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**OFFICE OF GOVERNOR RONNIE MUSGROVE**  
**INTEROFFICE MEMORANDUM**

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TO: BILL RENICK  
FELICIA GAVIN

FROM: ERICH HOWARD

DATE: SEPTEMBER 26, 2001

RE: GOVERNOR'S OFFICE COMPUTERS

CC: GOV. MUSGROVE

In light of the recent virus attack, most agencies are revisiting their computer usage policy. During the implementation of the various patches, fixes and updates, several programs and items were observed on the computers used by the Governor's Office staff. The programs ran from Instant Messenger programs to role playing games; and in one case an online casino.

This latest form of virus has progress to a level that allows it to be passed from user to user by more than just email. Visiting web sites or just accessing a shared folder can transmit the virus. It can be assumed that future versions of viruses will try and mimic this ability to be transmitted in various ways. With this in mind, security on the network must be improved. Below are policies that agencies are discussing.

- 1) No instant messenger programs. – These programs are designed as instant chat rooms for your friends.
- 2) No desktop programs such as Webshots. – These programs are designed to allow the user to customize their desktop by downloading pictures. They have an aspect that notifies users of new pictures.
- 3) No downloaded games – These programs take various forms – simple email attachments; mid-size downloaded Internet games or full size games loaded from CD.
- 4) No instant news services, stock tickers, etc. These programs are designed to provide an instant update from a news service or the Stock Market.
- 5) No music programs such as Napster. These programs are designed for the user to select music to be downloaded. Napster has the ability to view the hard drive of a computer to insure there are no licensing violations. These programs have declined with the implementation of the new computers, which were purchased without internal speakers.
- 6) Implement Automatic logoffs – People have left their computers logged on and some of these programs running. This causes a twofold problem – it disrupts any nightly backup and leaves the computers open to possible infection. The Novell network, which the Governor's Office utilizes, allows computer logins to be disabled for specific amounts of time. This can be scheduled at any hour – preferably at 11:00 pm or later. The logins can be enabled per person if a late night project is being worked on.
- 7) Control Email – Email is most prevalent way for viruses to be transmitted.
  - A. Email consumes large amounts of space on the server if not disposed. DFA's current policy limits the time an email can be kept to 45 days. If the individual wishes to keep the email, they have several methods of retaining it: printing a hard copy, archiving or

saving as a word document. Limiting the time emails are saved would help control data space and help with virus scans.

- B. Many members of the staff have signed up for email list serves. List serves are mass emails, which are sent out by companies to their list of clients. These emails can include Joke of the Day, Lost Weight Fast, Credit Fixes and, if not careful, pornographic material. These emails should be discontinued.
- 8) Delete the Shared folder – The shared folder is accessible to everyone on the staff. This folder was used by the virus to help replicate itself in our network. The folder has seen abuse lately. Staff member's files have been removed or deleted. The folder has been used as a dumping ground for various files. Each department has their own file – while it is a shared folder – if it is infection the impact is minimalized. If a staff member needs to transmit a file between departments they can internal email it as an attachment, copy it to a disk or have the system administrator move the file.
- 9) Purchase Zen Works – Zen Works is a program from Novell, which allows the computers to be restricted. Users will not be able to download programs or access programs without permission. DFA has purchased the program and will be conducting initial trials soon.

The majority of the problems identified above leave open access to the desktop and our network. Also, many, such as games, instant messengers or list serves, are not related to state business.