



STATE OF CONNECTICUT
Department of Mental Health & Addiction Services



Commissioner's Policy Statement and Implementing Procedures

SUBJECT:	Computer Policy on Investigations, FOI request and Monitoring
P & P NUMBER:	Chapter 7.6
APPROVED:	Miriam Delphin-Rittmon, Commissioner Date: 10/15/2015
EFFECTIVE DATE:	October 15, 2015 <i>Miriam Delphin-Rittmon</i>
REVISED:	12/18/2013
REFERENCES:	Additional Resources Public Act No. 98-142, An Act Requiring Notice to Employees of Electronic Monitoring by Employers, and the State of Connecticut's "Electronic Monitoring Notice" - http://das.ct.gov/HR/Regs/Current/State_Electronic_Monitoring_Notice.pdf
FORMS AND ATTACHMENTS:	

STATEMENT OF PURPOSE: The purpose of this procedure is to establish guidelines for the Information and Technology (IT) Department to assist in investigations, Freedom of Information (FOI) requests and phone inquiries in the Department of Mental Health and Addiction Services (DMHAS) facilities. There is no right to privacy when using the state network or state assets. All systems may be monitored. Employees' electronic data may be retrieved, analyzed or viewed for purposes of investigations, FOI requests or legitimate business need.

POLICY: The Information Technology Department, (IT) will assist in new and ongoing investigations, phone requests, FOI requests and other inquires when the Director of Information and Technology or designee is notified by the following people who will be named the requestor; the Commissioner, Human Resource Administrator, Assistant Administrator, Chief of Police, the Freedom of Information Officer, Agency Attorneys or his or her designees, requesting assistance.

PROCEDURE:

1. Upon request relating to inquiries for investigations, phone requests, FOI requests and other inquiries, the Director of Information and Technology (IT) or his/her designee will assign a

minimum of two IT staff that will work jointly to conduct the request.

- a. Once the IT staff has been notified, they will document who gave notification to begin the inquiry, including the date and time of the request and specific information being requested of the IT Department.
 - b. The IT person will keep ongoing detailed documentation and will take direction from the requestor.
 - c. Once the inquiry is completed the IT person will submit to the requestor a summary of findings, risks, recommendations and conclusions based on their expertise in this field on the information found.
2. The IT staff may confiscate equipment in which case they will leave the person whose equipment was confiscated a generic note stating their equipment has been taken by the IT department.
 3. The user's account may be disabled during the inquiry in order to obtain information.
 4. It may be necessary for the IT staff to login as the user in which case the user's password may be changed.
 5. The IT staff assigned to the request will be looking for information which may include but is not limited to; phone records, fax records, key card access, emails, Internet history, cookies, login information, unauthorized access, inappropriate use of state systems, personal information, confidential or sensitive information, protected health information, information on the computer, network drives and anything else to assist in gathering information for the request.
 6. The IT staff will use any and all tools available to assist in the inquiry including running undelete software, Internet based software, applications and programs necessary to obtain the required information..
 7. The IT staff will work with the appropriate staff necessary which may include people outside of the IT department to obtain required information with approval from the requestor.
 8. Any information obtained will be shared on an as needed basis and will be kept strictly confidential. In pursuit of the information required an outside vendor may be used to assist getting the information required.

Once the IT staff completes their work they will take direction from the requestor regarding:

- Return of Equipment
- Reinstatement of any access withheld during the inquiry
- Where the information obtained should be sent
- Any follow up information needed