

First Judicial District of Pennsylvania's ("FJD")

Request for Proposal ("RFP")

For

Professional Services for the Development and Implementation of an Employment and Training Program for the Title IV-D Child Support Enforcement Program Serving Allegheny, Delaware and Philadelphia Counties Child Support Enforcement Programs

Dated March 15, 2016

VENDOR'S QUESTIONS AND ANSWERS ("Q&A")

<http://courts.phila.gov>

- Q1. Rider 1, Page 2 states at least 80% of participants will complete an appropriate program. Currently the benchmark requirement is 65%.
The current benchmark of 65% refers to the percentage of enrolled noncustodial parents who have been placed in a job with written verification confirming employment has been obtain from the employer.
Are you referring to the percentage of individuals to complete the training and are not placed in Employment yet (Pre-Placement Retention),
Yes.
If so, are you looking to increase the current performance requirement to 80%?
No.***
- Q2. Rider 1, Page 2 referring to the Entered Employment Rate the RFP states the state fiscal year average rate must be at least 65%. Currently the Entered Employment Rate is calculated by dividing placements by terminations + placements. Please define what is meant by state fiscal year average rate and how the rate is calculated if other than the current definition of Entered Employment Rate.
During each fiscal year of the grant, 65% of the noncustodial parents that entered the program must have been placed in a job and written verification confirming employment has been obtained from the employer.***
- Q3. Rider 1, Page 3 – The RFP is requesting the state fiscal year average rate must be at least 70%. Currently the Post Placement Retention rate is 65%.***

The Post Placement Retention rate is 70%. 65% is the current percentage of enrolled noncustodial parents who have been placed in a job and written verification confirming the employment has been obtained from the employer.

Please define what is meant by state fiscal year average rate.

The state's fiscal year is July 1st through June 30th.

Q4. Rider 1, Page 4 – RFP states contractor shall comply with the DHS/BCSE security policies as described in Attachment 3

Attachment 3 references "Commonwealth of Pennsylvania Information Technology Acceptable Use Policy" dated 11/17/11 (see attached). However, we do not anticipate the contractor having direct access to the Title IV-D computer system known as PACSES.

Q5. Besides narrative under Cost & Price Section do you also want us to submit a line item budget?

Yes, broken out by county (Allegheny, Delaware and Philadelphia) and grand total.

Q6. Are there specific budget forms you would like us to use?

No.

Q7. Do you want us to submit a budget for three years, and if so, do you want them submitted as Year 1, Year 2, Year 3 on separate budget pages?

Yes, separate pages not required.

Q8. How many copies of the proposal need to be submitted?

Please refer to the Cover Page of the RFP. All proposals must be submitted in five (5) copies to: Employment and Training Program RFP, First Judicial District of Pennsylvania, Procurement Unit, 368 City Hall, Philadelphia, Pennsylvania 19107.

Q9. Vendor has attached all of the documents relating to the RFP from the Court's website, are there any other attachments included with the RFP.

Rider 1 was the only original attachment to this RFP; however, please see Q4 as one additional attachment has been included with this Q&A.

~~END~~

MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania Governor's Office

Subject:
Commonwealth of Pennsylvania
Information Technology Acceptable Use
Policy

Number:
205.34 Amended

Date:

November 17, 2011

By Direction of:

Kelly Powell Logan, Secretary of
Administration

Contact Agency:
Office of Administration, Office for Information Technology, Innovation, Transformation
and Outreach Office, Telephone 717.346.5616

This directive establishes policy, responsibilities, and procedures for the acceptable use of Information Technology (IT) resources by authorized users.

This amendment supersedes any existing IT, internet and/or electronic mail (email) use policy issued by agencies under the Governor's jurisdiction that is inconsistent with this directive, unless specific exemptions are granted by the Secretary of Administration or designee. Approved labor agreements or "side letters" should be read in a manner to effectuate both this policy and any such agreement or letter. In cases where a provision of an approved labor agreement or "side letter" cannot be reconciled with this policy, the labor agreement or side letter will control. Substantive additions and amendments are indicated by marginal dots.

