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AIR COMMAND AND STAFF COLLEGE

AIR UNIVERSITY

THE NEED FOR INTERNET CENSORSHIP AT THE AIR
COMMAND AND STAFF COLLEGE

by

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A Research Report Submitted to the Faculty

In Partial Fulfillment of the Graduation Requirements

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Contents

	<i>Page</i>
DISCLAIMER	ii
LIST OF ILLUSTRATIONS.....	iv
LIST OF TABLES	v
PREFACE.....	vii
ABSTRACT	viii
INTRODUCTION	1
ANALYSIS OF DATA	7
KEY FINDINGS.....	33
CONCLUSION AND RECOMMENDATIONS	37
APPENDIX A: AIR COMMAND AND STAFF COLLEGE QUESTIONNAIRE	42
APPENDIX B: COMPUTER SECURITY BRIEFING	45
BIBLIOGRAPHY	47

Illustrations

	<i>Page</i>
Figure 1.....	8
Figure 2.....	10
Figure 3.....	11
Figure 4.....	12
Figure 5.....	12
Figure 6.....	14
Figure 7.....	15
Figure 8.....	17
Figure 9.....	18
Figure 10.....	19
Figure 11.....	20
Figure 12.....	22
Figure 13.....	23
Figure 14.....	24
Figure 15.....	25
Figure 16.....	26
Figure 17.....	27
Figure 18.....	28
Figure 19.....	29
Figure 20.....	32

Tables

	<i>Page</i>
Table 1. Question 1.	7
Table 2 Question 2.	9
Table 3. Question 3.	10
Table 4. Question 4.	12
Table 5. Question 5.	13
Table 6. Question 6.	14
Table 7. Question 7.	16
Table 8. Question 8.	17
Table 9. Question 9.	18
Table 10. Question 10.	20
Table 11. Question 11.	21
Table 12. Question 12.	22
Table 13. Question 13.	23
Table 14. Question 14.	24
Table 15. Question 15.	25
Table 16. Question 16.	27
Table 17. Question 17.	28
Table 18. Question 18.	29
Table 19. Question 19.	30
Table 20. Question 20.	31

Table 21. ACSC Survey Results..... 41

Preface

This research project is produced using results from a twenty question closed-ended original survey along with several secondary sources. In order to produce an accurate report that reflects the opinions and positions of the ACSC, I issued the survey using a random sample method. The primary question I address in this report is “Is there a need for Internet censorship at the Air Command and Staff College?” My interest in the above topic area was stimulated by the heavy reliance on information technology to enhance learning, increase staff support to students, and facilitate interaction between faculty and students. Unfortunately, when resources of this magnitude are available to a large population like the ACSC, there will be individuals that inappropriately use them. This inappropriate use often leads to tremendous financial losses. Even more serious than financial losses is the potential destruction of organization credibility. Research conducted in this area will prove valuable to the leadership and prevent waste and abuse of government resources.

I would like to acknowledge Majors Scott Wesley and Dave Sutton who participated in my pilot study by critiquing the survey instrument. Additionally, I would like to acknowledge seminars one, twenty-three, and twenty-five for their cooperation in completing the survey.

Abstract

In this project, the researcher attempted to determine if ACSC should censor Internet access for its students. The methodology for conducting this research was 50 randomly distributed surveys. (See Figure 21) The results of these surveys were evaluated using frequencies to determine the level of responses for each question. At the completion of the statistical analysis, the researcher interpreted the descriptions of each question independently. Finally, the researcher selected six descriptors that were significant in refuting the research question.

From the study, the researcher was able to determine that 83% of the population uses the Internet somewhere between five and eleven times per week. Within that population, 51% of the individuals at the ACSC used the Internet daily for less than two hours for non-work related purposes. The other forty-nine percent (49%) of the population never uses the Internet while physically located at the ACSC for non-work related purposes. Finally, only three respondents indicated they had used the Internet inappropriately based on the ACSC policy.

Based upon the key findings, the answer to the researcher's question, posed above, is no. There is no need for censorship of the Internet at the ACSC. It has been demonstrated that through effective written and verbal communications, the ACSC has curtailed inappropriate Internet utilization, not from using tools that monitor or censor Internet utilization.

Chapter 1

Introduction

During the last several years, the United States has become more reliant on technology to assist in accomplishing multitudes of tasks. In fact, one could state that we live in a technology driven society. Within the armed forces, the introduction or access to the Internet has been the predominant tool in the area of office automation. The United States Air Force Air Command and Staff College (ACSC) has taken the lead for all command and staff colleges in terms of Technology Based Information Systems (TBIS) employed to accomplish curriculum goals. At the ACSC, every student is issued a laptop computer and provided direct access to the information super-highway known as the “Internet.” The Internet can provide students and faculty with an infinite amount of information that’s invaluable. This direct access is both effective and efficient because it allows both subjects to accomplish more research or preparation in a shorter time period. In addition, it also allows peers to communicate when schedules don’t facilitate direct coordination. As one can imagine, the benefits of allowing students and faculty access to the Internet are exponential. Conversely, there are disadvantages to allowing access to TBIS of this magnitude. When students and faculty use this tool in a manner that violates established policy and that use is traced back to the ACSC and brings discredit upon the United States Air Force, irreparable damage could take place. The incorporation of

technology along with its potential hazards helps the researcher develop the research question “Is there a need for Internet censorship at the Air Command and Staff College?” Recently, Graphics, Visual, and Usability Center (GVUC) conducted a survey of 10,000 Internet users and determined that the top two concerns of all users are privacy (30.49%) and censorship (24.18%).¹

A literature review conducted finds that the Commander, Air Education and Training Command (AETC) established AETC instruction 33-102. This instruction applies to HQ AETC directorates and staff agencies, 2d Air Force, 19th Air Force, training wings, and subordinate organizations². Paragraph six covers the use of government resources and in summation says that the use of the Internet should be done according to DOD Directive 5500.7 “Standards of Conduct.” Additionally, paragraph 6.2 continues to emphasize that the Internet is for official purposes only and civilians, military, or contractor personnel are subject to administrative or criminal adverse action for improper use. Improper usage is defined as “viewing, downloading, copying, sending, or processing information when not in the conduct of official government business.”³ The Commander, Air University published Air University Supplement 1, AFT 33-129 “Transmission of Information via the Internet.” This supplement essentially identifies the responsibilities for developing and managing the AU homepage and correct procedures for adding information to a homepage, but does not address standards of conduct or proper utilization⁴

Another literature review conducted finds that the Commander Air Force Material Command (AMC) established AFMC Instruction 37-102, which supports the researcher’s position that safeguards must be taken to prevent inappropriate use⁵. This policy essentially states that if one accesses the Internet using government equipment that they

must adhere to the Joint Ethics Regulation. Additionally, it states that the equipment and programs used to access the Internet are for official business and when used in non-official capacity, individuals are subject to administrative or criminal action. Activities that are specifically prohibited:

1. Personal use of E-mail/Internet for non-governmental purposes.
2. Illegal, fraudulent, or malicious activities; partisan political activity; political or religious lobbying; or activities on behalf of organizations having not affiliation with the United States Air Force.
3. Activities for the purpose of personal or commercial financial gain. This includes chain letters, solicitation of business or services, sales of personal property, etc.
4. Storing, processing or displaying offensive or obscene material, such as pornography, hate literature, etc.
5. Storing or processing classified information on any system not explicitly approved for classified processing.
6. Using E-mail to circumvent or bypass the normal chain of command for official actions.
7. Annoying or harassing another person, e.g., by sending uninvited E-mail of a personal nature or by using lewd or offensive language.
8. Using another individual's account or identity, e.g., by forging E-mail, etc.
9. Viewing, damaging or deleting other users' files or communications without appropriate authorization or permission.

