
MANAGEMENT DIRECTIVE

205.29 Amended
Number

COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE

Subject:

Commonwealth Internet Access

By Direction Of:


Thomas G. Paese, Secretary of Administration

Date:

January 5, 1999

Internet access will enable Commonwealth agencies to send and receive information worldwide. The Internet also provides the ability to conduct business electronically with other public organizations, companies; and industries. The guidelines contained herein specify how this resource will be used to protect the integrity of the Commonwealth's information technology resources and how to safeguard against abuse of this resource. This amendment updates policy and agency responsibilities.

1. PURPOSE. To establish policy and responsibilities for central administration of the Commonwealth's connection to the Internet and for Commonwealth agencies in sending and receiving information and maintaining their Internet connection.

- 2. SCOPE.** This directive applies to employees in all departments, boards, commissions, and councils under the Governor's jurisdiction. Agencies
- not under the Governor's jurisdiction and using the
 - commonwealth's connection to the Internet are
 - encouraged to use this directive as a guideline for
 - the employee's Internet use.

3. OBJECTIVES.

- **a.** Define the roles, responsibilities, and policies for agency Internet use.

b. Establish responsibility for security of Commonwealth information technology (IT) resources connected to the Internet.

c. Establish policies and procedures for Commonwealth employees' Internet access and use. •

4. POLICY.

a. *Executive Order 1988-10, Management of Automated Technology*, and all documents relevant to information technology published through the Directives Management System.

b. *Executive Order 1980-18, Code of Conduct*, regarding misuse of commonwealth information, facilities, and equipment, including enforcement provisions. •

c. *Information Technology Bulletins* related to Internet, Intranet, and Extranet policies, periodically issued by the Office of Administration. •

Distribution: B

d. Agency Internet Access Requirements.

- (1) The Office of Administration will make
- Internet access available through the Common-
- wealth's Metropolitan Area Network (MAN).

- (2) If use of the MAN for Internet access
- is not feasible or cost effective, agencies may
- present a business case to the Office of Adminis-
- tration for an alternate Internet connection.

- (3) Agencies must comply with all appli-
- cable federal and state IT resource policies.

- (4) Information to be disseminated over the
- Internet must be approved in accordance with
- agency policy prior to its release.

5. RESPONSIBILITIES.

a. Office of Administration shall:

- (1) Oversee development and implemen-
- tation of a plan for interagency MAN security.

- (2) Direct an independent security assess-
- ment of agency IT resources which will be con-
- nected to the MAN, including identification of
- unsecure network connections and susceptibility to
- unauthorized access attempts in the event MAN
- security is circumvented. All agencies that have or
- plan to obtain MAN connections must participate
- in the assessment process.

- (3) Maintain the central components of
- Commonwealth Internet security and serve as the
- point of contact with the Commonwealth's Internet
- access provider.

- (4) Manage and oversee Commonwealth
- Internet access.

- (5) Serve as the primary point of contact
- for CERT and security incidents.

- (6) Serve as a point of contact for agency
- problem reporting.

- (7) Assign IP addresses to agency net-
- works.

- (8) Maintain Pennsylvania's DNS –
- STATE.PA.US.

b. Office of the Budget, Comptroller Operations shall periodically assess as part of the Comptroller Office and agency Annual Audit Plan, the Office of Administration and agencies compliance with the requirements contained in this directive. The frequency of the assessment will be determined as part of the annual audit planning process as required by *Management Directive 325.4, Agency Annual Audit Plan and Comptroller Operations Directive 2200.2, Comptroller's Annual Audit Plan.*

c. Agencies shall:

- (1) Develop policies and procedures to
- ensure security of their IT resources.

- (2) Correct all deficiencies identified in the
- agency's security assessment and subsequent
- independent assessments.

- (3) Provide points of contact for adminis-
- trative and technical/security coordination for the
- Office of Administration.

- (4) Develop a procedure to review and
- approve employe requests for Internet access which
- incorporates use of an user agreement that
- includes all of the elements and conditions of
- Enclosure 1, and demonstrates a bona fide busi-
- ness need (see Enclosure 2).

