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**NATIONAL SECURITY AGENCY/CENTRAL SECURITY  
SERVICE**



**INSPECTOR GENERAL  
REPORT OF INVESTIGATION**

**5 June 2013**

**IV-12-0120**

**Computer Misuse**

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## **(U) OFFICE OF THE INSPECTOR GENERAL**

(U) Chartered by the NSA Director and by statute, the Office of the Inspector General conducts audits, investigations, inspections, and special studies. Its mission is to ensure the integrity, efficiency, and effectiveness of NSA operations, provide intelligence oversight, protect against fraud, waste, and mismanagement of resources by the Agency and its affiliates, and ensure that NSA activities comply with the law. The OIG also serves as an ombudsman, assisting NSA/CSS employees, civilian and military.

### **(U) AUDITS**

(U) The audit function provides independent assessments of programs and organizations. Performance audits evaluate the effectiveness and efficiency of entities and programs and their internal controls. Financial audits determine the accuracy of the Agency's financial statements. All audits are conducted in accordance with standards established by the Comptroller General of the United States.

### **(U) INVESTIGATIONS**

(U) The OIG administers a system for receiving complaints (including anonymous tips) about fraud, waste, and mismanagement. Investigations may be undertaken in response to those complaints, at the request of management, as the result of irregularities that surface during inspections and audits, or at the initiative of the Inspector General.

### **(U) INTELLIGENCE OVERSIGHT**

(U) Intelligence oversight is designed to insure that Agency intelligence functions comply with federal law, executive orders, and DoD and NSA policies. The IO mission is grounded in Executive Order 12333, which establishes broad principles under which IC components must accomplish their missions.

### **(U) FIELD INSPECTIONS**

(U) Inspections are organizational reviews that assess the effectiveness and efficiency of Agency components. The Field Inspections Division also partners with Inspectors General of the Service Cryptologic Elements and other IC entities to jointly inspect consolidated cryptologic facilities.

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IV-12-0120

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## I. (U) SUMMARY

(U//~~FOUO~~) On 21 August 2012, the IG received a referral from the NSA/CSS Information Systems Incident Response Team (NISIRT), identifying potential computer misuse by an NSA contractor. On 22 August 2012, the IG opened an investigation on [REDACTED]

[REDACTED] alleging the misuse of an NSA Information System (IS) and U.S. Government resources in August 2012. The preponderance of the evidence collected during the investigation substantiated that [REDACTED] misused her IS and U.S. Government resources to conduct private business activities in violation of NSA/CSS Policies 6-12, 6-6 and 6-4.

(b) (3) - P.L. 86-36  
(b) (6)

## II. (U) BACKGROUND

(b) (3) - P.L. 86-36  
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(b) (3) - P.L. 86-36

### (U) Introduction

(U//~~FOUO~~) [redacted] is a contractor affiliate with [redacted] assigned to the [redacted] working on the [redacted] contract [redacted]

(U//~~FOUO~~) NSA/CSS Information Systems Incident Response Team (NISIRT) reviewed [redacted] classified and unclassified U.S. Government accounts from 7 August 2012 through 20 August 2012. NISIRT detected misuse on [redacted] classified account on 7, 8, 9 and 13 August 2012. NISIRT also detected misuse on the unclassified account 7, 8, 9, 10, 13, 14, 15 and 16 August 2012. The NISIRT assigned tracking number [redacted] to this violation. NISIRT provided the activity report to the Office of the Inspector General on 21 August 2012.

### (U) Applicable Authorities

(U//~~FOUO~~) NSA/CSS Policy 6-12

1. (U) Users shall use collaboration tools and collaboration services on classified NSA/CSS ISs for work-related purposes. ...Contractors also shall follow NSA/CSS Policy 6-4, "Contractor Use of NSA/CSS Information Systems" (Reference j). Accordingly, posted material is subject to review, and violations of policy may result in user administrative and/or disciplinary action.

(U//~~FOUO~~) NSA/CSS Policy 6-6, "USE OF UNCLASSIFIED INFORMATION SYSTEMS SUCH AS THE INTERNET," revised 20 June 2012:

25. (U) All Users shall:

[...]

n. (U) Use good judgment and common sense when accessing and/or communicating on unclassified ISs;

[...]