10. Attempting to circumvent or defeat security or auditing systems, without prior authorization and other than as part of legitimate system testing or security research.

One of the most recent attempts to censor Internet utilization is documented in the Communications Decency Act. The intent of this Act is to safeguard individuals from inappropriate material found on the Internet by establishing laws that govern the Internet. In the process of protecting individuals, many adults believe their First Amendment rights were violated. One of the more prominent supporters of this Act is President Clinton. He states “I remain convinced... that our Constitution allows us to help parents by enforcing this Act to prevent children from being exposed to objectionable material transmitted through computer networks.”⁶ Many supporters believe such an Act is necessary, however they feel it is impossible to enforce.

The methodology for conducting this research was distribution of an originally designed closed-ended survey instrument. This instrument consisted of twenty questions (See figure 21). In order to validate the survey instrument, the researcher distributed the tool to a pilot population of two individuals. These individuals checked the survey for mechanics and overall effectiveness. These individuals identified minor problems and the researcher incorporated the changes to produce the final survey instrument. The researcher issued the new survey to a population of 50 students and faculty. Of the 50 issued, the researcher received 43 in return (86%). The researcher evaluated the results of the surveys using frequencies to determine the level of responses for each question. At the completion of the statistical analysis, the researcher interpreted the descriptions of each question independently. Finally, the researcher selected six descriptors that were

significant in refuting the researcher question. Overall the researcher rated the survey instrument very effect. The researcher believes the necessary data was captured to refute or support his research question. To successfully accomplish the research, the researcher accomplished the study under the following limitations:

1. Only the individuals of the ACSC will be sampled because of the project time constraint.
2. Not all individuals surveyed at the ACSC may have access to a computer.
3. Individuals working in the Office of Academic Support may be bias towards censorship.
4. Individuals within the ACSC may have a negative attitude toward computer operations in general due to the heavy reliance on computer automation.
5. There is a distinct possibility that not all surveys issued will be returned.
6. Not all surveys may be answered truthfully by the respondents.
7. Individuals that complete the surveys may have a preconceived definition of "Censorship" limited to obscene and inappropriate material as defined by the Communications Decency Act (CDA).
8. Survey respondents will have varying degrees of knowledge on the topic.

The researcher will examine these issues to determine if the measures the ACSC has taken are adequate or too extensive.

Notes

¹ "Graphics, Visualization, & Usability Center (GVUC) 8th WWW Survey", [online]. Available HTTP: www.cybeatlas.com/usage_pattens.html

² "Proper Use of the Internet", Capt P. Peppin, AETC Instruction 33-102, 28 June 1996

³ "Proper Use of the Internet", Capt P. Peppin, AETC Instruction 33-102, paragraph 6-6.2, 28 June 1996

⁴ AFI 33-129/AUSI, Transmission of Information via the Internet, 2 July 1997, Joseph J. Redden, LTG, USAF Commander, Air University

⁵ Online A. Howard, Director of Communications, "Transmission of Information Via the Internet, March 1996, P.1

Notes

⁶ “The Case for the Communications Decency Act”, [on-line]. Available HTTP: www.cnn.com/ushtml, 19 March 97

Analysis of Data

1. Do you use the Internet?
A. Yes B. No

Table 1. Question 1.

Question	# Responses	Baseline	Percent
A	36	43	86%
B	6	43	14%
C	0	43	0%

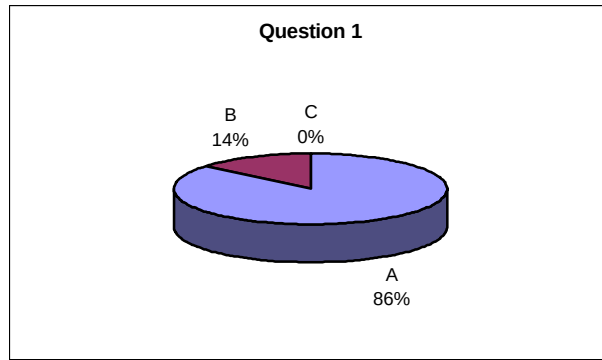


Figure 1.

Interpretation of Data: The results of this question show an exceedingly high amount of Internet use throughout ACSC. Of the fifty questionnaires issued, the researcher received forty-three in return. These results clearly indicate that almost 9 out of every 10 individuals currently at ACSC use the Internet for some sort of activity. Although at this point in the research, it is too premature to ascertain specific reasons for use and by how much the ACSC's operational effectiveness has profited or suffered because of the amount of time users spend on the Internet. Of the individuals who do not use the Internet, it is virtually impossible to determine their reasons.

2. How many times per week do you use the Internet?
- A. 1-5 Times
 - B. 6-11 Times
 - C. 12 Times or more

Rationale: To further qualify the respondent. Respondents that use the Internet more frequently may have a stronger opinion towards ACSC Internet censorship. Additionally, greater use of the Internet could lead to a stronger argument for censorship at the ACSC.

Table 2 Question 2.

Data Table

Question	# Responses	Baseline	Percent
A	16	36	44%
B	14	36	39%
C	6	36	17%

Interpretation of Data: The results of this question indicate that slightly under sixty percent of the population surveyed at ACSC uses the Internet one and half to two times daily. Based on this high usage, leadership may have a reason for concern and can begin to build a strong argument for the need to incorporate Internet censorship. Without insight to other pertinent data, the researcher speculates that the amount of usage is work related and has made the organization more effective. Additionally, the number of times the average individual uses the Internet implies that they should be knowledgeable of Internet operations and in most cases are experienced Internet users. When using the Internet, experienced users are more likely to provide credible input regarding their privacy rights versus the rights of the ACSC. Input from users that are experienced will be weighed more heavily than that of individuals in the forty-four-percentile range. With this fact established, users are now qualified to answer specific questions that will support or refute the researcher's question.

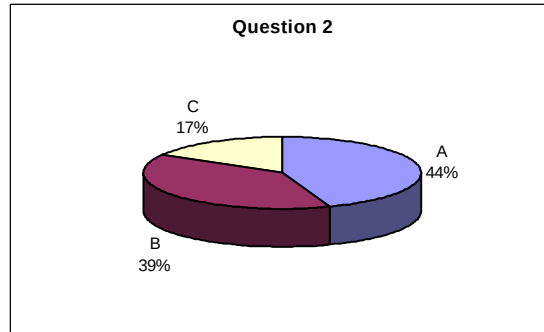


Figure 2.

3. Where do you use the Internet?

A. Home B. Work C. Both

Rationale: Internet utilization at home could differ greatly from usage at work.

Regardless of where the physical use of the Internet occurs, individuals conducting official business should still be held to the same policies and rules outlined by the ACSC.

Table 3. Question 3.

Question	# Responses	Baseline	Percent
A	2	36	6%
B	12	36	33%
C	22	36	61%

Interpretation of data: The results from this question show a surprisingly low number of Internet users who only access the Internet at home (6%). The researcher expected a higher number of respondents to indicate that they used the Internet at home, given the large percentage (86%) of the population who said they use the Internet. These results provide a foundation for two possible theories. The first theory is that ACSC students and faculty only use the Internet for official business and those patterns of utilization will not differ based on their physical location when using the Internet. This theory is supported by the fact that over one-third of ACSC students and faculty use the

Internet only at work. This theory will be confirmed or denied from later questions that ask specifically how individuals use the Internet. Individuals that use the computer for personal reasons are more reluctant to inform their supervisors of their utilization habits. If this theory is correct, then it is safe to presume that ACSC has, and will continue to benefit from how individuals use the Internet. The second theory is that individuals do not have a need to use the Internet for personal reasons at home, as one would expect because personal use is occurring when individuals are physically located at the ACSC or they don't have a computer at home. If the second theory is proven correct, then the ACSC's position as it relates to other Command and Staff Colleges could soon evaporate because of waste and abuse. The second theory is defended by the fact that eighty-six percent of the respondents use the Internet, of that percentage only six percent solely use the Internet at home where one would anticipate a higher rate of utilization.