- 1. PURPOSE.** To establish policy, responsibilities, and procedures to provide authorized users with guidelines for, restrictions upon, and standards for the acceptable use of IT resources on commonwealth owned or leased hardware and software. Covered IT resources include those that are connected from any location to the commonwealth's Metropolitan Area Network (MAN), which is the commonwealth's computer network that spans the state and provides connectivity for Local Area Networks (LANs), as well as the internet; and IT resources that are not connected to or used in conjunction with the MAN.

2. **SCOPE.** This directive applies to all authorized users of all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction and contractors, consultants, volunteers, and any other authorized user who utilizes or has access to IT resources.

3. **OBJECTIVE.** To ensure that all authorized users that have access to IT resources are made aware of and comply with the standards and policy set forth in this directive and in Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology (IT) Resources.

4. **DEFINITIONS.**

a. **Authorized Users.** Commonwealth of Pennsylvania employees, contractors, consultants, volunteers or any other user who utilizes or has access to IT resources.

b. **IT Resources.** Commonwealth IT resources include, but are not limited to, the following: the commonwealth's computer systems, together with any electronic resource used for communications, which includes, but is not limited to laptops, individual desktop computers, wired or wireless telephones, cellular phones, pagers, beepers, personal data assistants and handheld devices, e.g. Blackberry devices, Palm devices, etc., and, further, includes use of the internet, electronic mail (email), instant messaging, texting, voice mail, facsimile, copiers, printers or other electronic messaging through commonwealth facilities, equipment or networks (collectively "IT resources").

5. **POLICY.**

a. **Authorized users of IT resources are required to understand the permissible scope of usage.** These standards are designed to prevent use that may be illegal, unlawful, abusive, or which may have an adverse impact on the commonwealth or its IT resources. In addition, they identify for authorized users the permissible and effective uses of IT resources. Authorized users are encouraged to assist in the enforcement of these standards by promptly reporting any observed violations to their supervisor, the human resources office, agency contact or contracting officer. Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology (IT) Resources, sets forth additional information about the permissible scope of usage of IT resources.

b. **Abuse or misuse of IT resources will have consequences.** The improper use of commonwealth IT resources by employees or volunteers may result in disciplinary action, up to and including termination of employment or volunteer status, depending on the circumstances of the incident. The improper use of IT resources by contractors or consultants may result in disciplinary action that may include termination of engagement, and other formal action under the terms of the applicable contract or debarment under the Contractor Responsibility Program. When warranted, the commonwealth or its agencies may pursue or refer matters to other authorities for criminal prosecution against persons who violate local, state, or federal laws through the misuse of IT resources.

- c. Ownership of IT resources.** All data and records, including those pertaining to computer use, internet use, email communication, voicemail communication, text messages and other electronic communication (whether sent, received, or stored), as well as the content of such communications, are presumed to be the sole and exclusive property of the commonwealth. Individual authorized users do not control the access to or the use of such data or records. In addition, authorized users have no property or other rights to any or all related physical equipment, hardware and software applications that are provided, stored or otherwise utilized in connection with IT resources.
- d. Authorized users should have no expectation of privacy when using IT resources.** At its discretion, executive level or human resources staff or their authorized designees may access, retrieve and review any files, data or records which are stored on or accessed through IT resources, as well as, data or records related to IT resource usage, including internet records or email communications, in order to determine compliance with the provisions of this directive or any other directive, personnel policy or applicable local, state or federal law. Agency heads may determine who may access these files, data, and records, including, but not limited to, executive level staff, legal staff, human resource management staff, network or security system administrators, individuals in the authorized user's chain of command or others, including law enforcement. Files, data and records which are stored on IT resources together with records of IT resources use may be reviewed at any time and are routinely backed up and stored without the user's knowledge. As such, authorized users should have no expectation of privacy in any electronic files, data or records stored on or accessed through IT resources nor should an authorized user have any expectation of privacy in any communications sent or received via, or stored within, IT resources.
- e. IT resources are subject to monitoring or other access by authorized commonwealth personnel.** All files, data or records stored on or accessed through IT resources and all electronic communication and access to commonwealth IT resources may be traced, audited and/or monitored, with or without notice to the authorized user. This includes, but is not limited to; all files stored on commonwealth computers, internet activity, all internet website access and all email, voice mail and text messages. Agencies and their designees may use tracking, blocking, logging and monitoring software to investigate IT resource usage, restrict certain access and/or alert IT staff to certain inappropriate uses. Use of IT resources by authorized user is consent to monitoring.
- f. Authorized users may not access unauthorized data and should take measures to protect the security of their data.** As part of the privilege of being an authorized user, authorized users may not attempt to access any data or programs contained on commonwealth systems for which they do not have authorization or explicit consent. Authorized users must use passwords and/or encryption in a manner that is consistent with commonwealth policy. Utilization of special passwords or encryption does not, however, guarantee the confidentiality of any electronic communication or of any file, data or record stored or accessed through IT resources. Authorized users must keep passwords secure and must not share them with others.