(U//~~FOUO~~) NSA/CSS Policy 6-4, "CONTRACTOR USE OF NSA/CSS INFORMATION SYSTEMS," revised 7 June 2007:

1. (U) Contractors shall use NSA/CSS ISs only to perform tasks that are authorized by contract, approved by the Contracting Officer, or permitted by this policy.

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IV-12-0120

4. (U) Contractors shall not make personal use of NSA/CSS ISs except for brief, infrequent communications to take care of unavoidable personal matters (e.g., contacting a spouse, dependent, or individual responsible for a dependent's care; scheduling a physician's appointment or car maintenance; etc.). This limited exception to the personal use prohibition applies only when:

- a. (U) The communication could not have reasonably been made at another time (e.g., the physician is only available during working hours);
- b. (U) The communication does not adversely affect the Agency mission or reflect poorly on the Agency;
- c. (U) The communication does not result in other than minimal expense to the Government (e.g., the call is local, toll-free, or charged to a personal telephone calling card);
- d. (U) Time spent using the NSA/CSS IS for personal use is not billed to the contract; and
- e. (U) The personal communication is of a non-commercial nature. This exception does not permit the use of NSA/CSS ISs in conjunction with a contractor employee's personal business activity.

....

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### III. (U) FINDINGS

(U//~~FOUO~~) Did [redacted] misuse her Agency IS and U.S. Government resources in violation of the NSA/CSS Policies 6-12, 6-6 and 6-4?

(U//~~FOUO~~) CONCLUSION: **Substantiated.** The preponderance of the evidence supports the conclusion that [redacted] misused her Agency IS and U.S. Government resources. [redacted] used the Government resources to conduct private business related activities in violation of NSA/CSS Policies 6-12, 6-6 and 6-4.

#### (U) Evidence: NISIRT Analysis

(U//~~FOUO~~) NISIRT provided the OIG with an analysis of [redacted] activities on the classified and unclassified NSA/CSS Information System. [redacted] was observed sending emails and chatting on activities relating to her private business. She is a [redacted]. The full NISIRT report can be found as attachment 1.

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(b) (3) - P.L. 86-36  
(b) (6)

#### (U) Interview

(U//~~FOUO~~) On 5 March 2013, the OIG interviewed [redacted] had a good understanding of the policies governing use of resources. She admitted to using Government resources to perform activities relating to her private business - [redacted]. She was planning a [redacted] event and used the government provided resources to facilitate event planning. [redacted] has a team of consultants and would check the work and financial activity of her team. She would also access her business website. [redacted] knew this activity was against policy.

(U//~~FOUO~~) After the interview, [redacted] was provided information in an email regarding the current policy and guidance. See attachment 1 for the OIG policy email sent to [redacted]. She was asked to respond to the OIG acknowledging the requirement to comply with the policies in the future. On 7 March 2013, [redacted] responded, stating "I have reviewed the policies and guidance. I agree to adhere to them."

(U//~~FOUO~~) Forensic evidence combined with [redacted] testimony supports the allegation that she misused her Agency IS and U.S. Government resources.

#### IV. (U) RESPONSE TO TENTATIVE CONCLUSION

(U//~~FOUO~~) [redacted] was provided the tentative conclusions on 10 May 2013. [redacted] responded to the tentative conclusion stating "Your conclusion is accurate and I am in agreement as I stated during the interview. I do not have a statement to make on my behalf."

(U//~~FOUO~~) The conclusion of this investigation remains unchanged.

(b) (3) - P.L. 86-36  
(b) (6)

## V. (U) CONCLUSION

(U//~~FOUO~~) The preponderance of the evidence supports the conclusion that [redacted] misused her unclassified Agency IS and U.S. Government resources in violation of NSA/CSS Policies 6-12, 6-6 and 6-4.

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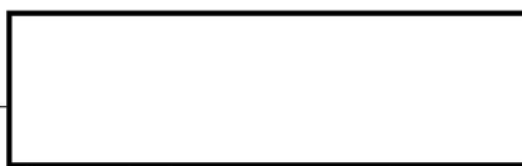


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IV-12-0120

## VI. (U) DISTRIBUTION OF RESULTS

(U//~~FOUO~~) A copy of this report of investigation will be maintained in the case file. A summary memorandum will be provided to the Maryland Procurement Office, Contractor Clearances, ADS&CI and Special Actions, ADS&CI for review and any action deemed appropriate.