The researcher believes that theory number one is best supported based on available data. Therefore, individuals are probably not satisfying personal requirements using corporate resources.

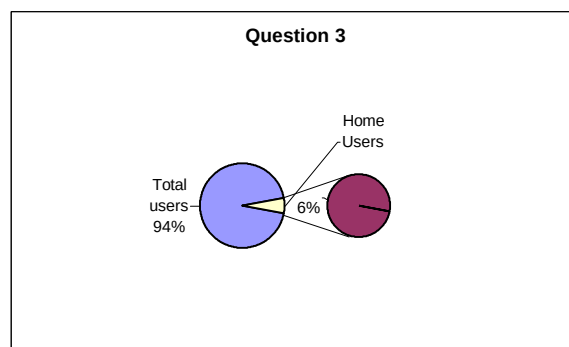


Figure 3

4. What is your gender?

A. Male

B. Female

Rationale: Research indicates that men tend to use the Internet with a greater tendency than women. It is important the researcher define the demographics in which the survey was conducted.

Table 4. Question 4

Data Table

Question	# Responses	Baseline	Percent
A	32	37	86%
B	5	37	14%

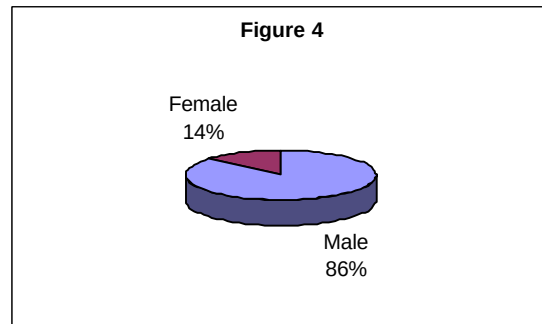


Figure 4

Interpretation of Data: Shown in Figure 4 are the percentages of male/female respondents, which is exactly the same as male/female demographic composition of the ACSC shown in Figure 5.

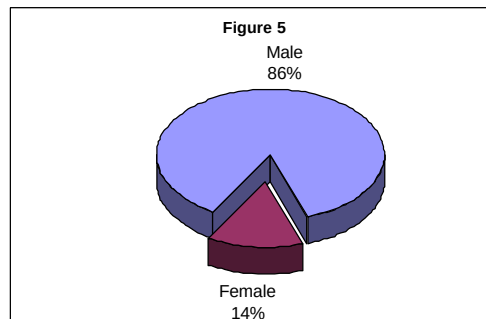


Figure 5.

Based on the latest data available, the ACSC population is comprised of 86% male and 14% female¹. The results indicate that for all questions answered an equal representation is present from both sexes. This solid foundation can now be used to compare the results of secondary research that indicates males account for 47% of the Internet users compared to the 43% of females who use the Internet². The phrase “more than” refers to both frequency and length. This data now becomes a key measuring instrument to determine the accuracy of the later questions that relate specifically to frequency and length.

5. Is your supervisor aware of your Internet utilization?

A. Yes

B. No

C. Not Sure

Rationale: Some individuals will exhibit different behavior when a supervisor is not aware of their conduct. In a well-disciplined work force such as the military, supervisors that are aware of their subordinate’s actions should have a neutral impact.

Table 5. Question 5.

Data table

Question	# Responses	Baseline	Percent
A	28	37	76%
B	3	37	8%
C	6	37	16%

Interpretation of Data: Less than ten percent of Internet users at the ACSC indicate that Directors, Division Operations Officers, and Seminar Leaders (supervisors) are unaware of the way in which they use the Internet. Because the ACSC is a mature organization and respondents have indicated at a high rate that their supervisors are aware of utilization habits, the researcher establishes that supervisors are performing an informal type of censorship. Additionally, it is believed that this informal censorship has

had minute impact on performance and utilization. Although 7 out of 10 respondents perceive this action, it is difficult to ascertain the level of awareness. Most importantly, are the number of individuals who are “Not Sure” if their supervisors are familiar with the manner in which they use the Internet. The researcher believes that individuals that are “Not Sure” are more prone to use the Internet in ways consistent with established policy.

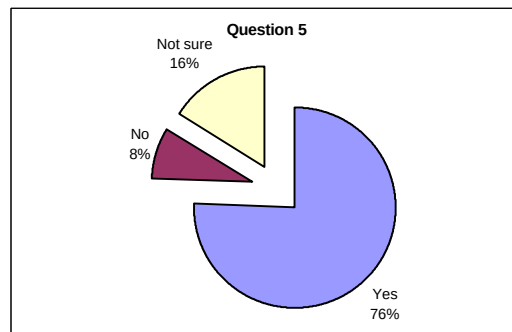


Figure 6.

6. When you use the Internet at work, do you visit locations solely work related?
 A. Yes B. No C. Not Sure

Rationale: To establish the percentage of respondents that use the Internet to increase ACSC’s overall productivity, which could lead to a greater return on investment.

Table 6. Question 6.

Data Table

Question	# Responses	Baseline	Percent
A	24	37	65%
B	13	37	35%
C	0	44	0%

Interpretation of Data: Over one-third of the respondents stated they use the Internet for reasons not solely related to work. The ACSC might have a reason for concern based on this percentage. These percentages reflect individuals who use

government resources to satisfy personal requirements. Another important reason for concern is that most of the ACSC's TBIS requirements are executed via the Internet. These percentages give the predisposition that based on the frequency and length an individual spends using the Internet, it is not productive for the ACSC because they may spend too much time on things that are not work related

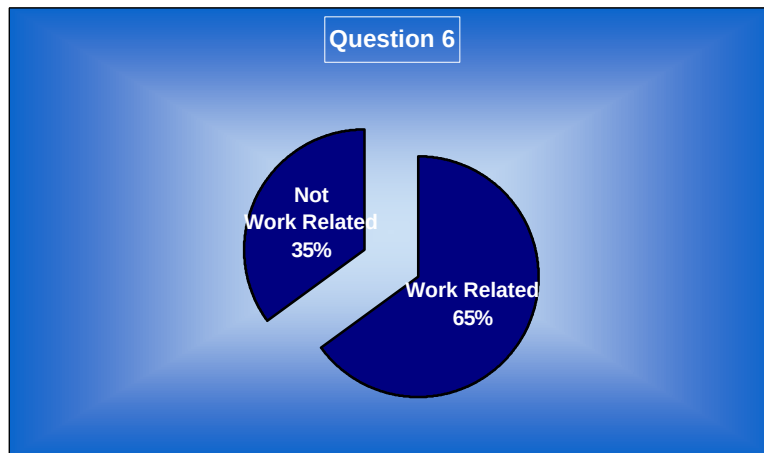


Figure 7.

However, one should not quickly presuppose that this Internet utilization is occurring at the expense of work. The positive position acquired from these results comes from the largest percentage captured. A significant number (65%) of the respondents indicate their utilization is strictly work related. This group of respondents is maximizing the unlimited amount of virtually free resources available through the Internet.

