

template

StateRAMP Rules of Behavior

(ROB)

Service Provider Name

Information System Name

Version:

X.X

Date:

YYYYMMDD

Prepared by

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| **Identification of Organization that Prepared this Document** | | |
|  | Organization Name | <Enter Company/Organization>. |
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Template Revision History

| **Date** | **Description** |
| --- | --- |
| 4/6/2021 | Original publication |

Document Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Description** | **Version of CMP** | **Author** |
| <Date> | <Revision Description> | <Version> | <Author> |
| <Date> | <Revision Description> | <Version> | <Author> |
| <Date> | <Revision Description> | <Version> | <Author> |

How to contact us

For questions about StateRAMP, or for technical questions about this document including how to use it, contact [*pmo@StateRAMP.org*](mailto:pmo@stateramp.org). For more information about the StateRAMP project, see [www.StateRAMP.org](https://www.stateramp.org/).

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# Introduction and Purpose

Rules of Behavior describe security controls associated with user responsibilities and certain expectations of behavior for following security policies, standards, and procedures. Security Control Planning (PL)-4 requires Cloud Service Providers (CSP) to implement Rules of Behavior. It is often the case that different Rules of Behavior apply to internal and external users. Internal users are employees of your organizations, including contractors. External users are anyone who has access to a system that you own that is not one of your employees or contractors. External users might be customers or partners, or customer prospects that have been issued demo accounts.

<Organization Name> employees who have access to the <Information System Name> information system must sign Internal Rules of Behavior. If <Organization Name> provisions accounts for customers, including management accounts, it is <Organization Name> responsibility to ensure that whoever <Organization Name> provisions an account to signs an External Rules of Behavior. If <Organization Name> provisions a management account to an individual customer, and then that manager in turn provisions subsequent customer accounts, it is the responsibility of the customer manager to ensure that users that he/she has provisioned sign the <Organization Name> provided Rules of Behavior. Ultimately, whoever provisions the account owns the responsibility for getting users to sign the Rules of Behavior for the accounts that they have provisioned.

Rules of Behavior may be signed on paper or electronically at first login. Either way, the organization must retain artifacts to enable an independent assessor to verify that Rules of Behavior have been signed for all users.

# Rules of Behavior for Internal Users

* You must comply with copyright and site licenses of proprietary software.
* You must process only data that pertains to official business and is authorized to be processed on the system.
* You must report all security incidents or suspected incidents to the IT department.
* You must discontinue use of any system resources that show signs of being infected by a virus or other malware and report the suspected incident.
* You must challenge unauthorized personnel that appear in your work area.
* You must use only the <Organization Name> data for which you have been granted authorization.
* You must notify your <Organization Name> manager if access to system resources is beyond that which is required to perform your job.
* You must attend computer security awareness and privacy training as requested by <Organization Name>.
* You must coordinate your user access requirements, and user access parameters, with your <Organization Name> manager.
* You must ensure that access to application-specific sensitive data is based on your job function.
* You must safeguard resources against waste, loss, abuse, unauthorized users, and misappropriation.
* You must ensure that access is assigned based on your <Organization Name> manager’s approval.
* You must familiarize yourself with any special requirements for accessing, protecting, and utilizing data, including Privacy Act requirements, copyright requirements, and procurement of sensitive data.
* You must ensure electronic official records (including attachments) are printed and stored according to <Organization Name> policy and standards.
* You must not use social media/networking sites to post organizational information on public websites.
* You must ensure that sensitive, confidential, and proprietary information sent to a fax or printer is handled in a secure manner, e.g., cover sheet to contain statement that information being faxed is Confidential and Proprietary, For Company Use Only, etc.
* You must ensure that hard copies of Confidential and Proprietary information is destroyed (after it is no longer needed) commensurate with the sensitivity of the data.
* You must ensure that Confidential and Proprietary information is protected against unauthorized access using encryption, according to <Organization Name> standards, when sending it via electronic means (telecommunications networks, e-mail, and/or facsimile).
* You must not process U.S. classified national security information on any system at <Organization Name> for any reason.
* You must not install <Organization Name> unapproved software onto the system. Only <Organization Name> designated personnel are authorized to load software.
* You must not add additional hardware or peripheral devices to the system. Only designated personnel can direct the installation of hardware on the system.
* You must not reconfigure hardware or software on any <Organization Name> systems, networks, or interfaces.
* You must follow all <Organization Name> wireless access policies.
* You must not retrieve information for someone who does not have authority to access that information.
* You must not remove computer resources from the facility without prior approval. Resources may only be removed for official use.
* You must ensure that web browsers check for a publisher’s certificate revocation.
* You must ensure that web browsers check for server certificate revocation.
* You must ensure that web browsers check for signatures on downloaded files.
* You must ensure that web browsers empty/delete temporary Internet files when the browser is closed.
* You must ensure that web browsers use Secure Socket Layer (SSL) version 3.0 (or higher) and Transport Layer Security (TLS) 1.0 (or higher). SSL and TLS must use a minimum of 128-bit encryption.
* You must ensure that web browsers warn about invalid site certificates.
* You must ensure that web browsers warn if the user is changing between secure and non-secure mode.
* You must ensure that web browsers warn if forms submittal is being redirected.
* You must ensure that web browsers do not allow access to data sources across domains.
* You must ensure that web browsers do not allow the navigation of sub-frames across different domains.
* You must ensure that web browsers do not allow the submission of non-encrypted critical form data.
* You must ensure that your <Organization Name> Web browser window is closed before navigating to other sites/domains.
* You must not store customer information on a system that is not owned by <Organization Name>.
* You must ensure that sensitive information entered into systems is restricted to team members on a need-to-know basis.
* You understand that any person who obtains information from a computer connected to the Internet in violation of his or her employer’s computer-use restrictions is in violation of the Computer Fraud and Abuse Act.