Deputy Assistant Inspector General  
For Investigations

(b) (3) - P.L. 86-36

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IV-12-0120

Attachment 1

NISIRT report

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NISIRT Report

Sample of non-work related activity on the Top Secret IS. Edits were made by the OIG for readability purposes.

08/07/2012 15:26:33

You are invited.. Good Afternoon! I am hosting a [redacted] this Saturday at (August 11) the [redacted] [redacted] The party will start promptly at 1030am until 130 pm. There will be a sale on all previous [redacted] buy 2 get one 1/2 off AND a 50% and 25%off tables. Feel free to bring a friend or two to receive a gift. Refreshments will be served. Please let me know by Thursday August 9th if you will be able to attend.  
PS You are not required to stay for the duration of the party, come, shop, eat, mingle and continue to have a [redacted] Saturday!

08/08/2012 12:54:40

ok...I am having my [redacted] on Saturday at [redacted] [redacted] at 11-130pm. I might have a display of the new line, but mostly I am trying to get rid of my inventory so...giveaways everything is on sale. bring a friend and get a gift. 25% off and a 50% off table

(b) (6)

08/09/2012 10:48:27

Hey Good Morning! Did I send you an email about the sale on Saturday?

08/09/2012 10:51:21

no problem...just wanted to make sure I sent it...my son has one also. My hubby has a sport and fitness event ...so my help will have to take my son to his game and my girls will help me at the sale.

08/13/2012 10:07:30

Maybe you have heard of it [redacted] several dates in September available.

Sample of non-work related activity on the Unclassified IS

08/07/2012 14:44:14

Thank you! I am looking at the asps now. I made meatloaf yesterday morning. Make sure you get some before you go to the gym. I don't like cooking and you don't get to eat my hard work. :0-) See you tonight. I may stop by the gym to leave a few flyers for my show on Saturday. I'm going to STAY focused and not be fearful! I will take get [redacted] to go out for a few today. Hey! [redacted] do you

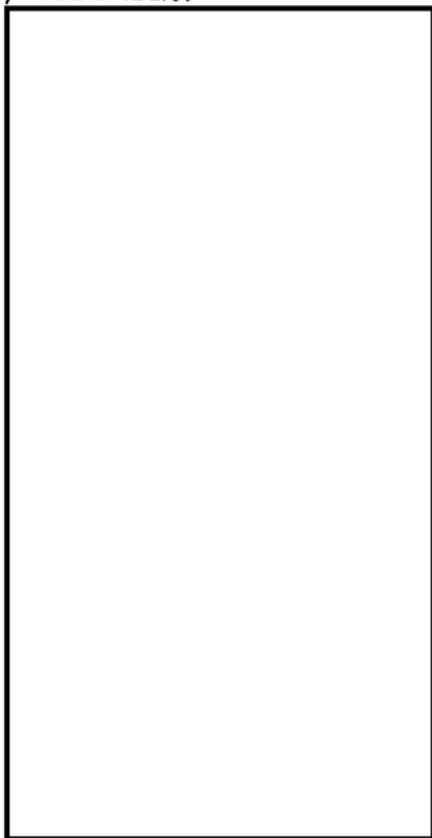
want to go out for an hour tonight? I'll pick up you up around 730 -830. Yes I would like you to help on Saturday. I have a couple of things to do tam going to order balloons and tonight over by sat Staples. We may be able to get some flyers and talk to people. and make copies out Since you have new [redacted] I may have you do a new [redacted] line have you put up the display the new [redacted] line

(b) (6)