7. Approximately how many hours per day do you use the Internet for work related purposes?

- A. Less than 2 hours
- B. 2-4 Hours
- C. 5-7 Hours
- D. 8-10 Hours
- E. More than 10 hours
- F. Never

Rationale: To establish a correlation between respondents using the Internet completely for work related purposes and the amount of time it takes. Respondents that take less time to accomplish their work could be more efficient and benefit the organization.

Table 7. Question 7.

Data Table

Question	# Responses	Baseline	Percent
A	29	37	78%
B	5	37	14%
C	1	37	3%
D	0	37	0%
E	1	37	3%
F	1	37	3%

Interpretation of Data: The results obtained from this question indicate that individuals are probably not as efficient as the ACSC leadership would desire when using the Internet. At a casual glance, the untrained observer would presume that if three-quarters of the population used the Internet for work-related purposes for a period of two hours or less per day, then efficient practices are being followed. This data must be further correlated to the number of times an individual uses the Internet per week. To further support this suggestion, one must turn his or her attention to the number of

4hrs per day x 5 days=20hrs per week

individuals (14%) who spend fifty percent (20 hours) of the workweek (40 hours) utilizing the Internet. In the Key Findings portion of this project, the researcher will perform an analysis that shows the average length of time for each use that is work related, compared to the average length of time for each non-work related use.

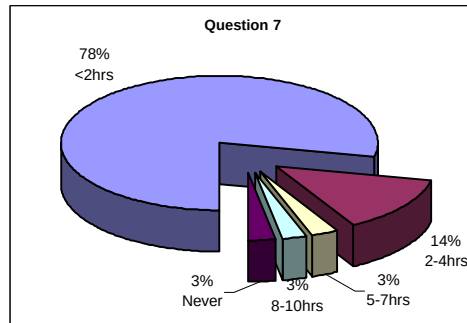


Figure 8.

8. Approximately how many hours per day do you use the Internet to visit locations not related to your current job position when physically at the ACSC?

- A. Less than 2 hours
- B. 2-4 Hours
- C. 5-7 Hours
- D. 8-10 Hours
- E. More than 10 hours
- F. Never

Rationale: To establish the percentage of respondents using the Internet, which may decrease ACSC's overall effectiveness.

Table 8. Question 8.

Data Table

Question	# Responses	Baseline	Percent
A	19	37	51%
B	0	37	0%
C	0	37	0%
E	0	37	0%
F	18	37	49%

Interpretation of Data: Again, this data is completely consistent with other usage patterns previously seen. One-half of the sample population uses the Internet one-fourth of a workweek for reasons other than work but for less than two hours per day. If compared to productivity rates, this data would show that individuals who routinely use the Internet for non-work related reasons are less productive than those who state they never use the Internet for non-work related reasons. This rate should be an indication to

leadership that students are engaging in personal activities, but it's too premature to determine if that utilization warrants censoring.

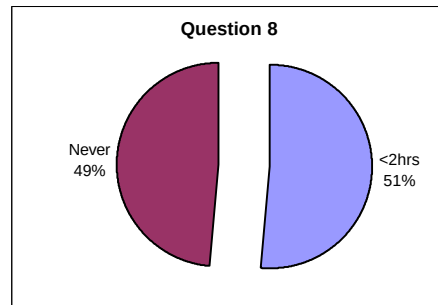


Figure 9

Subsequently, one-half of the population maintains their pre-established position that they only use the Internet for work-related purposes. This percentage of individuals who indicate they only use the Internet for work-related projects are more than likely the same individuals who use the Internet 1-5 times per week as indicated in question number two (45%).

9. Are you aware of any formal written ACSC policy that governs appropriate use of the Internet?

A. Yes

B. No

Rationale: To determine if ACSC has a formal written policy that instructs users on the proper use of the Internet. If no policy exists, users are likely to visit locations the ACSC would censor. Additionally, there would not be a basis to legally admonish individuals who visited inappropriate locations.

Table 9. Question 9.

Data Table

Question	# Responses	Baseline	Percent
A	28	37	76%
B	9	37	24%
C	0	37	0%

Interpretation of Data: This data indicates that the vast majority of the population is aware of a formal written policy and therefore has been adequately pre-warned of inappropriate use of the Internet and the penalties to which they are subject. (See Figure 22) An area of concern has now been identified due to the relatively high percent of Internet users that indicate no formal written policy exists. In this situation, individuals are more apt to use their best judgment to determine what is considered appropriate utilization. Within the ACSC, nearly one-fourth of the sample population perceives that no formal written policy exists. This type of unhealthy written communications can amount to counterproductive inappropriate use.

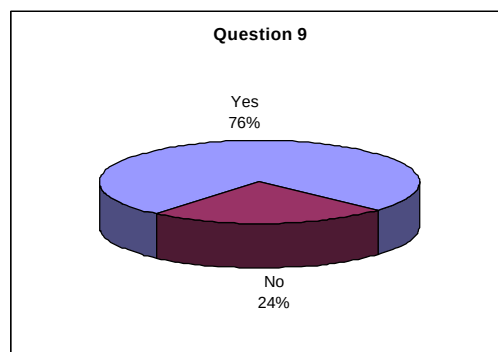


Figure 10.

10. Has your supervisor or a student in an official ACSC capacity ever briefed you on appropriate Internet utilization?

A. Yes B. No

Rationale: If the ACSC has no written formal policy, but students and faculty have been briefed on appropriate use, users have no justification for visiting inappropriate locations. This information can be used as a baseline to support or refute the hypotheses.

Table 10. Question 10.

Data Table

Question	# Responses	Baseline	Percent
A	33	37	89%
B	4	37	11%

Interpretation of Data: The respondents that amount to eighty-nine percent indicate that leadership has done an outstanding job reinforcing the ACSC's written policy with verbal communications. The researcher believes that it is imperative to relate this percentage with the seventy-six percent of Internet users in question number 10 that confirm a formal written policy exists. It is very likely that one hundred percent of Internet users have been informed on appropriate utilization either in written form or by verbal communications.

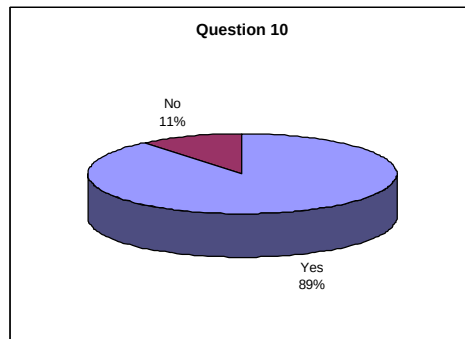


Figure 11.

These two figures are reassuring when considering they indicate how effectively the policy that governs Internet use has been disseminated. At this point in the research project, these statistics provide the most substantial evidence that ACSC individuals may be able to appropriately use the Internet without censorship. This is attributed to leadership and their involvement in providing guidance and the maturity level of the population.

11. Have you ever used the Internet for reasons that could be considered inappropriate?
A. Yes B. No C. Not Sure

Rationale: To determine the percent of Internet use that may not be in accordance with the ACSC's guidance because of unfamiliarity with established policy.

Table 11. Question 11.

Data Table

Question	# Responses	Baseline	Percent
A	1	36	3%
B	33	36	92%
C	2	36	5%

Interpretation of Data: The percentage of individuals that indicate they have used the Internet for reasons that could be considered inappropriate is incredibly low, but not unanticipated considering the number of users that indicated that a formal written policy exists or have been briefed on appropriate Internet utilization. The percentage of individuals in this category infers that the ACSC is not assuming an enormous degree of uncalculated risk. However, the small amount of risk that is generated comes from the individuals in the categories "Yes" and "Not Sure" and should not be disregarded. This eight-percent could result in reduced standings among other Command and Staff Colleges (CSC) or negative perception, if an individual used the Internet inappropriately and that use was traced back to the ACSC.