- g. IT resources are intended for business use and should be used primarily for that purpose.** IT resources are tools that the commonwealth has made available for commonwealth business purposes. Where personal use of IT resources does not interfere with the efficiency of operations and is not otherwise in conflict with the interests of the commonwealth, reasonable use for personal purposes will be permitted in accordance with standards established for business use. Such personal use shall be limited, occasional and incidental. Any personal use which is inconsistent with commonwealth policy regarding availability or capability of computer equipment, or inappropriate content of communications as defined by this policy is prohibited.
- h. IT resources must never be used in a manner that violates other commonwealth directives and policies.** All use of IT resources must conform with Executive Order 1980-18, Code of Conduct, Management Directive 505.7, Personnel Rules, and commonwealth policies on nondiscrimination and prohibition of sexual harassment. Violations of these issuances and policies through IT resources will be treated in the same manner as other violations.
- i. All authorized users must be provided with this directive.** All current commonwealth employees must be provided a copy of this policy. All new employees must review this policy during new employee orientation. All non-commonwealth employee authorized users must review this policy prior to their use of and access to commonwealth IT resources. Copies may be provided either electronically or in hard copy.
- j. Agencies must ensure that all authorized users have signed an Acknowledgement of Receipt Form.** As a condition of granting access to the IT resources, agencies must obtain an acknowledgement of receipt and understanding of this directive in the form of a signed user agreement: Enclosure 2, Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Employee or Volunteer Form, in the case of employees or volunteers, or Enclosure 3, Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Contractor or Consultant Form, in the case of contractors or consultants. Agencies must obtain signed user agreements **prior** to granting access to IT resources.
- k. Each agency must maintain copies of the agreement signed by each authorized user in that agency.** Completed user agreements shall be maintained as part of the employee's Official Personnel Folder. Alternately, authorized users may sign and agencies may store these agreements in an electronic format consistent with Management Directive 210.12, Electronic Commerce Initiatives and Security, and 1TB-SEC006, Commonwealth of Pennsylvania Electronic Signature Policy. Signed agreements must be accessible to individuals who are authorized to view or use the documents.

l. Requests for electronic records should be treated in the same manner as paper records. Requests for records pertaining to IT resources must be addressed consistent with all laws, directives or policies that would apply to the same information if maintained in a non-electronic format. These requests should be referred to agency legal counsel.

m. This amended directive supersedes prior or inconsistent policies. This policy supersedes any existing IT, internet and/or email use policy issued by agencies under the Governor's jurisdiction that is inconsistent with this directive, unless specific exemptions are granted by the Secretary of Administration or designee. Approved labor agreements or "side letters" should be read in a manner to effectuate both this policy and any such agreement or letter. In cases where a provision of an approved labor agreement or "side letter" cannot be reconciled with this policy, the labor agreement or "side letter" will control. Agencies may develop supplemental IT, internet and/or email use policies only with the approval of the Secretary of Administration or designee.

6. RESPONSIBILITIES.

a. Agency shall:

- (1) Provide either a hard copy or electronic copy of this directive to authorized users.
- (2) Ensure that authorized users have signed the user agreement.
- (3) Maintain a copy of the signed user agreement for authorized users.

b. Authorized Users shall:

- (1) Understand the permissible scope of usage of IT resources.
- (2) Sign the user agreement.

c. Enterprise Information Security Office may:

- (1) Conduct system audits.
- (2) Respond to cyber security incidents.
- (3) Assist human resources staff in conducting misuse investigations.
- (4) Assist in data retrieval and analysis for any E-Discovery requests.

