

**Department of Behavioral Health**  
**TRANSMITTAL LETTER**

<b>SUBJECT</b> <b>Computer Use Policy</b>		
<b>POLICY NUMBER</b> <b>DBH Policy 686.3</b>	<b>DATE</b> MAY 19 2014	<b>TL#251</b>

**Purpose.** To provide the Department of Behavioral Health (DBH) policy on computer use and disseminate the current District of Columbia, Office of the Chief Technology Office (OCTO) policies on internet and email use.

**Applicability.** Applies to:

- DBH full and part-time employees.
- DBH volunteers and contractors that use District government information technology resources.
- All other users of DBH information technology resources.

**Policy Clearance.** Reviewed by affected responsible staff and cleared through appropriate Behavioral Health Authority (BHA) offices.

**Effective Date.** This policy is effective immediately.

**Superseded Policies.** This policy replaces DMH Policy 686.1, Electronic Mail (Email) Acceptable Use Policy and DMH Policy 686.2, Internet Access and Acceptable Use Policy.

**Distribution.** This policy will be posted on the DBH web site at [www.dbh.dc.gov](http://www.dbh.dc.gov) under Policies and Rules. Applicable entities are required to ensure that affected staff are familiar with the contents of this policy.

  
\_\_\_\_\_  
Stephen T. Baron  
Director, DBH

GOVERNMENT OF THE DISTRICT OF COLUMBIA  <b>DEPARTMENT OF BEHAVIORAL HEALTH</b>	<b>Policy No.</b> 686.3	<b>Date</b> MAY 19 2014	<b>Page 1</b>
	<b>Supersedes</b> DMH Policy 686.2, Internet Access and Acceptable Use Policy, dated May 27, 2003; and DMH Policy 686.1, Electronic Mail (Email) Acceptable Use Policy, dated May 27, 2003		
<b>Subject: Computer Use Policy</b>			

1. **Purpose.** To provide the Department of Behavioral Health (DBH) policy on computer use and disseminate the current District of Columbia, Office of the Chief Technology Office (OCTO) policies on internet and email use.

2. **Applicability.** Applies to:
- DBH full and part-time employees.
  - DBH volunteers and contractors that use District government information technology resources.
  - All other users of DBH information technology resources.

3. **Authority.** DBH Establishment Act of 2013; District government OCTO Policy OCTO0001, Internet Access and Use Policy; and OCTO Policy OCTO0002, Email Use Policy.

4. **General Information.** The District of Columbia Office of the Chief Technology Officer (OCTO) is the central technology organization of the District of Columbia. OCTO establishes and oversees the technology policies and standards for District government agencies. This policy is being disseminated so that staff can become familiar with the District of Columbia policies on internet and email, and additional DBH requirements on computer use.

5. **Policy.**

5a. DBH employees, contractors, and volunteers shall comply with the District's OCTO policies on Internet Access and Use (OCTO0001 – Exhibit 1), and Email Use (OCTO0002 – Exhibit 2), and maintain high ethical standards as required by the District of Columbia Ethics Manual.

5b. Accessing, downloading, distributing, maintaining or possessing nude or other sexually explicit materials, pictures, or files on DBH computers, DBH e-mail accounts, or DBH wireless communication devices and other portable technology equipment is prohibited.

5c. Employees shall not download or attempt to download non-work-related software or files including music programs or games without permission from the DBH Chief Information Officer/ designee.

5d. Using District government computers or other wireless communication devices/portable technology equipment for improper purposes is prohibited. Individuals found in violation of this policy and/or OCTO policies shall be subject to disciplinary action, up to and including termination, in accordance with the District Personnel Manual (DPM) Chapter 16. DBH shall report any violation of this policy that, after consulting with DBH Office of the General Counsel, may also violate local or federal criminal laws to the Metropolitan Police Department.

**6. Additional DBH Internet Requirements.**

6a. DBH Information may not be published on the Internet without prior approval through the DBH Public Information Officer and DBH Chief Information Officer/designee. This includes websites and social media postings under the representation of DBH.

6b. While using the Internet, authorized users may not transmit copyrighted materials that belong to entities outside DBH. Failure to observe copyright or license agreements may result in disciplinary action from DBH or legal action by the copyright owner. Documents, media, logos, and graphic images produced by or for DBH are considered the property of DBH with respect to copyright protection.