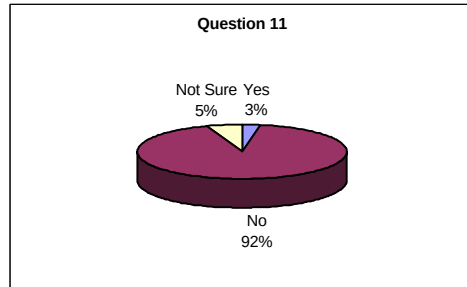


Figure 12.

12. At ACSC, is work conducted on the Internet subject to monitoring by others?
 A. Yes B. No C. Not Sure

Rationale: This question will help the researcher determine if respondents are cognizant of security and privacy issues. If respondents are unaware of monitoring, they may be more liberal in their utilization. This question will also allow the researcher to interpret respondent's opinions on what information are theirs and what information belongs to the organization.

Table 12. Question 12.

Data Table

Question	# Responses	Baseline	Percent
A	34	37	92%
B	1	37	3%
C	2	37	5%

Interpretation of Data: Due to the number of respondents that indicate they believe work on the Internet is monitored, the researcher concludes they also have knowledge of their privacy rights. The large response to this question is completely consistent to other responses reviewed thus far and is a primary reason respondents indicate that their usage is predominantly for work-related reasons.

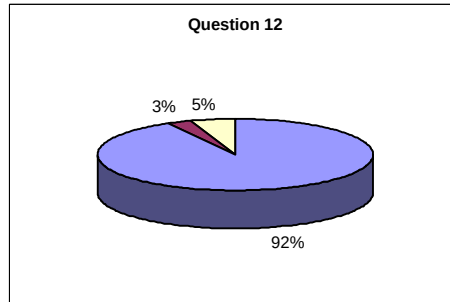


Figure 13.

The number that has the greatest impact is the percentage of individuals that believe that Internet utilization is not monitored or are “Not Sure.” Again, the researcher will relate this percentage with the percentage of individuals who indicated they are not aware of a formal written policy or have been briefed on appropriate use. Ironically, this is the same eight percent that indicated in the previous question that they had either used the Internet inappropriately or weren’t sure if they had. The researcher believes that this segment of the population presents the highest degree of risk for the organization.

13. Do you believe ACSC has the right to restrict the use of the Internet?
 Yes B. No

Rationale: This question will present a clear indication that respondents believe they are responsible enough to manage their own use of the Internet without organizational involvement.

Table 13. Question 13.

Data Table

Question	# Responses	Baseline	Percent
A	40	43	93%
B	3	43	7%

Interpretation of Data: By overwhelming consensus, this data reflects the fact that individuals believe that the ACSC resources belong to the organization. These resources

by default include the personal work generated by staff, faculty, and students. Additionally, by stating that the ACSC has the right to restrict Internet utilization, individuals by default are saying ACSC should incorporate Internet censorship.

The other seven-percent of the sample population believes that individuals can appropriately use the Internet without intervention from the leadership. Again, this segment continues to establish a pattern of potentially harmful utilization. In the two previous questions, this certain segment of the population has maintained its rights versus those of the ACSC.

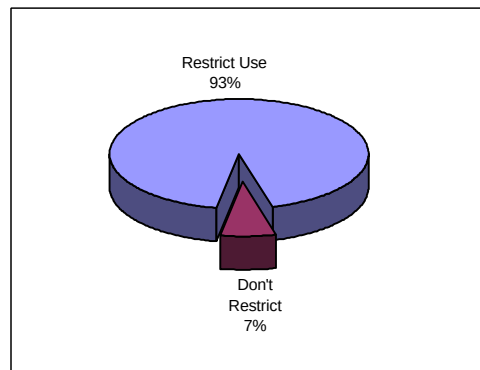


Figure 14.

14. Does the ACSC leadership have the right to know how faculty and students use the Internet?

A. Yes

B. No

Rationale: To determine if supervisors feel the organization should conduct censorship.

Table 14. Question 14.

Data Table

Question	# Responses	Baseline	Percent
A	37	43	86%
B	2	43	5%
C	4	43	9%

Interpretation of Data: The overwhelming yes response to this question implies that both leadership and students uncategorically believe that the ACSC leadership has a right to know the utilization patterns of all individuals employed by or assigned to the college. Additionally, this same data infer subordinates are willing to inform leadership or submit to a review by leadership of their usage patterns.

These percentages also indicate the lack of objection that users have toward censorship and the degree leadership feels censorship is needed.

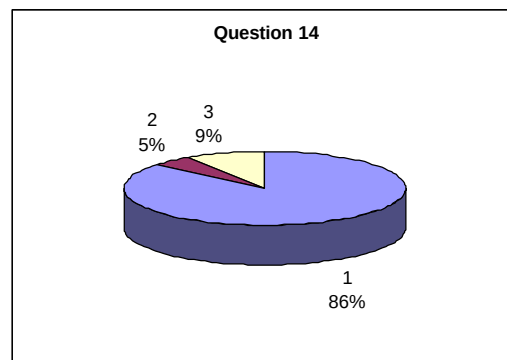


Figure 15.

15. Should a person have to surrender their privacy rights when they use the Internet at work?

A. Yes

B. No

C. Not Sure

Rationale: To determine from the users' perspective if the ACSC should conduct censorship.

Table 15. Question 15.

Data Table

Question	# Responses	Baseline	Percent
A	28	43	65%
B	6	43	14%
C	9	43	21%

Interpretation of Data: Just over half of the respondents believe they have no privacy rights when using ACSC resources. This percentage indicates that individuals that have “a need to know” should have complete unrestricted access to other individual’s work including information transmitted over the Local Area Network. Additionally, this indicates that individuals feel the Constitution of the United States of America does not apply to individuals at work. These are the very issues the Communications Decency Act attempts to legislate.

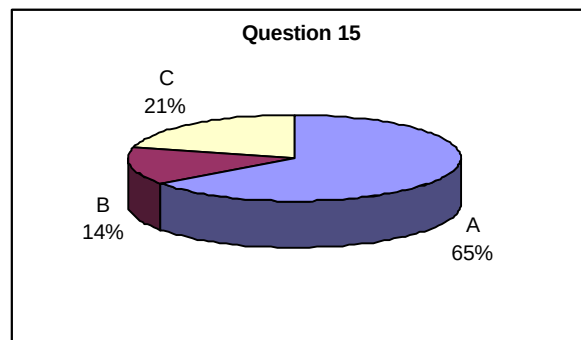


Figure 16

The second group of users believes they have certain privacy rights that do not have to be surrendered because the individual or the organization owns the resources. The researcher interprets this group as the percent of individuals who use the Internet for non-work related reasons plus additional members who maintain strong privacy rights beyond Internet utilization and claim they have not been properly informed about appropriate usage.

16. Do you believe ACSC has a legal right to use tools that monitor Internet utilization?
A. Yes B. No C. Not Sure

Rationale: The response to this question will indicate to the researcher the levels of awareness respondents have concerning the Communication Decency Act (CDA) and ACSC’s adherence to its own policy.

Table 16. Question 16.

Data Table

Question	# Responses	Baseline	Percent
A	37	43	86%
B	2	43	5%
C	4	43	9%

Interpretation of Data: By answering this question, eighty-six percent of ACSC Internet users agree that tools which allow organizations to monitor the Internet are legal. This data must be interpreted to mean that individuals are knowledgeable of the CDA and ACSC policy, but believe these documents outline the provisions for organizations to legally censor the work of its users. Additionally, these percentages represent the number of individuals that will not object to Internet censorship conducted at ACSC.

