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Secretary of Transportation

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Employee Use of Electronic Communication Systems

I. Introduction

A. Purpose

This Secretary's Executive Order establishes both permissible and prohibited use of state-owned electronic communication systems by Washington State Department of Transportation (WSDOT) employees.

B. Supersession

This Secretary's Executive Order supersedes and replaces the prior version with the same title dated March 20, 2013. All references to the superseded E 1021.01 now reference E 1021.02.

C. What Has Changed

- Language has been revised and added in III.A., III.B., and III.C. to address social media, use of network resources, and employee-owned electronic communication systems.
- In Section VI., references to the Chief of Staff have been replaced with references to the Assistant Secretary of Strategic, Enterprise and Employee Services.

II. Secretary's Executive Order

Employees are directed to use state-owned electronic communication system resources in an ethical, lawful, responsible, and non-discriminatory manner.

III. Information to Carry Out This Secretary's Executive Order

A. Definitions

Electronic communication systems (ECS) – Include, but are not limited to, any state owned, funded, or acquired electronic media that is used to generate, transmit, display, reproduce, or store communications for business purposes.

Examples include but are not limited to:

- Cellular phones
- Email systems
- Facsimile (fax) machines

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- Personal digital assistants
- Software
- Instant messaging and video conferencing (Lync, GoTo Meeting, etc.)
- Private intranet and guest access networks, both wired and wireless
- Telephones
- Voicemail systems
- Portable laptop and personal computers
- Tablets
- Other electronic message systems that store or transmit communications, including the Internet, pagers, and related resources.

Internet – Internet means the connection to and use of interconnected networks in the public and private domains to access the World Wide Web, email, file transfer protocols, and other state network resources.

Intranet – A secure, private network that uses Internet-related technologies to share information and provide services within WSDOT’s information technology infrastructure.

Guest Access Network – An isolated portion of WSDOT’s computer network is designed for use by temporary visitors. This sub-network provides controlled connectivity to the Internet and the agency’s private network (intranet). Besides helping to keep WSDOT’s internal information private, the guest network helps contain threats posed by the guest’s device that may compromise the agency’s intranet.

Social Media – Online services available over the Internet accessible by computer or mobile device that allow people to participate, network, collaborate, or share information electronically. Examples of social media include, but are not limited to: blogs, wikis, social and professional networks, video or photo sharing, and online comments to publications or submission of letters to the editor.

B. Permissible Use Established

In accordance with Washington Administrative Code (WAC) 292-110-010 *Use of state resources*, permissible use is:

1. Communications that are reasonably related to the conduct of state business.
2. Access to social media sites such as Facebook, Twitter, YouTube, Flickr, blogs, etc., from an employee’s work computer if such use is part of the employee’s approved, official work activities.
3. Connection to the agency’s guest access network from an employee’s or visitor’s personal device that is required to conduct agency business.
4. Agency-approved activities not related to the conduct of state business such as the promotion of a nonprofit in accordance with Secretary’s Executive Order E 1004 *Ethics in Public Service*.

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5. Employees are allowed to make personal use of employee-owned ECS for which they receive a stipend. During working hours, employees' use needs to be consistent with the de minimis use of state resources (state time, state facilities, etc.), and needs to comply with III.C. Prohibited Use Established.
6. Employees are allowed to make occasional but limited personal use of state ECS, including the telephone, email, and Internet resources, when:
 - a. Subject matter is not prohibited.
 - b. Cost is minimal or nothing.
 - c. Job duties continue without disruption.
 - d. The use is brief and infrequent.
 - e. State business continues without distraction.
 - f. State information and systems remain secure.
7. The Washington State Executive Ethics Board maintains a list of frequently asked questions and examples that provide additional guidance regarding this section at www.ethics.wa.gov.