**7. Additional DBH Email Requirements.**

7a. The District e-mail system's software and hardware are government property; all messages composed, sent, or received on the e-mail system are and remain the property of the District government. DBH Information Services may periodically exercise its right to review, audit, intercept, access, or disclose all messages created, received, or sent.

7b. DBH reserves the right to regularly review an authorized user's e-mail records. Therefore, authorized users should have no reasonable expectations of privacy regarding e-mail messages. The contents of e-mail may be disclosed within DBH without the permission of the authorized user.

7c. DBH e-mail records are subject to public disclosure under the Freedom of Information Act and to law enforcement or other third parties through subpoena or other legal processes.

9. **Inquiries.** Questions regarding this policy should be addressed to the DBH Chief Information Officer at 202-673-3525.

**Approved by:**

**Stephen T. Baron  
Director, DBH**

  
(Signature) \_\_\_\_\_ (Date) 5/19/14



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Rob Mancini  
Chief Technology Officer  
Ask the Agency

### Internet Access and Use Policy

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This policy establishes standards for the proper use of DC government-provided Internet services.

Policy Number:	Creation Date/Revisions:	Effective Date:
OCTO0001	12.15.03 Rev 2.0	07.15.99

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- Allowable Uses
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#### Purpose

This policy establishes standards for the proper use of DC government-provided Internet services.

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#### Scope

This policy applies to:

- All Internet systems and services provided or owned by the DC Government.
- All users of DC Government Internet services, including:
  1. Full and part-time employees
  2. Contractors authorized to use DC Government-owned equipment or network resources
  3. Volunteers who have been provided with Internet service and
  4. All other users of DC Government information technology resources.

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#### Introduction

Internet access is a highly efficient research and communications tool that is provided by the DC Government to its employees, contractors, and volunteers to assist them in supporting DC government functions and conducting the government's business within its own organization, with government and private business partners, and with the public. Appropriate use of DC Government Internet access can enhance the efficiency and quality of government services, but inappropriate use can conflict with DC government policies and compromise availability of the system for all. This policy defines requirements and prohibitions for appropriate use of DC government Internet access.

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#### Allowable Uses

- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency
- Research and information exchange in support of standards, analysis, advisory, and professional development activities related to the user's DC government duties
- Announcement of DC government laws, procedures, policies, rules, services, programs, information, or activities, subject to the broadcast email requirements described below
- Application for, or administration of, contracts or grants for DC government programs or research
- Other governmental administrative communications not requiring a high level of security
- Interagency and external broadcast correspondence that:
  - Is limited to 100 recipients or fewer,

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- Is not sent to the group distribution list of any other agency, and
- Does not constitute or contain (as an attachment or otherwise) any inter-agency or external bulletin, newsletter, announcement, promotional material, manual, guide, brochure, or marketing collateral, all of which must be posted on websites and not sent in group emails outside the sender's agency list.
- Interagency and external broadcast emails with distribution greater than 100 recipients that are authorized in advance by the Director of Communications of the Executive Office of the Mayor (EOM) or the Chief Technology Officer
- Mayoral broadcast missives, upon 2 hours' notice to OCTO or with shorter notice to OCTO, in the discretion of the Director of Communications, EOM
- Incidental personal purposes, provided that such use does not:
  - Directly or indirectly interfere with the DC Government operation of computing facilities or electronic mail services,
  - Burden the DC Government with noticeable incremental cost, or
  - Interfere with the email user's employment or other obligations to the DC Government.