08/07/2012 14:51:27

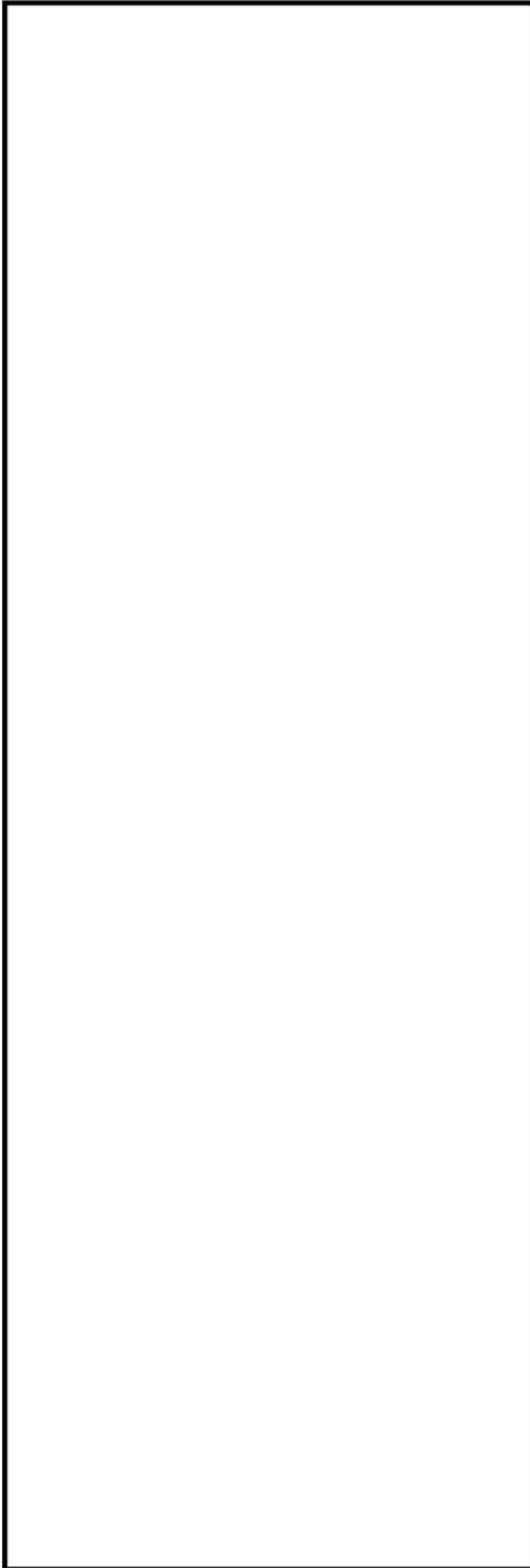
People may buy from the table, but everything I display will be on sale. I am not determined to empty my trays. So let me know if you are up to go out for an hour this evening. I can drop "WE are FOCUSED, not FEARFUL of our business and success!!" I like op Thanks [redacted] I like option #2 on the salad and wraps with the salad and wraps. I think soup salad, sandwiches, desert, rare great options. We will make sure to on the flyer it states that lunch will be provided. Partners should not be expecting both. I looked at the breakfast options, not exactly. What do they ex mean by \$20.69 inclusive? [redacted] Hey..We won't know up until we narrow it down. We are not sure [redacted] will be able to make it start publicizing I suppose if. Do you thing we should block 10 anyway? This is my first time doing this and his...truly clueless with how all this gets worked out.