C. Prohibited Use Established

In accordance with WAC 292-110-010 *Use of state resources*, prohibited use means:

1. No personal access or personal use of social media is permitted on agency provided devices, on agency corporate and guest networks, or on an employee's work time.
2. No personal use of email distribution lists.
3. No use for the purpose of conducting an outside business, private employment, or other activities for private financial gain.
4. No support, promotion, or solicitation for any outside business interest, organization, charity, or group unless provided for by law or authorized by an agency head or designee. Please refer to Secretary's Executive Order E 1004 *Ethics in Public Service*.
5. No promotion of personal political beliefs or religious affiliations.
6. No harassment. Please refer to:
 - Policy Statement P 2013 *Zero Tolerance for Violence, Threats, or Intimidation*.
 - Chapter 9, *Violence Free Workplace*, and Chapter 29, *Equal Opportunity in the Workplace*, in the *Human Resources Desk Manual M 3009*.
 - Secretary's Executive Order E 1014 *Equal Opportunity, Affirmative Action, Freedom from Discrimination, and Freedom from Sexual Harassment*.
7. No downloading or streaming of any software or files via the Internet for personal use. Download of software or files for business use will be arranged through the IT Help Desk.

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8. No connection of agency-managed devices to the guest access network; so as to preserve the functionality of device management tools.
9. No infringement of copyrights.
10. No discrimination on the basis of race, creed, color, marital status, religion, sex, national origin, Vietnam-era or veteran's status, age, or the presence of any sensory, mental, or physical disability, or sexual orientation. Please refer to Secretary's Executive Order E 1014 *Equal Opportunity, Affirmative Action, Freedom from Discrimination, and Freedom from Sexual Harassment*, and Chapter 29, *Equal Opportunity in the Workplace*, in the *Human Resources Desk Manual M 3009*.
11. No promotion of unlawful or unethical activity.
12. No use to access, transmit, display, chat, or post sexually explicit content.
13. No web surfing of shopping or auction sites unless related to the conduct of state business.
14. The Washington State Executive Ethics Board maintains a list of frequently asked questions and examples that provide additional guidance regarding this section at www.ethics.wa.gov.

D. Document Understanding

It is the employee's responsibility to read this executive order as part of the New Employee Orientation Mandatory Policies and Procedures list (provided to new employees by the Office of Human Resources and Safety) and to complete the Policy Agreement Statement on the New Employee Orientation intranet page. This documents understanding of appropriate and authorized use.

E. Employees Responsible to Maintain Security

The department takes measures to provide ECS that are secure for business purposes. ECS are vulnerable to interception and other security violations. Therefore employees will:

1. Establish and protect confidential passwords and/or access codes that are used to gain access to ECS (e.g., network ID, email, voice mail, screensaver).
2. Access only messages intended for their review.
3. Notify a supervisor if they believe their password or access code has been compromised, and immediately change the password or access code.
4. Understand that supervisors and authorized department personnel may access any communication system used by an employee.
5. Protect confidential or private information when sending emails or files.
6. Understand the rules of document management and public disclosure of records. Information stored on ECS is kept in accordance with retention schedules approved by the Office of the Secretary of State and the department.

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F. Employee Use of ECS is Monitored and Can Be Restricted

All ECS are public communications media. Monitoring capabilities exist within the agency. The WSDOT Internal Audit Office conducts monitoring of employee use of ECS. This monitoring includes reviewing Internet access logs, emails, and computer logs for inappropriate usage, which will be reported to Human Resources and Safety or the Appointing Authority or both.

WSDOT may restrict employee use of, or limit access to, the Internet using gateways and proxy servers, by group, or on an individual basis.

G. Violation of This Secretary's Executive Order May Result in Disciplinary Action

Violation of this Secretary's Executive Order may be grounds for disciplinary action up to and including termination of employment.

IV. Contact for More Information

For more information about this Secretary's Executive Order, please contact your supervisor, your Human Resources Representative, or the Office of Human Resources and Safety at 360-705-7504.

V. References

- WAC 292-110-010 *Use of state resources*
- Washington State Executive Ethics Board web page
- Secretary's Executive Order E 1004 *Ethics in Public Service*
- Secretary's Executive Order E 1014 *Equal Opportunity, Affirmative Action, Freedom from Discrimination, and Freedom from Sexual Harassment*
- Secretary's Executive Order E 1089 *Social Media Use*
- Policy Statement P 2013 *Zero Tolerance for Violence, Threats, or Intimidation*
- *Human Resources Desk Manual M 3009*
- New Employee Orientation intranet page

VI. Review and Update Requirements

When changes are necessary to update this document, inform the Assistant Secretary of Strategic, Enterprise and Employee Services. The Assistant Secretary reviews this document periodically and proposes updates to the Secretary of Transportation for approval.

Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the WSDOT Diversity/ADA Compliance Team at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

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