Policy applies to all State agencies that have been provided access rights to the State of Rhode Island's networks. This includes any vendor, employee, individual or entity that utilizes the network belonging to the State of Rhode Island. Personal use of Social Networking outside of work is also addressed.

4.0 Limitation

This Policy is not intended to interfere with rights under the State Labor Relations Act, First Amendment or the various whistleblower acts.

5.0 Definition of Social Networking

Social Networking is defined as any web-based publishing and communications technology such as blogging, forums and Wikis. As an example, such sites may include Facebook, MySpace, YouTube, LinkedIn, Blogster, Foursquare, Twitter, Flickr and Orkut. As there are too many sites to list, any website in this genre is considered "Social Networking." Sites may be hosted by the State or an external entity.

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6.0 Requirements of State Agencies

Any State agency or individual seeking to promote their State agency or its activities or to gain access for other State business using a "Social Networking" site, whether hosted by the State or any external entity, must present a valid business case on the form attached hereto ("Request") to the Chief Information Officer ("CIO") for review and approval. The Request must be signed by said director or deputy director who will designate responsibility for the creation and maintenance of the site or blog. The statement of a business case will include the reason for the site or blog and what advantage the site will attain for the State or its citizens. Users will be limited to the resources to which they need access. The CIO shall deny, grant or grant with further conditions the Request. Upon approval by the CIO, Information Technology (Office of Chief Information Security Officer "CISO") will establish user access to the applicable social network site(s) and maintain a list of such access that shall include the social network site, individual, user name (if any), email address and password.

Upon either (1) termination, contract expiration or for any other reason the access is no longer in use, or, (2) there is a change in authorized user, the supervisor must immediately notify the CIO to terminate and/or change such access.

The supervisor or any other person or entity subject to this Policy shall immediately notify the applicable department heads (if any), CISO and CIO of any breach of and/or security or privacy incident under this Policy.

Any questions about this Policy should be directed to the CISO and CIO.

7.0 Statement of Concerns

- Various sites have differing Terms of Service ("TOS"). In most cases individual sites do not have a custom contract. Therefore, it could be construed that the individual clicking on the "accept" button is agreeing to the terms and not the State of Rhode Island.
- Many sites have agreements that are ambiguous at best. Always read the TOS carefully. The authorized individual is responsible for reading the TOS.
- Social Networking sites have been used by criminal hackers to spread malicious programs that can compromise a computer or an entire site. Clicking on links to "see a news story" or "update a Flash Player" have been popular ploys on Social Networking sites.



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- Social Engineering is a danger where a site user becomes “familiar” with a blogger or guest and begins to trust them with information not ordinarily made public. Under no circumstances is a user authorized to provide or make public information deemed confidential by the State.
- Viewing videos or other streaming media uses bandwidth which diminishes the capacity of the State network to perform other required and legitimate tasks.
- Most social networks do not have adequate security controls to protect the information they are holding. Your password and other credentials are always at risk. Do NOT use the same password for social networking that you use for other State business.
- Information posted on Social Networking sites by State agencies, vendors, employees and any individuals with access rights to the State’s networks may be construed as an official record and be subject to R.I. General Laws § 38-2-1, et seq., as amended titled “Access to Public Records,” litigation requests, litigation holds and record retention policies.
- Caution should be used by public bodies when using Social Networking sites that such use does not constitute an open meetings’ violation of R.I. General Laws § 42-46-1, et seq., as amended.

8.0 Stipulations

- State-managed Social Networking sites may only store, display or include public information in support of the designated State business and must never store, display or request any personal, sensitive or information deemed confidential by the State.
- **Access and ID’s established shall be used solely for State business.** Use of a Social Networking site is subject to compliance with all other State or Agency policies with respect to their electronic communications, including, but not limited to, the Acceptable Use Policy, harassment, discrimination, confidentiality, ethics, workplace violence and other applicable policies and regulations.
- Forum and chat interfaces are prohibited. (A Facebook-type wall is not considered a forum, but is considered an area for comment.)
- Default settings on any Social -Networking site should be reviewed and changed to meet the requirements of this Policy.
- Unless specific authorization is granted by the Request, “Comments” and “Posts” by the public are prohibited, and the settings on the Social Networking sites should be changed

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to meet this requirement. If an agency has a strong business reason why this function is needed, it should include in its business case the reasons for such functionality, as well as the name of the person(s) who will be responsible for monitoring the comments and posts on a 24/7 basis.