08/07/2012 17:14:09



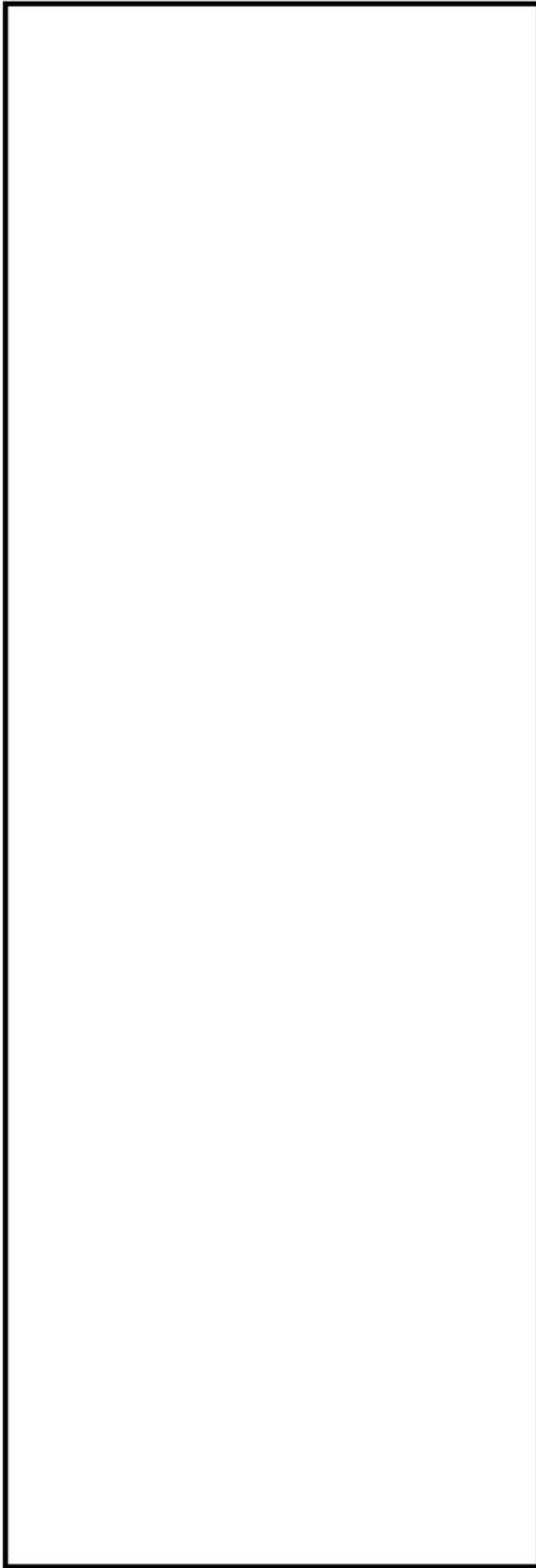
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IV-12-0120



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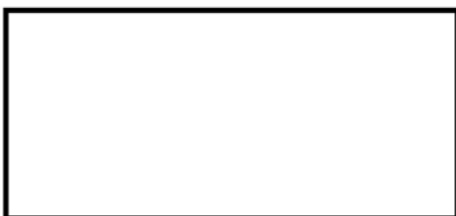
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IV-12-0120



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(b) (6)

Goal Setting Good Afternoon Partners!!!

I know I gave you an asked for everyone partners to set hope everyone is having a prosperous day! After our national teleconference last night I know ever, I was encouraged to be FOCUSED and not Fearful! I hope you have been encouraged. Our business is prospering and we ARE on the MAP. So so let's get busy. Last week I encouraged everyone to set goals for the month of August that would lay the foundation of your business for this selling season. I also provided the 30 day set Selling cycle ...I prefer to reference it as a business cycle. I hope everyone has had an opportunity to review and put the call and the teleconference recording and the documentation.

You are receiving this email because you are still listed as a business partner under my genealogy. If you have been inactive for over 365 days and prefer not to receive these emails, I will request that please send a request to be removed from your [redacted] Reference . Your subject line should reference Business Cancellation.

08/07/2012 17:30:31

Make at least 15-21 new contacts a week. Dedicate 1-3 hours a week canvassing various areas. Make at least 15-21 contact with old clients at least 15-21 per week. Review old business contact forms and receipt books. Use FB -social media at least once a day to comment or reach out to "friends". Sales: Increase my monthly sales to total \$4k, previous average \$11500. \$3500 Increase sales by scheduling at least 2 [redacted] a week) and 1 show a week. (3 -5 phone calls a day). Recruiting: Future goal is to Ultimate goal is \$8k / month Close 3 new partners a month, previous average 1. Bring 2 new partners to meetings = 4 new potentials at meetings a week. Use telecom Mon-Tue & Tuesday night. Team Building: Assist partners with fulfilling their goals.

08/07/2012 17:40:35

More 3 way calls and [redacted]  
Travel to Away teams: [redacted]  
[redacted]  
[redacted] Stay connected to Front Line more. 1 call to each per week.  
Team outings to try use survey technique and prospect our ways past our fears of speaking to strangers.