7. RELATED GUIDANCE/REFERENCES. Additional technical standards for IT resources usage will be published in the Office of Administration, Office for Information Technology (OA/OIT), IT Bulletins that will be available on the OA/OIT internet website at <http://www.oit.state.pa.us>.

Enclosure 1 - Commonwealth Acceptable Use Standards for Information Technology (IT) Resources

Enclosure 2 - Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Employee or Volunteer Form

Enclosure 3 - Commonwealth IT Resources Acceptable Use Policy User Agreement Commonwealth Contractor or Consultant Form

This directive replaces in entirety, *Management Directive 205.34*, dated July 20, 2010 and rescinds *Management Directive 210.15, Instant Messaging*, dated November 29, 2004.

COMMONWEALTH ACCEPTABLE USE STANDARDS FOR INFORMATION TECHNOLOGY (IT) RESOURCES

Each authorized user must comply with these standards when using the internet or IT resources as defined in Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy.

AUDITING, MONITORING AND REPORTING

All files, data or records stored on or accessed through IT resources and all records related to IT usage including internet records and electronic mail (email) communications may be searched, traced, audited and/or monitored, with or without notice to the authorized user. This includes, but is not limited to, all internet activity, all internet website access and all email, voice mail and text messages. Agencies and their designees may use tracking, blocking, logging and monitoring software to investigate IT resource usage, restrict certain access and/or alert IT staff to certain inappropriate uses.

Authorized users, therefore, should have no expectation of privacy in any files, data or records stored on or accessed through IT resources, nor should they have any expectation of privacy in any electronic communication sent or received via, or stored within, IT resources. By using IT resources, the user authorizes any such access to or auditing and/or monitoring of IT resources by the commonwealth.

Authorized users are encouraged to assist in the enforcement of these standards by promptly reporting any observed violations to their supervisor, the human resources office, agency contact or contracting officer.

DISCIPLINE OR OTHER CONSEQUENCES OF MISUSE

The improper use of IT resources by employees or volunteers may result in disciplinary action, up to and including termination of employment or volunteer status, depending on the circumstances of the incident. The improper use of IT resources by contractors or consultants may result in disciplinary action that may include termination of engagement, other formal action under the terms of the applicable contract or debarment under the Contractor Responsibility Program. When warranted, the commonwealth or its agencies may pursue or refer matters to other authorities for criminal prosecution against persons who violate local, state, or federal laws through the misuse of IT resources.

GENERAL IT RESOURCES USE

- a. As part of the privilege of being an authorized user, authorized users may not attempt to access any data or programs contained on commonwealth systems for which they do not have authorization or explicit consent.
- b. Authorized users may not share their commonwealth or agency account(s), passwords, Personal Identification Numbers (PIN), Security Tokens (i.e. Smartcard), or similar information or devices used for identification and authorization purposes with any other person or authorized user. Authorized users are strictly responsible for maintaining the confidentiality of their commonwealth or agency account(s), passwords, PIN, Security Tokens or similar information or devices.
- c. Authorized users may not make unauthorized copies of copyrighted software.