- If public posting is approved by the CIO, State agency responses to individuals must be made only by an authorized person. Responses must be logged so there is no question as to who responded.
- Removal of a public comment or post or for a policy or use violation must be approved by the director, deputy director, CISO or CIO.
- Accounts will be established using a State e-mail account only.
- The individual designated for such account will insure that no material is used on the site that is in violation of intellectual property or copyright laws.
- No third-party applications, games or any other information unrelated to State business may be installed on any Social Networking site.
- All material to be posted on a Social Networking site will be regularly checked for accuracy by the person designated in the Request to ensure that no sensitive, confidential or privileged information is accidentally posted. Such checks shall be documented and retained by the State agency for inspection by Legal or the CISO, if needed.
- Advertisements or endorsements that may be incorporated into a Social Networking site may be prohibited by State procurement or ethics laws. Accordingly, the State agency should try to limit its association by using, or requesting if available, non-branded landing pages and to make sure the linking information provides a disclaimer.

9.0 Use of Personal Social Networking Sites Outside of Work

State personnel are prohibited from using any personal Social Networking application for State business. Any other use shall not reflect or imply he/she is speaking on behalf of or as a representative of the State or Agency, and any views expressed must be the employee's own views.

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10.0 No Expectation of Privacy

The State reserves the right to monitor or view all Social Networking activity without notice or consent.

Any State hardware, software and electronic communication devices such as Blackberries used for Social Networking, and all communications transmitted through the State network for Social Networking, remain at all times State property.

THERE IS NO EXPECTATION OF PRIVACY.

11.0 Statement of Enforcement

Noncompliance with this Policy may result in the following actions:

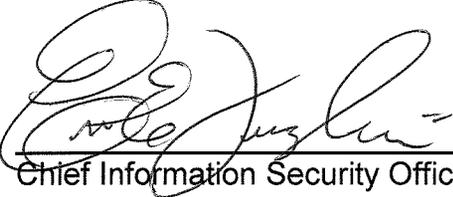
1. Written notification shall be sent to the Agency Head and to the designated points of contact in the User Agency's Human Resources Service Center and Division of Information Technology to identify the user and the nature of the non-compliance "cause." In the case of a vendor, sub-recipient, or contractor, the contract administrator shall be notified.
2. User access may be terminated immediately or at any other time deemed appropriate by the CIO or his designee, and the user may be subject to review and corrective action as determined necessary by the agency, department, board or commission leadership, or contract administrator.
3. User Agency's Human Resources Appointing Authority may issue appropriate disciplinary action up to and including termination for non-compliance with the terms of this Policy.

12.0 Rescission, Amendment and Revision

The State reserves the right to rescind, amend or revise this Policy at any time.

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13.0 Approvals



 Chief Information Security Officer

12/7/11

 Date



 Chief Information Officer

12/5/2011

 Date



 Director, Department of Administration

12/4/11

 Date

ATTACHMENT



State of Rhode Island
Department of Administration
Division of Information Technology

Request for Access to Social Networking Site
Authorization Form

1. Access requested to [list site(s)/blog(s)]:
2. Persons that shall have access [list name(s)/title(s)]:
3. The business reason access is being requested, including explanation why intranet or other methods are not sufficient:
4. What benefit shall such access have for the State or its citizens:
5. Discuss the impact on employee productivity:
6. Does the person granted access have the authority to speak on behalf of the Agency? If not, a disclaimer must be added.
7. Will public comments or posts be allowed? If this function is needed, provide the reasons such functionality is required as well as the name and title of the person(s) who will be responsible for monitoring the comments and posts on a 24/7 basis?
8. If a public comment is posted, who shall be designated with the authority to respond [list name/title]?
9. If a comment is posted in violation of the Policy, who shall be designated with the authority to remove the comment [list name/title]?
10. How often will site be reviewed/updated?
11. Who shall be designated with the authority to review/update the site and maintain such records [list name/title]?
12. The Policy on Social Networking read by _____.
13. Terms of Service reviewed by_____.

ATTACHMENT

Person Requesting Authorization:

Signature
Name: _____ Title: _____
Agency: _____ Program: _____
Date: _____ Phone Number: _____ Email Address _____

Cabinet/Department Director Approval:

Cabinet/Department Director
Date: _____

Recommend Approval/Recommend approval with the following limitations:

Chief Information Security Officer
Date: _____

Denied/Approved/Recommend approval with the following limitations:

Chief Information Officer
Date: _____