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| ACCEPTANCE AND SIGNATURE | | | |
| I have read the above Rules of Behavior for Internal Users for <Organization Name> systems and networks. By my electronic acceptance and/or signature below, I acknowledge and agree that my access to all <Organization Name> systems and networks is covered by, and subject to, such Rules. Further, I acknowledge and accept that any violation by me of these Rules may subject me to civil and/or criminal actions and that <Organization Name> retains the right, at its sole discretion, to terminate, cancel or suspend my access rights to the <Organization Name> systems at any time, without notice. | | | |
|  | | | |
| User’s Legal Name: |  | | (printed) |
| User’s Signature: |  | | (signature) |
| Date: | Click here to enter a date. |  |  |
|  | | | |
| Comments: | Click here to enter text. | | |

# Rules of Behavior for External Users

* You must conduct only authorized business on the system.
* Your level of access to systems and networks owned by <Organization Name> is limited to ensure your access is no more than necessary to perform your legitimate tasks or assigned duties. If you believe you are being granted access that you should not have, you must immediately notify the <Organization Name> at <Insert Phone or Email>*.*
* You must maintain the confidentiality of your authentication credentials such as your password. Do not reveal your authentication credentials to anyone; a <Organization Name> employee should never ask you to reveal them.
* You must follow proper logon/logoff procedures. You must manually logon to your session; do not store your password locally on your system or utilize any automated logon capabilities. You must promptly logoff when session access is no longer needed. If a logoff function is unavailable, you must close your browser. Never leave your computer unattended while logged into the system.
* You must report all security incidents or suspected incidents (e.g., lost passwords, improper or suspicious acts) related to <Organization Name> systems and networks to the <Organization Name> at <Insert Phone or Email>*.*
* You must not establish any unauthorized interfaces between systems, networks, and applications owned by <Organization Name>.
* Your access to systems and networks owned by <Organization Name> is governed by, and subject to, all federal laws, including, but not limited to, the Privacy Act, 5 U.S.C. 552a, if the applicable <Organization Name> system maintains individual Privacy Act information. Your access to <Organization Name> systems constitutes your consent to the retrieval and disclosure of the information within the scope of your authorized access, subject to the Privacy Act, and applicable state and federal laws.
* You must safeguard system resources against waste, loss, abuse, unauthorized use or disclosure, and misappropriation.
* You must not process U.S. classified national security information on the system.
* You must not use social media/networking sites to post organizational information on public websites.
* You must not browse, search or reveal information hosted by <Organization Name> except in accordance with that which is required to perform your legitimate tasks or assigned duties.
* You must not retrieve information, or in any other way disclose information, for someone who does not have authority to access that information.
* You must ensure that Web browsers use Secure Socket Layer (SSL) version 3.0 (or higher) and Transport Layer Security (TLS) 1.0 (or higher). SSL and TLS must use a minimum of 128-bit, encryption.
* You must ensure that your web browser is configured to warn about invalid site certificates.
* You must ensure that web browsers warn if the user is changing between secure and non-secure mode.
* You must ensure that your web browser window used to access systems owned by <Organization Name> is closed before navigating to other sites/domains.
* You must ensure that your web browser checks for a publisher’s certificate revocation.
* You must ensure that your web browser checks for server certificate revocation.
* You must ensure that web browser checks for signatures on downloaded files.
* You must ensure that web browser empties/deletes temporary Internet files when the browser is closed.
* By your signature or electronic acceptance (such as by clicking an acceptance button on the screen) you must agree to these rules.
* You understand that any person who obtains information from a computer connected to the Internet in violation of her employer’s computer-use restrictions is in violation of the Computer Fraud and Abuse Act.
* You agree to contact the <Organization Name> Chief Information Security Officer or the <Organization Name> at <Insert Phone or Email>if you do not understand any of these rules.

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| ACCEPTANCE AND SIGNATURE | | | |
| I have read the above Rules of Behavior for External Users for <Organization Name> systems and networks. By my electronic acceptance and/or signature below, I acknowledge and agree that my access to all <Organization Name> systems and networks is covered by, and subject to, such Rules. Further, I acknowledge and accept that any violation by me of these Rules may subject me to civil and/or criminal actions and that <Organization Name> retains the right, at its sole discretion, to terminate, cancel or suspend my access rights to the <Organization Name> systems at any time, without notice. | | | |
|  | | | |
| User’s Legal Name: |  | | (printed) |
| User’s Signature: |  | | (signature) |
| Date: | Click here to enter a date. |  |  |
|  | | | |
| Comments: | Click here to enter text. | | |