- d. Authorized users may not use non-standard shareware or freeware software without agency IT management approval unless it is on the agency's standard software list.
- e. Authorized users may not purposely engage in activity that may: harass, threaten or abuse others; degrade the performance of IT resources; deprive an authorized user of access to an IT resource; obtain extra IT resources beyond those allocated; or circumvent computer security measures.
- f. Authorized users may not use IT resources to engage in personal, for-profit transactions or business, or to conduct any fundraising activity not specifically sponsored, endorsed, or approved by the commonwealth.
- g. Authorized users may not engage in illegal activity in connection with their use of IT resources, including, but not limited to downloading, installing or running security programs or utilities that reveal or exploit weaknesses in the security of a system. For example, authorized users may not run password cracking programs, packet sniffers, port scanners or any other non-approved programs on IT resources, unless they are specifically authorized to do so.
- h. Authorized users may not access, create, store, transmit, post or view material that is generally considered to be inappropriate or personally offensive or which may be construed as discriminatory or harassing, including sexually suggestive, pornographic or obscene material.
- i. Authorized users are personally responsible for the security of authorized portable IT resources. Care must be exercised to ensure these devices are not lost, stolen or otherwise accessed in an unauthorized manner.
- j. Authorized users may not store non-public information on IT resources, if those IT resources may be removed from commonwealth facilities without prior approval from the agency Secretary or designee.
- k. Authorized users may only use encryption methods approved by the commonwealth to encrypt information. Authorized users may not rely on any business communications via the internet using IT resources being secure, private, or inaccessible, even where appropriate security applications are used, e.g. data encryption.
- l. Authorized users may not use non-commonwealth or non-approved storage devices or storage facilities without the approval of the agency Secretary or designee.

INTERNET USE

All security policies of the commonwealth and its agencies, as well as policies of internet websites being accessed, must be strictly adhered to by authorized users.

Software

In connection with authorized users' use of and access to IT resources:

- a. All software used to access the internet must be part of the agency's standard software suite or approved by the agency IT department. This software must incorporate all vendor provided security patches.
- b. All files downloaded from the internet must be scanned for viruses using the approved commonwealth distributed software suite and current virus detection software.
- c. All software used to access the internet shall be configured to use an instance of the commonwealth's standard internet Access Control and Content Filtering solution.

Access Control and Authorization

Agencies should authorize access to the internet using commonwealth computer resources through the utilization of a user ID/password system. Security violations can occur through unauthorized access, and all possible precautions should be taken to protect passwords. Authorized users are responsible for activity and communications, including but not limited to email, voice mail, text messages, data and any other electronic communications transmitted under their account.

Incidental Use

- a. IT resources are communication tools that the commonwealth has made available for commonwealth business purposes. Where personal use of these resources does not interfere with the efficiency of operations and is not otherwise in conflict with the interests of the commonwealth, reasonable use for personal purposes will be permitted in accordance with standards established for business use. Such personal use shall be limited, occasional and incidental.
- b. Incidental personal use of internet access is restricted to authorized users; it does not extend to family members, other acquaintances or any other persons.
- c. Access to IT resources that are home-based, e.g., accessing the internet from an agency owned, home based computer or laptop, must adhere to all the same policies that apply to use from within agency facilities. Employees may not allow family members or other non-employees to access home-based IT resources.
- d. Incidental use must not result in direct costs to the commonwealth.
- e. Incidental use must not interfere with the normal performance of an authorized user's work duties.
- f. No user may send or solicit files, documents or data that may risk legal liability for, or embarrassment to, the commonwealth.
- g. All files and documents located on IT resources, including personal files and documents, are generally owned by the commonwealth and may be accessed and retrieved in accordance with this policy. In addition, it should be understood that such documents may be subject to requests for disclosure under the *Right to Know Law, 65 P.S. §§ 67.101*, and other similar laws.

Acceptable Use of the Internet.

Accepted and encouraged use of the internet for authorized users on IT resources includes, but is not limited to, the following:

- a. Access, research, exchange or posting of information that relates to the assigned job duties of an authorized user for carrying out commonwealth business.
- b. Promotion of public awareness in regard to commonwealth law, agency services and public policies.
- c. Posting of agency information that has been authorized by appropriate management.

Acceptable use of Instant Messaging (IM)

- a. Only authorized users who have been granted agency level approval to utilize IM technology may use IM software, and they may use it only to communicate internally across the commonwealth MAN in a manner directly related to an authorized user's job responsibilities.
- b. IM software that is utilized by commonwealth authorized users must be part of the determined enterprise standard software solution.
- c. IM software is only to be used to conduct state business that produces records that have little or no documentary or evidentiary value and that need not be set aside for future use. These records are subject to the provisions of Management Directive 210.5, The Commonwealth of Pennsylvania State Records Management Program and Manual 210.9, The Commonwealth's General Records Retention and Disposition Schedule, items G001.021, Transitory Records and G001.025, Transitory Files Confidential.

