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	Information Management	Date Effective:	June 04, 2024
	Policy: Acceptable Use of Information Technology Resources	Date of Origin:	March 16, 2011
	Approved By: Administrative Policy Council	Date Approved:	June 03, 2024

I. Purpose

The purpose of this policy is to define the appropriate and acceptable uses of information technology resources supplied by Connecticut Children's.

II. Policy

It is the policy of Connecticut Children's Medical Center, including all affiliates and subsidiaries of CCMC Corporation (Connecticut Children's) that all employees (as defined below) must adhere to the standards set forth in this policy for the acceptable use of Connecticut Children's information technology infrastructure. These standards help Connecticut Children's to minimize risks without unduly limiting the potential benefits offered by convenient access to information and technology and to help ensure patient safety and privacy. Conduct contrary to the Acceptable Use policy will be dealt with in accordance with Connecticut Children's Employee Performance Improvement policy.

III. Inclusion/Exclusion Criteria/Indications/Definitions

A. Scope


This policy applies to all Connecticut Children's employees (whether full-time, part-time or temporary), students, residents, service providers, contractors, volunteers, consultants and other third parties authorized to use or access Connecticut Children's Computer Resources, whether accessing those resources on a Connecticut Children's campus or remotely. For purposes of this policy, references to "Employees" shall be deemed to refer to all such individuals, as applicable.

B. Definitions


Computer Resources - "Computer Resources" means Connecticut Children's entire information technology infrastructure, including without limitation, Connecticut Children's communications systems, computers and computer network systems (including, without limitation, stand-alone and networked computers, servers, workstations, laptops), network components, servers and applications; storage media; computer applications and databases; electronic communication tools, such as e-mail, video-conferencing and fax servers; phone systems, voice mail and pagers; printers, modems, fax machines and copiers; including new technologies as may be implemented at Connecticut Children's.

IV. Key Points

- A. Connecticut Children's Ownership of Computer Resources and Materials Contained Thereon.

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1. The Computer Resources and all messages and materials generated thereby or contained thereon, including those that are locally archived or backed-up as copies, are Connecticut Children's sole and exclusive property to which Connecticut Children's has full and unfettered access, at any time, in its sole discretion and election. Connecticut Children's also retains the copyright to any materials posted to any forum, newsgroup, chat room or other Web page by any Employees in the course of their duties. As between Connecticut Children's and Employees, all information contained on databases, spreadsheets, or word processing applications is Connecticut Children's property, as is all data and code stored on any form of removable storage media. Copying of this information for any non-business use is strictly prohibited.
 2. Nothing in this policy is intended to grant Connecticut Children's any right of ownership, access or control over data residing on Connecticut Children's Computer Resources that is owned by any third party affiliate of Connecticut Children's. A third party affiliate's use of Connecticut Children's Computer Resources is, however, subject to all other provisions of this policy.
- B. No Expectation of Privacy**
1. Connecticut Children's reserves the right to access and disclose to third parties the contents of Internet and other electronic communications, including without limitation e-mail and attachments, instant messages, SMS messages, and the like, whether stored or in transmission, conducted through the Connecticut Children's Computer Resources.
 2. All Employees waive any expectation of or right to privacy in any such communications and all other activities and materials stored or transmitted on or using Connecticut Children's computer resources, and all employees consent to Connecticut Children's access and disclosure (including, without limitation, to third parties) of such communications and materials.
 3. Connecticut Children's reserves the right to monitor its Employees' use of the Internet on Connecticut Children's Computer Resources, including the Internet web sites visited and communications transmitted using Computer Resources.
- C. Permitted Uses**
1. Access by Employees to the Computer Resources is at the sole discretion of Connecticut Children's. Employees are given access to various Computer Resources based on their job functions. Employees will use Computer Resources for the purpose of conducting Connecticut Children's business.
 2. Personal Use: The Computer Resources are for business use only. Personal use of the Computer Resources is prohibited unless the employee has received permission for the particular personal use from their manager.
- D. Non-Permitted Uses**
1. More specifically (but without limitation), Employees may not:
 - a) Reveal their account password to others or allow use of their account or authentication device by others (see Password Management Policy);
 - b) Circumvent user authentication or security of any account or Computer Resource;

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- c) Use Computer Resources for personal use when additional service fees could be incurred by Connecticut Children's;
 - d) Misrepresent themselves as another individual or company when using the Computer Resources;
 - e) Use the Computer Resources to make an unauthorized disclosure of Connecticut Children's confidential information (see Protection of Confidential Information policy);
 - f) Use the Computer Resources to share or otherwise provide information about, or lists of, other Employees or individuals at Connecticut Children's with parties outside Connecticut Children's without authorization;
 - g) Use the Computer Resources to access, distribute, create, download, print, save, post, or otherwise transfer or store materials which could be considered unethical, inappropriate, offensive, derogatory, disrespectful, harassing or abusive to others, including but not limited to, pornographic or obscene materials (including jokes), hate mail, discriminatory remarks, abusive, indecent, or objectionable materials or language, which defames or libels others or that infringes the privacy rights of others, or other antisocial behaviors;
 - h) Installation of unauthorized software. This may include but not limited to P2P (peer-to-peer) file sharing applications, viruses, adware, spyware, or sharing of illegally obtained or copyrighted materials
 - i) Introduce or enable the introduction of malicious programs onto any Computer Resources (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.);
 - j) Use Computer Resources in a manner, which could cause sexual harassment of an Employee or otherwise create a hostile or threatening work environment for Employees;
 - k) Use any Computer Resources to interfere with or deny service to any user for example but not limited to a denial of service attack.
 - l) Use any Computer Resource for personal commercial gain, or other commercial purpose without approval by Connecticut Children's; or
 - m) Use any Computer Resources to operate or support a business or service not related to Connecticut Children's.
2. The fact that an activity is not expressly prohibited by this policy does not mean that it is implicitly authorized. Any computer-related activity which jeopardizes Connecticut Children's operations, security, or assets or adversely affects the well-being of Employees is forbidden.

