



Network Solutions Inc.

Sample Technology Usage Policy

Acceptable Use Policy

ABC Company is dependent upon its Information Systems, both for its day-to-day business activities and for the development and introduction of new products and services. It is therefore essential that it protects and maintains the availability, integrity, confidentiality and security of its Information Systems and Data. It is important you read and understand this Policy. Any misunderstandings should be queried and checked with your Manager or HR.

This Policy describes:

- what is regarded as 'Acceptable' and 'Unacceptable' and 'Prohibited' use of the company's Systems and Servers (collectively referred to as "facilities" throughout)
- what ABC Company employees, contractors and other third parties are, and are not, allowed to use ABC Company facilities for, from a business point of view
- the limited extent to which personal use is allowed
- what ABC Company believes to be reasonable use of company facilities.

Equipment is provided to ABC Company employees and contractors to enable them to do their job and to develop understanding of technology. Some personal use of ABC Company facilities is accepted, however, this must be considered within the bounds of reasonableness and will, at all times, be subject at ABC Company's discretion to withdraw such use and must not conflict with ABC Company business affairs. The frequency, number, time of day and business volumes will all be relevant in any breach of this policy. It is difficult to give precise examples of what is regarded as 'Unacceptable', 'Offensive' or 'Obscene'. As a general guide, if there is any doubt about the 'acceptability' of use of company facilities, or whether any material may be regarded as offensive or obscene, employees should seek guidance from their Manager or HR.

For the purposes of this Policy, the decision on what may be considered to be offensive will be made by the Manager, acting on behalf of ABC Company, as part of gathering evidence for a possible investigation to be carried out. The Company's decision on whether or not something is offensive or obscene will be considered final and action taken accordingly.

The company reserves the right to record and monitor (i.e. read) all Internet activity, including any electronic mail received or sent, on its facilities, including any which may have been marked as private or personal. Managers must ensure that all Internet and e-mail users are notified of this.

Standards

The Standards for Acceptable Uses for ABC Company Equipment, Systems or Services are listed below.

For each type of 'facility' in ABC Company, the Standards incorporate examples of what is considered 'Acceptable', 'Unacceptable' and 'Prohibited' by the Company. As it is difficult to list every example, the following list and examples within the Standards should not be regarded as exhaustive.

Any usage under the Unacceptable or Prohibited Standards may result in disciplinary action. The Use of Technology policy at ABC Company is one that is taken very seriously. Violations of this policy will result in disciplinary actions including documentation to file, suspension or even dismissal.

Electronic Bulletin Boards

Acceptable

- Advertising unwanted goods, for sale by ABC Company employees and Contractors.
- Publicizing events which may be of interest to other employees
- Text only messages

Unacceptable

- Notices containing pictures, video clips or other multimedia elements that unnecessarily use up large amounts of expensive resources
- Business advertisements or trade sales
- Sale of any goods purchased with the sole intention of making a profit
- Interactive chat or quizzes
- Any misuse of Company resources, equipment or facilities
- Advertising unwanted goods for sale by individuals not listed in the "Acceptable" category

Prohibited

- Abusive, obscene, discriminatory, illegal, offensive or defamatory messages
- Illegal or illicit trading of any kind
- Trading non-original or pirated copies of games console software, P.C. software, videos, DVDs, CDs / tapes, VCD or CMP3
- Disposal or sale of goods purchased Tax Free
- Goods marked "Not for re-sale", or similar
- Sale of alcohol / cigarettes etc purchased in bulk
- Sending or commenting upon Company Business or Information outside the Company inappropriately.

E-mail/Messenger

Acceptable

- Communication in connection with company business
- Occasional personal use
- Management access to read employees' mailboxes or messenger logs where there is a legitimate business need to do so (e.g. if a person is absent and important email is expected.)