#### Prohibited Uses

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- Any purpose that violates a federal or DC government law, code or policy, standard or procedure
- The advertising or other promotion of any private business enterprise or activity
- Transmission or solicitation of information or statements that contain profane language, pander to bigotry, sexism, or other forms of prohibited discrimination, or can in any way be construed as intending to harass or threaten another individual, sexually or otherwise
- Any activity with religious or political purposes outside the scope of the user's assigned and authorized governmental duties
- Any unauthorized purchase
- Sending email under names or addresses other than the employee's own officially designated DC government email address
- Adding, removing, or modifying identifying network header information ("spoofing") in an effort to deceive or mislead recipients
- Opening any "executable" email attachments (e.g., .exe, .bat, .scr, .vbs) from any source
- Sending or forwarding "chain" letters, i.e., those that ask the receiver to forward the message to multiple recipients
- Sending any attachment files larger than 10 megabytes (MB)
- Sharing organized District email lists with any person outside the District, except as required by the Freedom of Information Act, subpoena, or other compulsory process
- Setting email correspondence to forward automatically to an outside (non-District) address
- "Broadcast" emails that do not meet the "broadcast" email requirements above
- Disruption, obstruction, or burden of network resources
- Unauthorized enhancements or add-on software to Outlook (e.g., animations, backgrounds, pictures)
- Use of non-District email services such as Yahoo or AOL on the District's computer network
- The intentional or negligent introduction of computer viruses into any DC Government systems; agencies must prevent the introduction of computer viruses into DC government systems and must install District-standard virus-scanning software to check any software downloaded as email attachments
- Transmission of sensitive (e.g., confidential) information unless protected by an approved encryption mode and/or identified as shown below
  - Sensitive information includes medical information, information covered by attorney-client privilege, information subject to the Privacy Act, proprietary information, or other information which must be protected from unauthorized disclosure.
  - Sensitive (e.g., confidential) messages must be clearly identified immediately below the message header (i.e., the Subject, Data, From, and To lines) as "SENSITIVE/CONFIDENTIAL INFORMATION [or ATTORNEY/CLIENT PRIVILEGED INFORMATION] - DO NOT RELEASE TO UNAUTHORIZED PERSONNEL." In such cases, the sender must also be certain that the recipient is properly authorized to receive and view the information.
  - For approved encryption modes, refer to applicable information security policies, standards, and procedures.

#### Sanctions

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Violations of District email policy will result in:

- Upon notice to the violator, disabling of his/her email account for a period of time consistent with the seriousness of the violation, unless a written request for reinstatement is submitted by the agency Director/designate to the OCTO Director of IT Security.
- Where an email account is found to be broadcasting a virus or otherwise placing the email system in jeopardy, disabling the account without notice to the violator, with reinstatement as described above
- Other corrective action in the discretion of the violator's agency Director

#### Statutory Authority

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DC Official Code § 1-1403.

#### Roles and Responsibilities: All DC Government Email Users

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- Users of DC email must use the service only for the Allowable Uses defined above and refrain from any of the Prohibited Uses defined above.
- Users must change passwords with regular frequency, in accordance with applicable agency and OCTO standards and recommendations.

#### Roles and Responsibilities: DC Government Agencies

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- Each agency is responsible for its employees' and contractors' compliance with this policy and is expected to familiarize each user with this policy.
- Because transmission of email may involve routing over an unsecured network, it is the responsibility of each agency to protect sensitive (i.e., confidential) information from intentional, inappropriate, or accidental disclosure, and to protect the DC government and individual users from loss or harm.
- Agencies are responsible for the investigation of alleged or suspected violations of this policy, and the referral of violations to OCTO for suspension of service to users.

**Roles and Responsibilities: OCTO**

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- The OCTO Director of IT Security must develop and update email security policy and maintain awareness of email-related threats, vulnerabilities, and security issues.
- The Director of IT Security will maintain a content filtering system which scans the contents of messages on the DC Government email system, rejects messages containing content that may violate this policy, and issue the sender a notification advising that the message has been rejected, and why, so that the message can be corrected and resent.
- However, neither OCTO nor any agency or instrumentality of the DC Government undertakes to protect users from receiving electronic mail they may find offensive, or to guarantee that electronic mail received was in fact sent by the purported sender.
- Because email is public, not private communication, OCTO may monitor any or all DC Government email traffic to determine compliance with this and related policies.

**Disclaimer of Legal Rights**

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Nothing in this statement of policy shall be deemed to create any legal right on the part of a user of the email system, nor any legal obligation on the part of OCTO or any person having authorized access to search or review email correspondence in the system.

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Rob Mancini  
Chief Technology Officer  
Ask the Agency

### Email Use Policy

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This policy establishes standards for the proper use of DC government-provided electronic mail (email) services.

Policy Number:	Creation Date/Revisions:	Effective Date:
OCTO0002	10.16.07 Rev 3.0	07.15.99

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- Introduction
- Principles
- Allowable Uses
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- Sanctions
- Statutory Authority
- Roles and Responsibilities: All DC Government Email Users
- Roles and Responsibilities: DC Government Agencies
- Roles and Responsibilities: OCTO
- Disclaimer of Legal Rights

#### Scope

This policy applies to:

- All electronic mail systems and services provided or owned by the DC Government.
- Transactional information associated with email records (such as email headers, summaries, addresses, and addressees) as well as the contents of those records.
- All users of DC Government email services, including:
  - Full and part-time employees
  - Contractors authorized to use DC Government-owned equipment or network resources
  - Volunteers who have been provided with an email account/service and
  - All other users of DC Government information technology resources.
- All DC Government email records in the possession of any DC Government email users.