E.Passwords

- 1.Passwords on Computer Resources are intended to prevent unauthorized access to Connecticut Children's information. Passwords do not confer any expectation or right of privacy upon any Employees.
- 2.Employees are expected to maintain their passwords as confidential, in accordance with Connecticut Children's Password Management Policy and Information Security Plan.


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F. E-mail Use

1. Any e-mail message which is created using, or sent via, Connecticut Children's Computer Resources, might be considered a Connecticut Children's official document. E-mail communications can be recovered long after they are composed, sent, received, and even deleted, and can have the same legal impact as formal written reports, letters, or memoranda. Therefore, it is important that email messages be crafted and reviewed as carefully as any other written communication before sending.
2. Confidentiality
 - a) A footer concerning confidentiality is automatically added to the bottom of all e-mails transmitted outside of the Connecticut Children's e-mail system to protect Connecticut Children's confidential and proprietary information.
 - b) Employees must add the word [SECURE] to the subject line of all emails sent to a recipient outside the Connecticut Children's e-mail system containing confidential or proprietary information to ensure proper encryption.
3. Acceptable Uses of E-mail
 - a) Employees may use Connecticut Children's e-mail system for purposes of internal communication with other Connecticut Children's Employees regarding Connecticut Children's business, for external communications with customers, suppliers, service providers and business partners regarding Connecticut Children's business matters.
 - b) Always communicate in a way that protects Connecticut Children's reputation and information. This includes using due care when addressing messages to avoid inadvertently sending a message to the wrong recipient.
4. Unacceptable Uses of E-mail
 - a) When using Connecticut Children's e-mail system, Employees will not:
 - (1) Engage in any form of harassment via e-mail, whether through language, frequency, or size of messages;
 - (2) Engage in the unauthorized use, or forging, of e-mail header information;
 - (3) Solicit e-mail for any other e-mail address, other than that of the Employee's account, with the intent to harass or collect replies;
 - (4) Create or forward "chain letters" or "Ponzi" or other "pyramid" schemes of any type;
 - (5) Engage in unauthorized fundraising or solicitations;
 - (6) Send a message so it appears to have been written by someone else.
5. Composing E-mails

Employees should ask themselves the following questions before sending emails from or using Computer Resources to ensure that outgoing e-mail communications are appropriate, accurate and acceptable:

 - (1) Is the information in the message confidential? Does it contain proprietary information? Would you want a competitor to have access to the message?
 - (2) Is there a good business reason for the message?
 - (3) Is the message factually accurate and written in a professional, business-like style?

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(4) Is the communication better spoken than written? Would you be pleased to receive this message from someone who works for/with you? Will you wait and reflect before sending this message?

G. Internet Access and Use

1. Employees may encounter material on the Internet that is controversial and that some Employees may consider inappropriate or offensive. However, Connecticut Children's cannot control the content of external Web sites or resources. It is therefore every individual's responsibility not to initiate access to such material.
2. Employees will follow all applicable laws, regulations and policies, and will exercise care and responsibility when accessing the Internet, browsing the Web, downloading and uploading files, and using other applications on the Computer Resources.
3. Employees will not download entertainment software or games, or play games over the Internet.
4. Employees will not download images or videos from the Internet onto or using Computer Resources unless there is a legitimate business-related use for the material that has been authorized by Connecticut Children's.
5. Employees will use due care not to represent their personal views as those of Connecticut Children's on websites or social media (see Websites and Social Media Policy).
6. Employees' obligation to protect Connecticut Children's Confidential Information continues even when using the Internet during personal time and even when using their own or someone else's personal computer or mobile device. See Protection of Confidential Information policy.


H. Instant Messaging

Employees will only use instant messaging software or programs approved by the Information Systems Department.

I. Video Conferencing

1. This policy applies to all video-conferencing ("VC") equipment, systems, software, and services connected to the Connecticut Children's network or operated in Connecticut Children's facilities, including fixed and mobile videoconferencing systems, telemedicine videoconferencing systems, document cameras, video cameras, microphones, monitors, projectors, smart boards, PCs, laptop PCs, audio and VC bridges, video codecs, content capture and streaming devices, and all associated systems infrastructure.
2. Connecticut Children's makes VC resources available to all staff. Reasonable efforts will be made to accommodate staff wishing to use this technology.
3. By requesting video-conferencing services, the department or individual is asserting that they are using the resources for official business purposes.

V. References

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VI.Related Documents

- Appropriate Use of Artificial Intelligence Technologies
- Breach of Confidential Information
- Code of Conduct
- Conducting a Telehealth Encounter
- Employee Performance Improvement
- Information Security Plan
- Password Management
- Protection of Confidential Information
- Solicitation and Distribution
- Telecommuting/Work From Home
- Third Party Access to Information Systems
- Websites and Social Media