The second and third set of percentages are presumed to comprise the body of individuals who previously indicated that the ACSC does not have a formal written policy, they should not have to surrender their privacy rights when using the Internet, and have not studied the CDA. This group's consistency has been recognized throughout the interpretation of all data. They essentially believe they have the ability to act responsibly without their work being censored by the leadership.

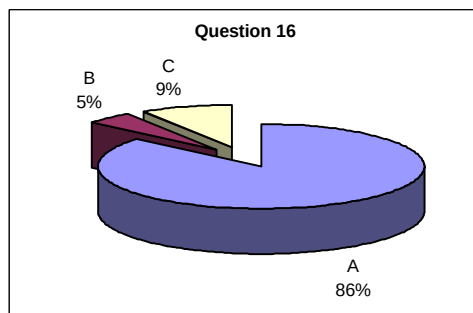


Figure 17

17. Should ACSC inform you if Internet utilization is monitored?
A. Yes B. No

Rationale: To determine what respondents feel their rights are and if those rights are being considered by the organization's policy.

Table 17. Question 17.

Data Table

Question	# Responses	Baseline	Percent
A	40	42	95%
B	2	42	5%

Interpretation of Data: These statistics provide great insight. Although the majority of respondents concede the fact that the ACSC has a legal right to censor the Internet and do not object to surrendering privacy rights, the respondents want to be informed when they are being monitored. Again, the ninety-five percent is not an indication of appropriate use, it merely identifies the number who want to be informed when monitoring occurs.

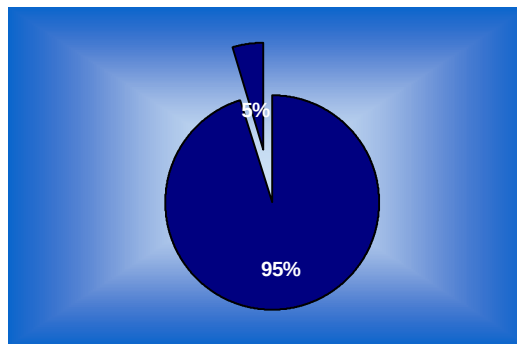


Figure 18.

Five percent of respondents represent those who believe hardware and software belong to ACSC and therefore aren't bothered by censorship including the work generated using these tools.

18. If leadership at ACSC monitored Internet utilization without your knowledge, would you feel like your privacy rights were violated?
- A. Yes B. No

Rationale: To determine if respondents would feel betrayed by an organization that conducted this type of practice without their knowledge. Individuals that respond negatively are probably inclined to use the Internet appropriately on a regular basis.

Table 18. Question 18.

Data Table

Question	# Responses	Baseline	Percent
A	25	43	58%
B	18	43	42%

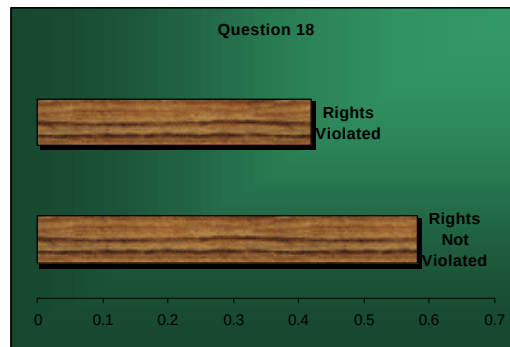


Figure 19.

Interpretation of Data: The individuals that indicated that they would be upset if leadership monitored Internet utilization without their knowledge is probably the same group of individuals that maintained their rights over those of the ACSC. However, in this question, a small percentage of individuals that use the Internet for work-related reasons have massed with individuals who solely use the Internet for personal reasons and feel an organization that does not publicize censorship is wrong. The researcher maintains that the reason this percentage is smaller than previously seen is due to the fact that those respondents may have difficulty separating privacy rights that relate to personal privacy as opposed to the use of government equipment.

19. If leadership at ACSC was aware of your Internet utilization, would it change the way you currently use the Internet?

A. Yes

B. No

C. Not Sure

Rationale: To determine if respondents currently use the Internet within the prescribed policy and guidelines. It also serves as a foundation for ACSC to continue or eliminate Internet monitoring.

Table 19. Question 19.

Data Table

Question	# Responses	Baseline	Percent
A	2	43	5%
B	37	43	86%
C	4	43	9%

Interpretation of Data: The percentages derived from this data are completely consistent with what the researcher has previously seen. This eighty-six percent indicates that the majority of the sample population uses the Internet for work-related reasons, thus those reasons are not obscene or indecent. Of all the data interpreted, this data represents the strongest argument for leadership not to invest additional resources in tools and training necessary to conduct censorship. Additionally, this percentage implies that individuals would not hesitate to inform the leadership how they utilize the Internet.

One should not be disillusioned by the small percentage of individuals who would change the way they currently use the Internet, which implies inappropriate use. This population is still large enough to inflict substantial damage on an organizational image with such a powerful tool as the Internet. Of those who previously stated that they have used the Internet inappropriately or weren't sure (nine percent), by not agreeing to change

their utilization habits, four-percent are inherently saying they would continue to use the Internet inappropriately.

20. Has access to the Internet enhanced your current job performance?

A. Yes

B. No

Rationale: To conduct a cost benefit analysis to determine if the benefit derived by incorporating the Internet into the organizational strategic plan is worth the potential devastation from those who inappropriately use it.

Table 20. Question 20.

Data Table

Question	# Responses	Baseline	Percent
A	33	43	77%
B	10	43	23%

Interpretation of Data: The number of users that indicate that the Internet has not enhanced their work is slightly higher than those who have continued to indicate they only use the Internet for non work-related reasons. Of the ten responses in this category the researcher believes at least six (14%) are from the original group. Additionally, it is easy to accept that just because an individual has not profited from using the Internet that their utilization was not work-related.

More importantly, the number of respondents who answered “yes” codify the previous percentages of those individuals who state they only use the Internet for work-related purposes.

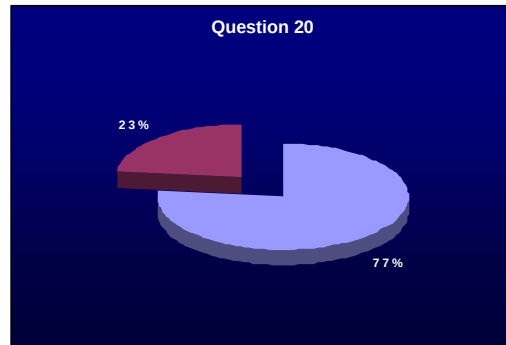


Figure 20.

Throughout the analysis of data contained in this chapter, the researcher identified three key points/trends. First, the Internet at the ACSC is predominantly used for official business. Secondly, the majority of the population is informed of correct Internet utilization procedures. Lastly, individuals believe that the ACSC has the legal right and should conduct censorship of the Internet. In the succeeding chapter, the researcher will examine key questions together in an attempt to support or refute the research question.

Notes

¹ LTC Tuell USAF, "ACSC Resident Class AY98 Demographics", 19 Sep 97

² "Graphics, Visualization, & Usability Center (GVUC) 8th WWW Survey", [online]. Available HTTP: www.cybeatlas.com/demographics.html

Chapter 3

Key Findings

The following questions 2, 8,9, 10,14, and 16 represent those questions that best support or refute the researcher's question "Is there a need for Internet censorship at the Air Command and Staff College"? Each question will be appropriately expounded upon in order to present information determined from chapter 2, *Analysis of Data*.