08/07/2012 17:46:46

[Redacted]

(b) (3) - P.L. 86-36  
(b) (6)

08/08/2012 13:00:59

Awesome! Why won't she change her email and get her training? I need to speak with her. She is going to miss out on a lot if she chooses not to connect in. We are on the fast and furious training to maximize our life and business. I don't want ant new people to drop off before they give it a chance. We offer so much more than [Redacted] You have a blessed day also! I look forward to speaking with you soon. See if you can pull my picture off of my email. That's the other email I sent to you this morning.

08/08/2012 13:24:35

Awesome!!!! Let's get it done You have been on fire since you started, keep up the momentum! You tailored your goals to what you are able to achieve and that is wonderful what I image in your life. Great job! I look forward to your end of month report and what you are attributing your success to. This is a new catalog and we are moving forward, FAST and FRUURIQPUNS!!

08/08/2012 16:34:40

[Redacted]  
Bring a friend and The first 8 guests will Be the first to come with a friend and receive a free gift!! Come out to enjoy games, food, fun and of [Redacted] 25% off !! AND a 50% Select Items Join ME Contact [Redacted] while supplies last)

(b) (6)

08/09/2012 15:49:04

I wasn't sure who to bring it to. I sell [Redacted] and I offer organizations an opportunity to raise money with my inventory. I provided a fundraiser for [Redacted] in March, and the and at the end of the day they raised @\$200. What I do, ii is set up, bring my entire inventory (which is large) and whatever sells the organization receives a 25% of the retail value of every sale. The organization receives their check the same day as the fundraiser. It's just that easy! The organization is responsible for advertising and circulating the day of the fundraiser and I will even provide a flyer that can be copies and

sent out so that there is a great turnout on the day of the fundraiser. I will provide a flyer that parents can circulate and get friends and family to participate. I have a website and they can shop. People out of the area can order and I will still phone with provide the team with a printout of the sales with a final total. (total sales was \$800 in 4 hours) Let me know what you think, or we can discuss at a later date

08/09/2012 15:59:07

Please forward to the fundraiser coordinator and let me know what you think. I do have several travel weekends coming up, so please if you would like to have the fundraiser, let's discuss dates soon.

[Redacted]

(b) (6)

08/09/2012 16:09:30

[Redacted] staying at the field tonight. I will be handing out flyers for my [Redacted] party and then heading to my [Redacted]. I'll see you guys tonight when I get home. I should have told you this morning on the way out. Bowling passes so the children can go tomorrow. Weekend lineup looks something like this: Friday: Children have practice, I will come to the Saturday: I have a [Redacted] party. [Redacted] has a sport fitness expo party at [Redacted]. leave home around 730am (with girls [Redacted] leave home around 8am [Redacted] has a scrimmage at 9am. We need you to take him to his game. He needs to be there by 0830

08/09/2012 16:36:35

This may be it! I have to go buy a new square because it was in the at change purse that I can't find! buy a square credit card reader Hey [Redacted] Let's I will see you tonight right? I have a couple of catalogs for you and I am looking forward to you coming to the business event tonight. Don't forget the business event is at 7pm tonight. [Redacted] at 7pm

08/10/2012 13:08:12

is what we are focusing on., for the whole team. Pushing past the fear of speaking to a stranger! Start with a compliment and work up to here's my card, I own a [Redacted] business." Great Job! [Redacted]

08/10/2012 14:50:36

Saturday 11 August Ladies we are being INTENTIONAL with this my part the party plan on tomorrow. I needed you to bring cards with your dates for parties, business cards, at least 20 catalogs each. (labeled). Please bring busts, table

(b) (3) - P.L. 86-36  
(b) (6)

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IV-12-0120

clothes (just in case) Bring the [redacted] that you want to sell on discount. Everything will be on discount. If you have new catalog [redacted] to display only, bring that too, we can use that in a table. I need to recoup the \$250 dollars I've put into this event, so my [redacted] will go out first

08/10/2012 15:01:16

my so the majority of [redacted] will be mine and any pieces I don't have you are welcome to put out. Your main focus is to talk, get a party booked and sift through to find potential partners. [redacted] we need your team to be [redacted] so it's going to require a Agenda:

8am: leave to circulate flyers at [redacted]

830: circulate flyers at [redacted] area I need you to get flyers out with me on tomorrow morning.