Acceptable use of Web 2.0 Technologies/Tools

- a. Web 2.0 Technologies or tools may include but are not limited to blogs, RSS, discussion boards, social networking, wikis, video sharing sites, AJAX, mashups and folksonomies (social tagging).
- b. Only authorized users who have been granted agency level approval to do so may utilize Web 2.0 tools, and only if the use is directly related to an authorized user's job responsibilities.
- c. Web 2.0 Technologies or tools are only to be used to conduct state business that produces records that have little or no documentary or evidentiary value and that need not be set aside for future use. These records are subject to the provisions of Management Directive 210.5, The Commonwealth of Pennsylvania State Records Management Program and Manual 210.9, The Commonwealth's General Records Retention and Disposition Schedule, items G001.021, Transitory Records and G001.025, Transitory Files Confidential.

EMAIL USE

Expectation of Privacy

- a. When sensitive material is sent electronically via email, it is important to verify that all recipients are authorized to receive such information and to understand that email is not fully secure and/or private, except where appropriate security applications are used, e.g. data encryption.
- b. Users should understand that messages can be quickly and easily copied and may be forwarded inappropriately.
- c. Where it is necessary to transmit commonwealth proprietary or restricted information beyond the commonwealth Connect email network, the messages should be protected by encryption. Authorized users should contact their agency Network Coordinator or IT Coordinator for assistance if encryption is needed.
- d. Email messages to be transmitted outside of the United States should comply with local laws governing international transmission of data as well as United States export control regulations. For assistance, authorized users should contact their Network Coordinator or IT Coordinator, who may receive technical assistance from the Office of Administration, Office for Information Technology (OA/OIT).
- e. The agency head or designee should determine specific agency policy regarding business information which is determined to be too confidential or sensitive to be transmitted via email.
- f. All user activity and electronic communication, including the contents of such communication, including but not limited to, email, voicemail, text messages and data, on IT resources is subject to tracking, blocking, logging, auditing, monitoring, accessing, retrieving and reviewing, as described more fully in this directive.

Access Control and Authorization

- a. Only authorized users may use IT resources to send or view email or access the commonwealth's email systems.
- b. Unauthorized persons may not use the network or commonwealth equipment to originate email messages or read email messages directed to others.
- c. Access to commonwealth email will only be granted to commonwealth employees, contractors, consultants, volunteers, in their capacity as authorized users, if they agree to abide by all applicable rules of the system, including this directive and its related standards.
- d. An authorized user may not access the email or account of another authorized user unless granted permission to do so by the authorized user. Unauthorized access of an authorized user's email files is a breach of security and ethics and is prohibited. This restriction does not apply to system administrators and management staff in the authorized user's chain of command who are authorized to access email for legitimate business purposes, to effectuate Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy.

- c. Authorized users wishing to send email bulletins to all commonwealth or agency employees must first obtain authorization from agency management.
- d. Email messages should be brief, and attachments to email messages should not be overly large. Agency IT staff will inform authorized users of limitations on the size of email messages and attachments. OA/OIT periodically will provide technical standards and guidance to agencies through IT Bulletins on the technical capacities of the commonwealth Connect System and limitations on email message size. Technical standards will be provided in areas such as file size and backup procedures, and will be available on the OA/OIT internet website at <http://www.oit.state.pa.us>.

UNACCEPTABLE USES OF IT RESOURCES

The following are examples of impermissible uses of IT resources. This list is by way of example and is not intended to be exhaustive or exclusive. Authorized users are prohibited from:

Accessing, creating, storing, transmitting, posting or viewing material that is generally considered to be inappropriate or personally offensive or which may be construed as harassing, including sexually suggestive, pornographic or obscene material.

Accessing, creating, storing, transmitting, posting or viewing material that expresses or promotes discriminatory attitudes toward race, gender, age, nationality, religion, or other groups including, but not limited to, protected groups identified in Executive Order 2003-10, Equal Employment Opportunity.

Engaging in personal, for-profit transactions or business, or conducting any fundraising activity not specifically sponsored, endorsed, or approved by the commonwealth.

Participating in internet activities that inhibit an employee's job performance or present a negative image to the public, such as auctions, games, or any other activity that is prohibited by directive, policy or law.

