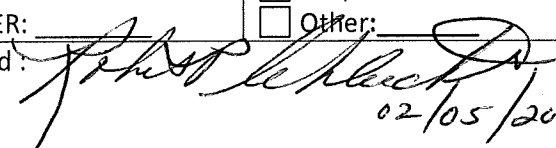


<b>Subject:</b> ISM Internet Acceptable Use		<b>Accountability:</b> Information Technology	<b>Effective Date:</b> 1/1/2014	Pages: 4
<b>REQUIRED BY:</b> BBA Section _____ PIHP Contract Section _____ NCQA/URAC Standard _____ SA SARF _____ Other _____			Last Reviewed Date: 01/27/2016	Past Reviewed Dates:
<b>LINE OF BUSINESS:</b> <input checked="" type="checkbox"/> Specialty Waiver (B/C) <input checked="" type="checkbox"/> I Waiver <input checked="" type="checkbox"/> ABW Waiver <input checked="" type="checkbox"/> SUD Medicaid <input checked="" type="checkbox"/> SUD CA Block Grant <input type="checkbox"/> OTHER: _____	<b>APPLICATION:</b> <input checked="" type="checkbox"/> SWMBH Staff and Operations <input type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH / DD providers <input type="checkbox"/> DD providers <input type="checkbox"/> Other: _____		Last Revised Date: 01/27/2016	Past Revised Dates:
Approved:  By: _____ Date: 02/05/2010		Required Reviewer: Chief Information Officer		

**I. Purpose**

To outline the acceptable use of Southwest Michigan Behavioral Health (SWMBH) network resources and social networking web sites. Additionally, this policy establishes guidelines and rules that specifically address individual roles, responsibilities and security for the company extranet.

**II. Policy**

- A. The primary purpose of Internet use shall be to advance the mission of SWMBH. SWMBH employees must use all Internet privileges responsibly.
- B. Only authorized users shall access the Internet. Each employee has a responsibility to maintain and enhance SWMBH's public image and to use the Internet in a productive manner.
- C. Personal use shall be conducted on the employee's personal time.
- D. All software used on SWMBH owned equipment shall be properly licensed to SWMBH.
- E. Employees who violate this policy may be subject to discipline, up to and including termination of employment.

**III. Standards and Guidelines**

**A. Introduction**

- 1. Guidelines and restrictions have been established for using the Internet, social networking sites, and the SWMBH Extranet to ensure our employees are responsible and productive internet and social networking users.
- 2. Internet use is not considered private. Internet use will be logged and monitored. Log reports may be generated periodically to review usage and to enforce compliance.

**B. USE OF INTERNET****1. Acceptable Use of Internet**

The types of activities that are encouraged include:

- a. Communicating with fellow employees, business partners of SWMBH and customers within the context of an individual's assigned responsibilities.
- b. Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- c. Participating in educational or professional development activities.
- d. Purchasing/shopping and other activities as stated in the users Essential Functions.

**2. Unacceptable Use of Internet**

Individual Internet use must not interfere with others' legitimate use of the Internet. Users must not violate the network policies of any network accessed through their account. Internet use must comply with all Federal and State laws, all SWMBH policies and all other contracts. This includes, but is not limited to, the following:

- a. The Internet may not be used for illegal, unlawful or other improper purposes, including but not limited to, copyright infringement, political purposes, plagiarism, harassment, intimidation, forgery, impersonation, gambling, solicitation, obscenity, libel, slander, fraud, defamation, personal shopping, pornography, computer tampering (i.e., spreading computer viruses). For more information regarding proper workstation use see SWMBH policy 7.2 (Workstation Use).
- b. The Internet may not be used in any way that violates SWMBH's policies, rules or administrative orders including but not limited to, any applicable code of conduct policies. Use of the Internet in a manner that is not consistent with the mission of SWMBH, misrepresents SWMBH or violates any SWMBH policy is prohibited.
- c. Individuals may not view, copy, alter or destroy data, software, documentation or data communications belonging to SWMBH or another individual without authorized permission.
- d. Users will not load or install privately owned software on any SWMBH resource. Additionally, users are prohibited from downloading and installing software from the Internet without prior approval of the Network Administrator. Software is inclusive of screen savers, toolbars and system tray icons. Many viruses are written to look like a useful or cool program which, when running, can destroy anything you have access to. In addition, a virus may setup your machine to be used for an attack on someone else at a later time. All files, programs, documents and zip files must be passed through virus protection programs prior to use. Failure to detect viruses may result in corruption or damage to files and/or unauthorized entry into SWMBH' computer network. It is mandatory to comply with copyright and trademark laws when downloading material from the Internet.
- e. If the user finds that any damage occurred as a result of downloading software

or files, the incident should be reported immediately to the ITS Department via Helpdesk to prevent further damage to our systems.

- f. The above items may not be inclusive of all unacceptable uses of the internet. If a situation is unclear, staff must seek clarification through a senior leader. Senior leaders are required to notify and/or inform IT of any of these clarifications.
- g. Use of the internet for any purpose that is not work related.

#### C. SOCIAL NETWORK SITES

1. There are many social networking sites (i.e., Facebook, Twitter, MySpace, YouTube, etc.) used by employees and even the Company at times for marketing and recruiting purposes. Access to these sites shall be for conducting organizational business and not for personal use of social networking.
2. Do
  - a. Identify all copyrighted or borrowed material with citations and links and obtain permissions when necessary.
  - b. Ensure that your posting is accurate, truthful, and respectful and is spelled correctly with appropriate grammar, language and tone.
  - c. Use the same judgment in writing your postings that you would in writing any formal letter. Post only content that you would be comfortable having SWMBH, your colleagues or the general public read, hear or see.
3. Do Not
  - a. Put any customer-related information on a social network without a signed statement of release.
  - b. Post any content that could be characterized as defamation, plagiarism, harassment, advertising, a copyright violation or claims of special expertise or experience.
  - c. Post anything that would potentially embarrass you or SWMBH, or call into question your or the SWMBH's reputation, including photographs or other images.
  - d. Discuss SWMBH business or customers receiving services, unless SWMBH authorizes you to do so.
  - e. Use SWMBH logo or suggest you are writing on behalf of SWMBH, unless previously authorized by SWMBH.
  - f. The above items may not be inclusive of situations that arise with social network. If a situation is unclear, staff must seek clarification through your senior leader.
4. Be aware that SWMBH's other policies may apply, including policies regarding:
  - a. Privacy and confidentiality
  - b. Monitoring
  - c. Harassment

## d. Discrimination

D. Southwest Michigan Behavioral Health Extranet

1. The purpose of the SWMBH extranet (Share Point Portal) is to share data and information with trading partners, contractors, and SWMBH staff. The same safeguards and use guidelines apply to the extranet as for Internet and Social Networking.
2. Use of the extranet shall be limited to work roles and responsibilities and maintained in SWMBH IS/IT.
3. All security rules apply. Privileges will be granted based upon business need, authorized by the individuals' supervisor, and created by SMBH IS/IT. Non-EEs and non-CMH credentials will be expired within 90 days. Extensions may be requested.

**IV. References**

None

**V. Attachments**

None