Unacceptable

- Using email for personal, non-business related communication during core working hours
- Overuse of services for personal, non-business related communication during lunchtime or after hours. As a general guide the following are examples of overuse:
 - 30 minutes per day compiling and dealing with non-business related emails and that do not impact the network or pose any security or virus threats
 - Sending non-business related emails directly to large distribution groups
 - Forwarding 'chain' emails
 - Sending files with attachments (e.g. compressed files, executable code, video streams, audio streams, or graphical images) to internal or external parties
- The frequency, number, time of day and business volumes will all have relevance in any breach of this policy
- Subscribing to non-business related mailing lists
- Giving or using ABC Company email addresses for non-business related contact to multiple response or open sites e.g. Classmates, Facebook etc.

Prohibited

- Sending e-mails, either internally or externally, saving or storing attachments or documents which could be regarded as:
 - Defamatory or potentially libellous
 - Harassment, victimization or bullying
 - Discriminatory
 - Abusive
 - Pornographic
 - Obscene
 - Illegal
 - Offensive
 - Abuse of ABC Company's logo or Company name

Internet

Acceptable

- Accessing business related web sites in relation to the user's job
- Accessing web sites (OTHER than those containing pornographic, offensive or obscene material) for non-business related reasons during lunch hours, before or after the working day

Unacceptable

- Spending more than 30 minutes of the working day looking at non-business related Internet sites
- Tying up large proportions of Internet resources on non-business related activity, to the detriment of genuine business Internet usage. This includes:
 - Leaving live internet feeds open all day, e.g. news, sports results, share dealing sites
 - Accessing, downloading, disseminating or storing images, video or audio streams for non-business related purposes
 - Making repeated attempts to access web sites that, because of their inappropriate content, have been automatically blocked
 - Making your own available or using someone else's password and personal ID to access the Internet
 - Disclosing your own or anyone else's password or ID to anyone outside the company

- Downloading any copyright material without the owner's permission or distributing non-company information, images or text which would amount to a breach of copyright, rendering the Company liable to legal action
- Joining mailing lists, soliciting information, subscribing to personal sites or participating in Chat Rooms or Internet Relay Chat unless there is a business need to do so.
- Using Web-based mail services unless there is a business need, e.g. Hotmail
- Making inaccurate, unsubstantiated, discriminatory, defamatory or adverse comments about any company, individual, product or service, either internal or external

Prohibited

- Abuse of ABC Company's logo or Company name
- Downloading software used for hacking or cracking passwords
- Deliberately accessing sites containing pornographic, offensive or obscene material
- Downloading pornographic, offensive or obscene material
- Saving, storing or forwarding any non-business related files or attachments which could be regarded as:
 - Defamatory or potentially libellous
 - Harassment, victimization or bullying
 - Abusive or offensive
 - Pornographic or obscene
 - Illegal
- Downloading Peer to Peer and interactive chat utilities other than Microsoft messenger
- Posting of or commenting upon any Company Business or information on any non-ABC Company Internet site or via Web Mail.

PC's and Servers

Acceptable

- Storing corporate data
- Running company supplied software
- Loading text, images, video or audio streams in connection with normal business
- Storing limited amounts of personal data on your PC

Unacceptable

- Loading or running of unauthorized, untested or unlicensed software, i.e. software not purchased through the formal purchasing process, e.g. installing software that enables free Internet access from a public Internet Service Provider
- Loading any software without the prior consent of your manager
- Installing screen savers that do not reflect ABC Company professional standards
- Any misuse of Company resources, equipment or facilities to access, store, download or distribute non-company information.

Prohibited

- Loading files containing pornographic, offensive or obscene content, whether in text, image, video or audio format
- Saving or storing any non-business related files or attachments which could be regarded as:
 - Defamatory or potentially libellous

- Harassment, victimization or bullying
- Discriminatory
- Abusive
- Pornographic
- Obscene
- Illegal
- Offensive
- Abuse of ABC Company's logo or Company name
- Sending or commenting upon Company Business or Information outside the Company inappropriately.

Replying to voice mail and e-mail messages

ABC Company is a "client driven" company. We are in business because of our clients and the phone and the voice mail system is there for our clients to have easy access to us. Therefore it is expected that each employee makes himself available and accessible to our clients and that all voice mail messages and e-mails have been replied to, by the end of each working day. In the event that a team member cannot return all his/her calls by the end of the day, he/she should notify his/her Manager.