

Number: AS-PT-06-004

Issue Date: 02/23/2006

Authorized Signature _____

Topic: Agency-wide Policy

Transmitting (check the box that best applies):

- New Policy
 Policy Change
 Policy Clarification
 Executive Letter
 Administrative Rule
 Manual Update
 Other: _____

Applies to (check all that apply):

- All DHS employees
 County Mental Health Directors
 Area Agencies on Aging
 Health Services
 Children, Adults and Families
 Seniors and People with Disabilities
 County DD Program Managers
 Other (please specify):

Policy/Rule Title:	Instant Messaging		
Policy/Rule Number(s):	AS-070-010	Release No:	1.0
Effective Date:	02/01/2006	Expiration:	N/A
Web Address:	http://www.dhs.state.or.us/policy/admin/is/070_010.htm		

Discussion/Interpretation:

DHS Admin Services and SDAs provided a business need for use of instant messaging (IM) technology. This policy is in response to those business requests. IM use is already in pilot and this policy is required for Agency-wide rollout. The policy allows use of the DHS designated IM software (GroupWise) for certain types of internal communications as defined within the policy. The policy prohibits use of non-standard IM software such as Yahoo!™, AOL™, or other independent service provider.

Use of approved IM technology is intended for business only. Communications shall not contain HIPAA or confidential information. Attachments or files shall not be sent, accepted, or opened through IM. Communications should not be considered private. Any communications saved or printed, by any party, shall be considered public records and shall be treated as such.

Implementation/Transition Instructions:

Policy is to be released in conjunction with agency-wide rollout of Instant Messaging

capability. OIS will provide communications to staff and electronic tutorial for IM use.

Training/Communication Plan:

Necessary training and communication is being conducted by OIS in the form of emails and electronic tutorial similar to the successful GroupWise upgrade from 5.0 to version 6.5. A pilot project that included communications & training has been completed for many DHS field staff that already have and use the IM tool.

Local/Branch Action Required:

Local management may determine whether or not individuals in their respective office may activate IM technology. When activated, local management shall ensure that branch staff understand the specific use requirements of IM: what, when, who, where, and how.

Central Office Action Required:

Respond to questions or concerns. Inform staff of policy contents.

Field/Stakeholder review: Yes No

If yes, reviewed by:

DHS Cabinet

IT Governance Council (ITGC)

OIS Executive Staff

Information Security Office

Department-wide Support Services (DWSS) Policy Review Team for IT policies

Local Information System Management (ISM) Councils

Filing Instructions: No paper copies are distributed for filing. DHS Department-wide Support Services (DWSS) policies are located on the DHS web site at <http://www.dhs.state.or.us/policy/admin/>

If you have any questions about this policy, contact:

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