Question 2, asked "How many times per week do you use the Internet?" This question was a measuring device to determine how often individuals used the Internet. This question alone did not provide much valuable information. However, when analyzed with the statistics gained from question 9, "Approximately how many hours per day do you use the Internet to visit locations not related to your current job position when physically located at the ACSC?" the results were overwhelming and proved most helpful to refute the researcher's premise.

From these two questions the researcher was able to determine that eighty-three percent of the population uses the Internet somewhere between five and eleven times per week. Within that population, fifty-one percent of the individuals at the ACSC used the Internet daily for less than two hours for non-work related purposes. It was not feasible to calculate the exact length of Internet use. The other forty-nine percent of the population never uses the Internet while physically located at the ACSC for non work-

related purposes. These two findings begin to answer the researcher's question "Is there a need for censorship of the Internet at the Air Command and Staff College?" What does this mean to the ACSC Leadership? The current program or method in which the ACSC enforces Internet discipline up to now has been very effective. Using rough calculations, the researcher is able to determine that eight hours per week per individual are being lost to Internet utilization not related to work. However, this figure could be much lower if a more graduated time scale was used during the survey. The researcher considered this during the construction of the survey; however, decided against this option because the results would have been too minuscule to explore. The researcher could easily multiple these unproductive hours times the average pay grade at the ACSC to determine the financial loss the organization is absorbing. However, the purpose of these questions was to simply highlight how costly inappropriate use of resources are to the ACSC.

Questions 9 and 10 were the researcher's effort to determine how well the ACSC has communicated its policy on appropriate Internet to individuals. On question 9, "Are you aware of any formal written ACSC policy that governs appropriate use of the Internet?" twenty-four percent of the respondents indicated that the ACSC has no formal written policy, of which they are aware. On question 10, "Has your supervisor or a student in an official ACSC capacity ever briefed you on appropriate Internet utilization?" eleven-percent said that their supervisor had never briefed them on appropriate Internet utilization. These statistics divulge a failure to entirely communicate the ACSC's written or verbal Internet policy. Furthermore, the researcher acknowledges that communications within an organization as complex and diverse as the ACSC is tremendously challenging. The researcher postulates that due to the high number of

individuals who state an Internet policy exists (76%) and have been briefed on this policy (89%) that one hundred percent of the population has been informed. These stunning figures provide further evidence that leadership can rely on the fact that a policy exists and that supervisors will reinforce the policy with verbal communications. This combined strategy, if adhered to, will protect the organization from the dangers of inappropriate Internet utilization. Within a mature organization like the ACSC, it's not impossible for one hundred percent of the population to be informed of the policy, as exemplified. Again, this evidence refutes the researcher's hypotheses.

Question 14, "Does the ACSC leadership have the right to know how faculty and students use the Internet?" This question identified that eighty-six percent of a combination of leadership and students agreed that "the need" exists. Leadership indirectly concurred by indicating they have a right to know how individuals use the Internet, and students indirectly agreed stating that leadership has a need to know how they use the Internet. These statements are completely consistent with the findings identified in questions that focused on the ways in which the population used the Internet. As previously mentioned, the researcher discovered that respondents predominantly used the Internet for work-related reasons. This fact is further supported because individuals indicated that the ACSC leadership had the right to know how they used the Internet. If the way in which they used the Internet were obscene or indecent, respondents would have been less eager to inform the ACSC how they use the Internet.

Question 16, "Do you believe ACSC has a legal right to use tools that monitor Internet utilization?" After establishing the fact in question 14 that leadership and students agreed that leadership has the right to know how faculty and staff use the

Internet, the next step was to determine if Internet users supported the use of tools to monitor Internet utilization. Monumentally, not only do users realize the need for tools that monitor Internet utilization or censorship, but also they support it. They did so by responding at 86% rate, the same percentage that indicated they would not change the way they used the Internet if leadership was aware of their utilization habits. The researcher presumes that individuals feel this way because the Internet is such a powerful resource that if not properly harnessed it can be a huge detriment to the ACSC. The Internet can be a detriment to the ACSC because it exposes users to “Time Robbers” which lead to non-productivity. In a recent survey conducted by Business Week and Harris Poll, “Time Robbers” such as game playing, socializing, and hobbies account for 45% of an individuals time on the Internet.¹

What leadership should realize is the ACSC is effective in preventing inappropriate use through effectively communicating its Internet policy, not by using sophisticated automated tools at the System Administrator level.

Notes

¹ “Graphics, Visualization, & Usability Center (GVUC) 8th WWW Survey”, [online]. Available HTTP: www.cybeatlas.com/demographics.html

Chapter 4

Conclusion and Recommendations

Based upon the key findings presented in chapter three, the answer to the researcher's question as it was originally stated is "No." There is no need for censorship of the Internet at the Air Command and Staff College. It has been demonstrated that through effective written and verbal communications, the ACSC has curtailed inappropriate Internet utilization, not by using tools that monitor or censor Internet utilization. After exploring several options to maintain this disciplined state of Internet utilization without using hardware to conduct censorship, the following three courses of action (COAs) are recommended.

Due to the fact that my research didn't support a need for Internet censorship, my first recommendation is to eliminate current automation, both hardware and software that accomplish this task at the systems administrators' level. Through detailed analysis, the research showed that very little personal work is performed during business hours and that work is not indecent or obscene. I recommend that the funds normally used to purchase, upgrade, and maintain this part of the system be reallocated to training the systems administrators in proper trouble shooting procedures. Another study to determine the amount of resources (time and money) that are lost when the system fails and extended periods of time pass before systems administrators can make it operational

again would support this recommendation. Furthermore, I recommend the equipment currently on hand that accomplishes censorship for the organization is converted into a firewall, which is nothing more than a personal computer through which outgoing and incoming transmissions are routed. This firewall would prohibit the download of any material that didn't match the prescribed protocols and handles. This recommendation takes advantage of any equipment already purchased. To complete this COA, I recommend the ACSC incorporate an automated software package on every personal computer that surveys Internet access sites and times. Examples of access sites, but not limited to, are news, sports, entertainment, games and financial pages/bulletin boards. From the systems administrators' perspective, it is not intended to prohibit access, but certain permissions can be established that would limit the amount of time an individual can visit these sites whether for work-related use or for recreational use. Once a user exceeds his or her authorized time, they "time out" and are disconnected from the site. This procedure is not censorship, it's simply a limitation of the software. Additionally, these permissions can be established to correspond to certain times of the day, for example during the normal lunch hour (1200 to 1300). Users would be allowed to access these sites for sixty minutes instead of fifteen minutes during normal duty hours. Exceptions would be granted for work-related requirements to sites mentioned above.

The second COA that I recommend is not to change the method in which they communicate their Internet utilization policy. Current procedures are very effective in eliminating inappropriate use. There are several additional methods in which the ACSC leadership can enhance their current procedure and further ensure all users are aware of the Internet utilization policy. I recommend that the Director, Office of Academic

Support (OSD), on behalf of the Commandant, brief the entire student body during orientation week. Each Division Leader during their introduction could reiterate this briefing. Each Division Leader would report to the Director, OSD that all of their students were briefed. Secondly, publish this policy on the ACSC homepage and send it via E-mail to every individual that uses the Internet. Next, cover this policy within each seminar by the individual on the ACSC staff who conducts laptop training during the first week of class. Afterwards, install this policy on every computer in the “Autoexe.bat” file using a remote download procedure. When end-users access their computers, require them to enter a systems password to continue on past that policy warning. Finally, I recommend that this policy be covered quarterly by seminar technical representatives and the senior individual who heads each staff section.