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#### Introduction

Email is an efficient and timely communications tool that is provided by the DC Government to its employees, contractors, and volunteers to assist them in supporting DC government functions and conducting the government's business within its own organization, with government and private business partners, and with the public. Appropriate use of the DC Government email system can enhance productivity and intra-governmental communication, but inappropriate use can conflict with DC government policies and compromise availability of the system for all. This policy defines requirements and prohibitions for appropriate use of the DC government email system or any messaging system that uses the District's computer network.

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#### Principles

- Use of the DC government email system constitutes consent to abide by all elements of this policy, including such reviews of email correspondence as may be necessary and appropriate to effect DC Government policies concerning the use of the email system and in aid of law-enforcement and auditing activities of federal and District of Columbia government agencies.
- DC Government email systems and services are "DC Government facilities" as that term is used in other policies and guidelines. Any electronic mail address or account assigned by the DC Government to individuals, sub-units, or functions of the DC Government is the property of the District of Columbia and under management control of the Office of the Chief Technology Officer.
- All DC government policies relating to intellectual property protection, privacy, misuse of government resources, sexual harassment, data security, and confidentiality apply to use of DC Government email by persons and entities described under "Scope," above.
- Emails are the equivalent of letters sent on official letterhead, and must therefore be written in a professional and courteous tone.
- DC government email is public, not private communication, not only because its principal purpose is the conduct of DC government functions, but also because the email system permits forwarding and other wide distribution of messages without

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- the consent of the sender. Therefore, senders and receivers of email can have no expectation of privacy with respect to DC government email messages.
- Email messages are public records and are therefore subject to public inspection, FOIA requests, and legal discovery, unless otherwise protected by DC or federal law.

**Allowable Uses**

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- Communication and information exchange directly related to the mission, charter, or work tasks of a DC government agency
- Research and information exchange in support of standards, analysis, advisory, and professional development activities related to the user's DC government duties
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- Interagency and external broadcast correspondence that:
  - Is limited to 100 recipients or fewer,
  - Is not sent to the group distribution list of any other agency, and
  - Does not constitute or contain (as an attachment or otherwise) any inter-agency or external bulletin, newsletter, announcement, promotional material, manual, guide, brochure, or marketing collateral, all of which must be posted on websites and not sent in group emails outside the sender's agency list.
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- Any activity with religious or political purposes outside the scope of the user's assigned and authorized governmental duties
- Any unauthorized purchase
- Sending email under names or addresses other than the employee's own officially designated DC government email address
- Adding, removing, or modifying identifying network header information ("spoofing") in an effort to deceive or mislead recipients
- Opening any "executable" email attachments (e.g., .exe, .bat, .scr, .vbs) from any source
- Sending or forwarding "chain" letters, i.e., those that ask the receiver to forward the message to multiple recipients
- Sending any attachment files larger than 10 megabytes (MB)
- Sharing organized District email lists with any person outside the District, except as required by the Freedom of Information Act, subpoena, or other compulsory process
- Setting email correspondence to forward automatically to an outside (non-District) address
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- Disruption, obstruction, or burden of network resources
- Unauthorized enhancements or add-on software to Outlook (e.g., animations, backgrounds, pictures)
- Use of non-District email services such as Yahoo or AOL on the District's computer network
- The intentional or negligent introduction of computer viruses into any DC Government systems; agencies must prevent the introduction of computer viruses into DC government systems and must install District-standard virus-scanning software to check any software downloaded as email attachments.
- Transmission of sensitive (e.g., confidential) information unless protected by an approved encryption mode and/or identified as shown below
  - Sensitive information includes medical information, information covered by attorney-client privilege, information subject to the Privacy Act, proprietary information, or other information which must be protected from unauthorized disclosure.
  - Sensitive (e.g., confidential) messages must be clearly identified immediately below the message header (i.e., the Subject, Data, From, and To lines) as "SENSITIVE/CONFIDENTIAL INFORMATION [or ATTORNEY/CLIENT PRIVILEGED INFORMATION] - DO NOT RELEASE TO UNAUTHORIZED PERSONNEL." In such cases, the sender must also be certain that the recipient is properly authorized to receive and view the information.
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**Sanctions**

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Violations of District email policy will result in:

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**Statutory Authority**

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DC Official Code § 1-1403.

**Roles and Responsibilities: All DC Government Email Users**

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**Roles and Responsibilities: DC Government Agencies**

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