9am: pickup flyer ball [redacted] at her house by [redacted]

915: pickup sandwich ring [redacted] please meet at my house at 730am, may need you to carry some items, because girls will be with me. have card business cards to give to people while you are circulating, clipboard to take their info at [redacted]

930-1030 setup event

10am: pickup balloons at [redacted] (depends on tonight. who can get them done) bouquets

11am: Event kicks off

Connect television to laptop for commercial to play repeatedly, [redacted] table clothes go on center tables; black striped round table clothes in the on the tables other tables; Center table gets ramp steps 42 side by side, back to back. One table will be checkout (near tv), Center table is to be a Hostess rewards table. dates, cards, hostess brochures and Boutique Items only on this table. hostess only items last table is to be a 50% off table. red lights on this table. circulate the last of flyers.

1:15pm: start clean up, Noise Makers

08/10/2012 15:21:30

and back fill as [redacted] is sold. Pick [redacted] up and I will meet you at [redacted]

08/10/2012 15:28:02

Thanks Ma! It's appreciate the consideration her considering coming. I'm really focused on people that are already in [redacted] it's really been on me to focus on local people local to [redacted]. So I've been talking and handing out flyers in the area. [redacted] seem to be a long haul for a lot of people.

08/10/2012 15:31:31

I have been able to reach and meet. I haven't forgotten about the items the ladies requested. My first order hasn't come, but I will see hopefully be making an

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order Saturday after the sale. Thanks for the well wishes and support. Love you to!! Ma, we have a [redacted] this during this time. We are teaching the [redacted] of the seminar.

08/10/2012 15:37:28

- Name
- Current Position
- Position Goal for August 12
- Partner Goal
- Recruiting Goal
- Sales Goal
- Title
- Team Goals

[redacted] (b) (6)

August goals Good Afternoon Partners!  
Today is the August 10th and I am so excited that everyone is submitting their August goals. I know we are being intentional with our business and getting regretting the momentum in our momentum for the next level. I have attached a sheet for spreadsheet that everyone can use to keep track of their team goals. Please complete at your earliest be before the August 15th so we can I can see what your everyone partner is aspiring to do and where we are a little whacking. Please send back to me because I didn't receive a copy of everyone's goals.

08/10/2012 15:51:51

I would like to have a compiled list for my o. If partners have not submitted, we need a goal sheet, we need to find out if life is happening for them. We don't want to leave them out about other partners that have I am holding your accountable as the and I need you to do likewise for me. If there are concerns, let's talk.

Next week Tuesday I will be canvassing the [redacted] area with team 3D's to get them prepared for [redacted]

[redacted] this is a process we want to do every month. so we can see growth case

08/10/2012 15:56:26

- New Contacts
- Total Goal
- 5-21/week

08/10/2012 16:25:09

Saturday August 11th , DON'T Miss my END OF SEASON SALE!!

(b) (3) - P.L. 86-36  
(b) (6)

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IV-12-0120

08/10/2012 16:32:15

excellent!!! our Team is copying the right cat! Great way to tailor Keep up the momentum

08/10/2012 16:36:55

Keep up the great work I may be going tong to [redacted] so if that's somewhere know you have the system down and the whole team of copycats!

(b) (6)

[redacted]

[redacted]

FYI, Get ready for the more growth and to step out to lead more. We will be heading up events, so what can you attend one Thursday meeting a month? It would be a awesomie to see. Let me know, you can now.

08/13/2012 13:45:53

I will Ain't that something Now I would have thought they would give away the nicer rooms first, but I suppose it was meant to be for us to end up with the "nicer " of the two rooms. Something I was thinking about on the way in this morning. Is the speaker system or is that something provided by the food tomorrow..

08/13/2012 13:48:25

us would like us to run a few clips rool [redacted] from Utube while we are waiting for guests and people to arrive. I did that this weekend and it was a nice touch. So we can run the Utube segments from the laptop , project it with the projector and have a speaker or use my radio speaker to project the sound.

08/14/2012 16:44:18

[redacted] business partners that are organizing our business event for Saturday August 18th. I would like to order (2) Blueberry Coffee Cake (serves 15pp) for #30. I can be reached at [redacted] until 6pm today and on tomorrow from 9am until 430pm. I look forward, to finalize the food purchase and to speaking with you.