The final course of action is for the leadership of ACSC to develop its own Internet Operating Instruction (OI) that governs appropriate usage. Currently, there is a perception that ACSC has an OI due to the fact that ACSC Internet users review and sign a statement that covers the utilization of the Internet, but it is not an OI. Research identifies that both the Commander of AETC and AU have OIs that cover Internet utilization that apply to the ACSC as a subordinate organization, but the ACSC does not have its own policy. The development of an ACSC OI would cover this shortfall and prevent any speculation of appropriate usage in the future.

In conclusion, research found that there is not a need for Internet censorship because the Internet is used properly at the ACSC. The primary reason the Internet is used correctly is attributed to the verbal and written communication procedures coupled with organization maturation. Although ACSC doesn't possess its own OI, utilization is

covered under the OIs published by AETC and AU. The above recommendations singularly or combined will allow the ACSC Internet access without hindering individuals from accomplishing their jobs. At the same time, reducing the possibility of bringing discredit upon the school or wasting resources.

Table 21. ACSC Survey Results.

ACSC SURVEY RESULTS

Question	A	%	B	%	C	%	D	%	E	%	F	%	DNA	BASE LINE #
1 100%	37	0.86	6	0.14	0	0.00	0	0.00	0	0.00	0	0.00	0	43
2 100%	16	0.44	14	0.39	6	0.17	0	0.00	0	0.00	0	0.00	-7	36
3 100%	2	0.06	12	0.33	22	0.61	0	0.00	0	0.00	0	0.00	-7	36
4 100%	32	0.86	5	0.14	0	0.00	0	0.00	0	0.00	0	0.00	-6	37
5 100%	28	0.76	3	0.08	6	0.16	0	0.00	0	0.00	0	0.00	-6	37
6 100%	24	0.65	13	0.35	0	0.00	0	0.00	0	0.00	0	0.00	-6	37
7 100%	29	0.78	5	0.14	1	0.03	0	0.00	1	0.03	1	0.03	-6	37
8 100%	19	0.51	0	0.00	0	0.00	0	0.00	0	0.00	18	0.49	-6	37
9 100%	28	0.76	9	0.24	0	0.00	0	0.00	0	0.00	0	0.00	-6	37
10 100%	33	0.89	4	0.11	0	0.00	0	0.00	0	0.00	0	0.00	-6	37
11 100%	1	0.03	33	0.92	2	0.06	0	0.00	0	0.00	0	0.00	-7	36
12 100%	34	0.92	1	0.03	2	0.05	0	0.00	0	0.00	0	0.00	-6	37
13 100%	40	0.93	3	0.07	0	0.00	0	0.00	0	0.00	0	0.00	0	43
14 100%	37	0.86	2	0.05	4	0.09	0	0.00	0	0.00	0	0.00	0	43
15 100%	28	0.65	6	0.14	9	0.21	0	0.00	0	0.00	0	0.00	0	43
16 100%	37	0.86	2	0.05	4	0.09	0	0.00	0	0.00	0	0.00	0	43
17 100%	40	0.95	2	0.05	0	0.00	0	0.00	0	0.00	0	0.00	-1	42
18 100%	25	0.58	18	0.42	0	0.00	0	0.00	0	0.00	0	0.00	0	43
19 100%	2	0.05	37	0.86	4	0.09	0	0.00	0	0.00	0	0.00	0	43
20 100%	33	0.77	10	0.23	0	0.00	0	0.00	0	0.00	0	0.00	0	43

Appendix A

Air Command and Staff College Questionnaire

Research Project Survey Academic Year 98

Dear Respondent:

As part of my research project at ACSC, I am conducting a research survey. Your completion of the attached survey covering Internet use at ACSC is greatly appreciated. Your responses will remain completely confidential.

The attached survey requires approximately five minutes or less to complete. Please circle the corresponding answer to each of the twenty questions as you believe appropriate as it pertains to your use of the Internet at work. Please return all completed surveys to MAJ Richie, seminar room 36. If you have additional questions, please contact me at 3-2643.

Thank you, in advance for your assistance.

Sincerely,
Glenn S. Richie

1. Do you use the Internet?

B. Yes

B. No

IF YOU ANSWERED NO, GO TO QUESTION #13.

2. How many times per week do you use the Internet?

D. 1-5 Times

E. 6-11 Times

F. 12 Times or more

4. Where do you use the Internet?
B. Home
C. Work
D. Both
4. What is your gender?
B. Male B. Female
5. Is your supervisor aware of your Internet utilization?
B. Yes B. No C. Not Sure
6. When you use the Internet, do you visit locations solely related to your current job position?
B. Yes B. No C. Not Sure
7. Approximately how many hours per week do you use the Internet for work related purposes?
G. Less than 2 hours
H. 2-4 Hours
I. 5-7 Hours
J. 8-10 Hours
K. More than 10 hours
L. Never
8. Approximately how many hours per week do you use the Internet to visit locations not related to your current job position when physically at the ACSC?
G. Less than 2 hours
H. 2-4 Hours
I. 5-7 Hours
J. 8-10 Hours
K. More than 10 hours
L. Never
9. Are you aware of any formal written ACSC policy that governs appropriate use of the Internet?
B. Yes B. No
10. Has your supervisor or a student in an official ACSC capacity ever briefed you on appropriate Internet utilization?
B. Yes B. No
11. Have you ever used the Internet for reasons that could be considered inappropriate?
B. Yes B. No C. Not Sure
12. To your knowledge, is work conducted on the Internet subject to monitoring by others?

B. Yes

B. No

C. Not Sure

13. Do you believe ACSC has the right to restrict the use of the Internet?

A. Yes

B. No

14. Does the right exist to know how faculty and students use the Internet?

B. Yes

B. No

15. Should a person have to surrender their privacy rights when they use the Internet at work?

B. Yes

B. No

C. Not Sure

16. Do you believe ACSC has a legal right to use tools that monitor Internet utilization?

B. Yes

B. No

C. Not Sure

17. Should ACSC inform you if Internet utilization is monitored?

B. Yes

B. No

18. If leadership monitored Internet utilization without your knowledge, would you be upset?

B. Yes

B. No

19. If leadership at ACSC was aware of your Internet utilization, would it change the way you currently use the Internet?

B. Yes

B. No

C. Not Sure

20. Has access to the Internet enhanced your current job performance?

A. Yes

B. No

Appendix B

Computer Security Briefing

Sensitive Information

Privacy Act/FOUO (2)

- Anything found unmarked will be handled as “Sensitive but Unclassified.”
- Information that deserves special attention is “personal” information-names, addresses, phone and social security numbers.
- Don not process Privacy act information on personal equipment.

Electronic Mail

- E-mail is for “official use only.”
- Don’t abuse the system
- Penalty precedents set for improper use.
- Avoid sensitive subject matter—E-mail is not a secure system

Internet Security

- “Surfing is the best way to learn about the Internet.
- Remember, we’re using taxpayers’ money for our resources.
- Viruses are not uncommon in downloaded software.
- Don’t download directly to your hard drive.
- Save to diskettes; always run a virus scan.

Internet Security (2)

- Be wary when supplying personal/sensitive information when registering or accessing sites.
- Sensitive information can be used for fraudulent means.
- Don't access sites you wouldn't want your Mom to know your visiting. (Use common sense.)
- Government monitoring is continuous at Maxwell AFB.
- Always remember the government owned system that you are using is to be used for "Official Use Only"

Solicitation via BBS and Internet

- Do not solicit personal business interest on the Internet or on bulletin boards with government resources or during duty time.

Unit COMPUSEC Managers (UCM)

- Your Unit COMPUSEC Manger:
 - Lt Col Hal Hemmings, Rm. 240, 3-7165

Bibliography

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