- (5) Ensure compliance with the following
- requirements:
 - (a) Register agency's DNS with the
 - Office of Administration for inclusion in the
 - Commonwealth's central domain name server
 - database (STATE.PA.US).

 - (b) Establish an SMTP, or Office of
 - Administration protocol, mail gateway.

 - (6) Cooperate with audits of security poli-
 - cies and practices related to the Internet.

d. Users shall:

- (1) Adhere to the requirements set forth in
- their agency's user agreement.

- (2) Follow appropriate agency guidelines
- for any information to be made available over the
- Internet.

6. PROCEDURES.

- a. Agencies shall contact the Office of Administration for Internet connection procedures.

b. Problem and unauthorized access reporting.

(1) Problem reporting.

(a) Problems with Internet access should be reported to the agency's designated technical/security point of contact.

(b) Problems which cannot be resolved by the agency's technical point of contact should be reported to the designated Office of Administration contact and include problem description, source of the problem (IP address), time problem occurred, and implications of the problem.

(2) Unauthorized access reporting.

(a) Suspected attempts at unauthorized access of IT resources through the MAN or Internet should be reported **immediately** to the agency's designated technical/security contact.

(b) If the unauthorized access attempts appear to originate from the Internet, these attempts should be reported **immediately** to the Office of Administration and include problem description, source of the problem (IP address), time problem occurred, and implications of the problem.

(c) The Office of Administration will coordinate investigations with CERT where warranted.

Enclosures:

- 1 – Commonwealth Internet User Agreement
- 2 – Bonafide Uses of Internet Access by Commonwealth Employees

This directive supersedes Management Directive 205.29 dated March 20, 1996.

SAMPLE

USER AGREEMENT – COMMONWEALTH INTERNET ACCOUNT

- I understand any of my communications on the Internet may be monitored by Commonwealth staff administering Internet access.
- I understand that I may only use the Internet for Commonwealth business activities.
- I will not provide on-line Internet users with Commonwealth related information without authorization from the appropriate authority.
- I will adhere to the security policies of Commonwealth agencies as well as the security policies of any remote sites which I access.
- I will not engage in any illegal activity in connection with my use of the Commonwealth's Internet access, including, but not limited to, hacking, cracking, or the unauthorized transmission or receipt of proprietary material (e.g., copyright video works, audio works, software, or publications, as well as trade marks or service marks)
- I understand that I may be prosecuted under federal law or Pennsylvania state law for unauthorized access or use of any data bases or computer systems.
- I will not harass other users, local, or remote.
- I will not conduct on-line activities to assess network security without written consent from the appropriate governing authority.
- I will report any observed attempts at violating agency or personal security or privacy to my agency security/technical coordinator.

I have read the above and agree to abide by the requirements set forth therein. I understand that any violation of this agreement may result in the loss of my individual Internet account. I further understand that disciplinary action, up to and including termination, may be taken if I fail to abide by any of the requirements of this agreement.

Print Name: _____

Signature: _____ Date: _____

Bureau: _____

Division/Section: _____

Location: _____ Phone: _____

I have read and concur with the appropriateness of this user's request for Internet access.

Agency Approval: _____ Date: _____

Phone: _____

BONA FIDE USES OF INTERNET ACCESS BY COMMONWEALTH EMPLOYEES

The following is intended to serve as a general guide to agency approval authorities who must evaluate the appropriateness of requests by their staff to access the Internet.

- 1.** Research required as part of assigned duties.
- 2.** Home Page development projects which are properly approved by the agency.
- 3.** Communications with professional associations, associates, or counterparts in other states which support assigned duties.
- 4.** Issue monitoring which is relevant to assigned duties (e.g., monitoring news groups for specific issues or accessing the laws or regulations of the federal government or other states).
- 5.** Responding to requests for information which received proper agency approval.
- 6.** Transfer of data between organizations for which security is not a concern and is required to conduct regular business.