08/14/2012 17:48:00

[redacted]

08/15/2012 15:04:47

We are praying and praising with you! Business news: We have secured the [redacted] That's all for you now. I will get with amount to have a teleconference on Sunday if the, evening, if this make is ok with your travel schedule.

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08/15/2012 15:14:51

(26th) We can talk later. I will send you a note on my motivation and our plan for training in [redacted] Much love and ttyl

08/16/2012 15:19:19

Yes that's fine...Sorry they are broken. I will order them for you. I will keep you up on updated on all of my upcoming events, parties and such. It would be nice I have the Thank you Ma! Sorry; but in September everything will be available. I'll hook you up with a good bag...maybe the ladies will find something it there they like. I'll order [redacted]

(b) (6)

08/16/2012 15:37:59

[redacted] Event for August 18 Thank You for [redacted] The payment has been made also.

08/16/2012 15:56:47

It's almost PARTY time!!! Hey [redacted]!! It's almost 1 week away from our party, I hope you are getting more excited! I am! I didn't see an evite from you. How is the guest list coming? Are the RSVP's coming along? I wanted to make sure I encourage you to have your guest s bring friends, because the first 4 to bring a friend will receive a special gift from me. Please call me tonight to talk over details. I will be out of town from Friday till Sunday, but wanted to see the space I will be working with on Sunday if possible. Let's talk tonight if we can...This is a flyer our graphic artist has created to allow partners to fill in favor for various business.

08/16/2012 16:06:56

It doesn't say grand opening, but we may be able to work it into the bullets and it has already been approved by [redacted] I fly out [redacted] going to [redacted] from work at 2pm. I will return on Sunday.

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**IV-12-0120**

Attachment 2

Policy email

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IV-12-0120

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**From:** [REDACTED]  
**Sent:** Thursday, March 07, 2013 9:39 AM  
**To:** [REDACTED]  
**Subject:** (U) follow-up from our interview

(b) (3) - P.L. 86-36  
 (b) (6)

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To follow-up on the policy details we discussed during our interview. Please read the below information.

NSA/CSS Policy 6-6, "Use of Unclassified Information Systems Such as the Internet," requires all users to use good judgment and common sense when accessing and/or communicating on unclassified Information Systems.

NSA/CSS Policy 6-4, "Contractor Use of NSA/CSS Information Systems"  
 Contractors shall use NSA/CSS ISs only to perform tasks that are authorized by contract, approved by the Contracting Officer, or permitted by this policy. The policy states that Contractors shall not make personal use of NSA/CSS ISs except for brief, infrequent communications to take care of unavoidable personal matters (e.g., contacting a spouse, dependent, or individual responsible for a dependent's care; scheduling a physician's appointment or car maintenance; etc.). This limited exception to the personal use prohibition applies only when:

- a. (U) The communication could not have reasonably been made at another time;
- b. (U) The communication does not adversely affect the Agency mission or reflect poorly on the Agency;
- c. (U) The communication does not result in other than minimal expense to the Government;
- d. (U) Time spent using the NSA/CSS IS for personal use is not billed to the contract; and
- e. (U) The personal communication is of a non-commercial nature. This exception does not permit the use of NSA/CSS ISs in conjunction with a contractor employee's personal business activity.

You are required to review policies and guidance listed below and send me an email acknowledging that you have reviewed the policies and guidance and will adhere to them in the future. If the links do not work, you can type "Go Policy" on NSAnet and look them up. The Agency-alls can also be searched using the "mass mail" section from the NSAnet homepage.

NSA/CSS Policy 6-6

~~Unclassified//For Official Use Only~~



~~Unclassified//For Official Use Only~~

IV-12-0120

[Redacted]

NSA/CSS policy 6-4

[Redacted]

Agency-all, dated 18 August 2011, Appropriate Use of Agency Computers

[Redacted]

OGC Ethics Page: Government Communication Systems

[Redacted]

(b) (3) - P.L. 86-36

Agency-all, dated 17 January 2006, on personal email accounts

[Redacted]

IG's EXECmessage, dated 10 February 2005, on computer misuse.

[Redacted]

Agency-all, dated 13 October 2005, regarding streaming media.

[Redacted]