

SUBJECT: Appropriate Use of Collaboration Software **NUMBER:** 107-104-125

DIVISION: Enterprise Information Strategy and Policy Division **EFFECTIVE DATE:** DRAFT

APPROVED: DRAFT

POLICY/PURPOSE:

Policy: Web-enabled tools for online collaboration offer improvements in the way agency employees interact. It is the policy of the State of Oregon to promote the use of these tools to optimize the value of employees in service to the citizens of the State of Oregon while ensuring the requirements of agencies are met.

Purpose: The purpose of this policy is to inform authorized users of Oregon GovSpace collaboration software and systems about their requirements for use, management and oversight.

AUTHORITY: ORS 291.037 and 291.038; and ORS 184.305 and 184.340.

APPLICABILITY: Any employee of an agency of the State of Oregon may, for business reasons, register to use and under certain circumstances be granted access to Oregon GovSpace for use as an environment for agency or multi-agency collaborative planning and action.

- ATTACHMENTS:**
1. State Information Security Administrative Rule 125-800-0005 to 125-800-0020
 2. DAS Statewide Policy, Acceptable Use of State Information Assets 107-004-0110
 3. Oregon GovSpace Terms of Use
 4. DAS Statewide Policy, Information Asset Classification 107-004-0050

DEFINITIONS: **Collaboration Software Service:** A range of web and software-enabled capabilities known as Oregon GovSpace to connect employees, partners and stakeholders in a collaborative forum online.

Oregon GovSpace: A suite of web and software-enabled collaboration tools made available to agencies of the State of Oregon as a service.

GUIDELINES:

- I. **Requirements for use:** All use of Oregon GovSpace must comply with this policy and acceptance of terms and conditions required to gain system access to Oregon GovSpace. Primary guidance on the use of Oregon GovSpace comes from:
 - DAS Statewide Policy 107-104-110, Acceptable Use of State Information Assets, and each agencies equivalent acceptable use policy;
 - DAS Statewide Policy 107-004-0050, Information Asset Classification; including actions to protect sensitive, personal or confidential data; and
 - DAS Statewide Policy 107-004-120, Information Security Incident Response
- II. **User guidance:** Users are accountable for the information they enter into Oregon GovSpace. Users will not enter information anonymously or provide false or misleading identification. User's information is retained according to records retention requirements. Users will distinguish personal views from views that express authority when that distinction could impact outcomes. Use of Oregon GovSpace carries the same obligations for professionalism as an office setting.

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Use of Oregon GovSpace must align with and fulfill the user's job duties and organizational priorities. Users must treat sensitive, proprietary or confidential information appropriately. Users must recognize that all information contained in Oregon GovSpace is and must remain discoverable as required by law.

Users must protect their personal information, and that of others, when using Oregon GovSpace. Users may not use or influence the collaborative dialog that routinely occurs in Oregon GovSpace to skew decisions toward a personal bias or outcome. All use of Oregon GovSpace is intended to enhance agencies' ability to serve citizens and better achieve business outcomes. Users who invite individuals who are not state employees to participate in Oregon GovSpace are accountable for their appropriate use of the resource according to this policy.

III. Agency guidance: Agencies are encouraged to authorize staff to use Oregon GovSpace ensuring users abide by guidelines I and II of this policy. Agencies are responsible for overseeing and evaluating appropriate use by Oregon GovSpace users. Agencies' duties in the use of Oregon GovSpace also include those organizational actions needed to ensure success in collaborative planning and action. Organizational duties include: providing executive support and sponsorship for collaborative teams; setting realistic and achievable target outcomes; adequately preparing users and the organization for the launch of a collaborative effort; promoting the efforts of collaborative groups; and, assigning a community manager to provide ongoing support and guidance for, and moderation of, collaborative groups. Agencies must be alert to the need to provide special instructions for users when the need arises. That requires that agencies: maintain an ongoing commitment to collaborative dialog; maintain awareness of user and group progress; and remain ready to respond appropriately.

IV. Community Manager/Moderator guidance: Community Managers/Moderators are appointed by agencies to facilitate the establishment and success of collaborative communities in Oregon GovSpace. This function is critical to the success of sustained collaborative dialog. Community Managers/Moderators' duties include: defining the collaborative group's initial structure; defining initial group spaces and discussion threads in GovSpace; customizing or adjusting space layouts to honor the preferences of the group; prompting incremental group progress; and, taking swift action in response to problems.

PROCEDURES: How is it actually done – list of steps

<u>STEP</u>	<u>Responsible Party</u>	<u>Action</u>
1.	TBD	TBD
2.	TBD	TBD
3.	TBD	TBD