Attempting to test or bypass the security ("hacking" or "cracking") of computing resources or to alter internal or external computer security systems.

Participating in or promoting computer sabotage through the intentional introduction of computer viruses, worms or other forms of malware, i.e. malicious software.

Promoting, soliciting or participating in any activities that are prohibited by local, state, or federal law or the commonwealth rules of conduct.

Violating or infringing the rights of any other person.

Using any other authorized user's password and/or equipment to conduct unacceptable activities on IT resources.

Harassing or threatening activities including, but not limited to, the distribution or solicitation of defamatory, fraudulent, intimidating, abusive, or offensive material.

Transmitting or soliciting any proprietary material, such as copyrighted software, publications, audio or video files, as well as trademarks or service marks without the owner's permission.

Promoting or participating in any unethical behavior or activities that would bring discredit on the commonwealth or its agencies.

Downloading and/or installing any unapproved software.

Transmitting or posting any messages that intentionally misrepresent the identity of the sender, hide the identity of the sender or alter a sender's message.

Sending or forwarding confidential or sensitive commonwealth information through non-commonwealth email or webmail accounts. Examples of non-commonwealth email accounts include, but are not limited to, Hotmail, Yahoo mail, AOL mail, Gmail and email provided by other internet service providers.

Sending, forwarding or storing confidential or sensitive commonwealth information utilizing non-commonwealth accredited mobile devices. Examples of mobile devices include, but are not limited to, Personal Data Assistants, Blackberry devices, two-way pagers and cellular telephones.

Participating in any other internet or email use that is deemed inappropriate by the commonwealth and/or its agencies and is communicated as such to authorized users.

**COMMONWEALTH IT RESOURCE ACCEPTABLE USE POLICY USER AGREEMENT -
COMMONWEALTH EMPLOYEE OR VOLUNTEER**

This user agreement does not prohibit employees from performing authorized job duties.

I have read the attached Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy, and Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology, and in consideration of the Commonwealth of Pennsylvania making its IT resources available to me, I agree to abide by the requirements set forth therein. I understand that disciplinary action, up to and including termination, may be taken if I fail to abide by any of the requirements of this directive.

I further understand that my commonwealth IT resource usage, including electronic communications such as email, voice mail, text messages and other data and records, may be accessed and monitored at any time, with or without advance notice to me. By signing this agreement, I specifically acknowledge and consent to such access and monitoring.

I further understand that if I have any questions regarding this directive, I am required to ask for clarification from my supervisor or my agency human resource representative.

Printed Name: _____

Employee Number: _____

Signature: _____

Date: _____

Agency: _____

Bureau/Facility: _____

Division/Section: _____

Mailing/Email Address: _____

Work Phone: _____

Optional Agency Approval: _____

Date: _____

**COMMONWEALTH IT RESOURCE ACCEPTABLE USE POLICY USER AGREEMENT -
COMMONWEALTH CONTRACTOR OR CONSULTANT**

This user agreement does not prohibit contractors or consultants from performing services required by their contract with the commonwealth.

I have read the attached Management Directive 205.34, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy, and Enclosure 1, Commonwealth Acceptable Use Standards for Information Technology, and in consideration of the Commonwealth of Pennsylvania making its IT resources available to me, I agree to abide by the requirements set forth therein. I understand that the commonwealth may take appropriate action, including any action specified in my contract with the commonwealth, as well as under the commonwealth's Contractor Responsibility Program, if I fail to abide by any of the requirements of this agreement.

I further understand that my commonwealth IT resource usage, including electronic communications such as email, voice mail, text messages and other data and records, may be accessed and monitored at any time, with or without advance notice to me. By signing this agreement, I specifically acknowledge and consent to such access and monitoring.

Printed Name: _____

Contractor: _____

Signature: _____

Date: _____

Contracting Agency: _____

Bureau/Facility: _____

Division/Section: _____

Mailing/Email Address: _____

Work Phone: _____

Optional Agency Approval: _____

Date: _____

Federal ID #: _____

Mailing Address: _____

Email address: _____

Work Phone: _____

Signature: _____