Computer Monitoring
Dr. Rebecca Grant
PIPA 2006

Agenda

- What are we monitoring?
- What is the impact?
- How do we do it more appropriately?

Why monitor?

- Fiduciary responsibility
- Documentation for reviews
- Legal compliance/lawsuit prevention

• Monitoring has increased in past 5 years
– Legal compliance
– Liability
– Low cost of technology
– Dispersed workforce
– Technological convergence

Computer Usage Monitoring

- Time, content, keystrokes
  - Yes: 36%
    - All employees – 21%
    - Selected categories – 15%
  - Frequency:
    - Ongoing/routine – 64%
    - Occasional – 21%
    - Specified - 15%
  - Employees informed? Yes – 80%

Computer Files

- Store and review file content
  - Yes: 50%
    - All employees – 30%
    - Selected categories– 20%
  - Frequency
    - Ongoing/routine – 53%
    - Occasional – 28%
    - Specified – 19%
  - Employees informed? Yes – 82%

E-mail

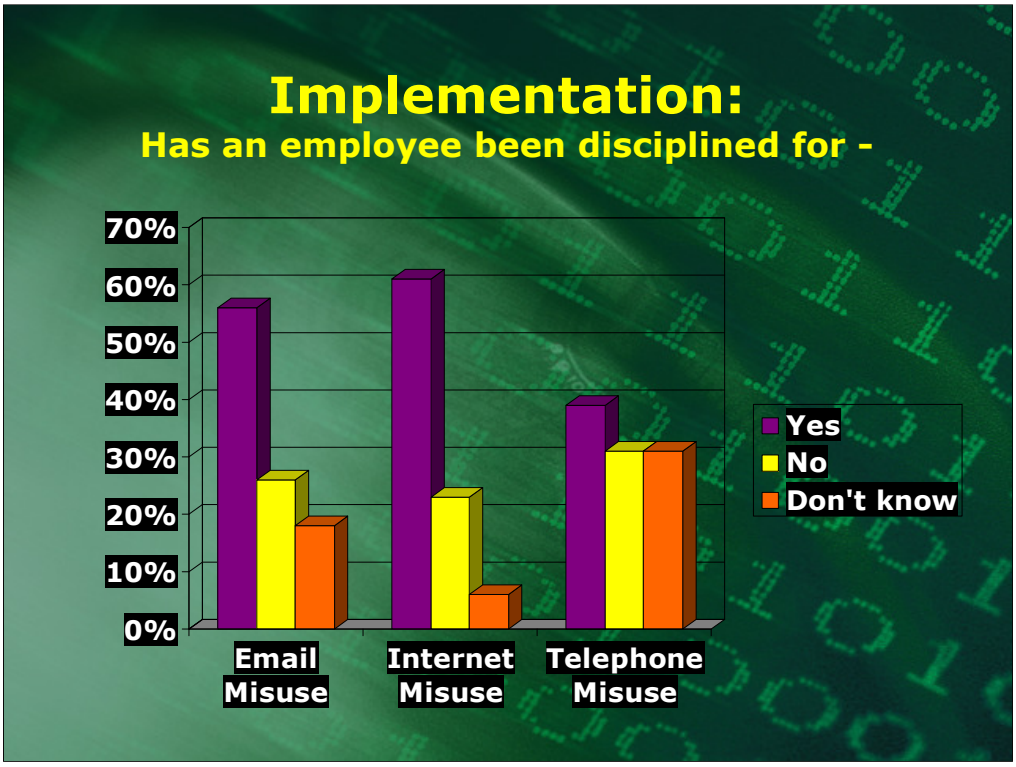
- Store and review messages
  - Yes: 55%
    - All employees – 38%
    - Selected – 17%
  - Frequency
    - Ongoing/routine – 60%
    - Occasional – 22%
    - Specified – 18%
  - Employees informed? Yes – 86%

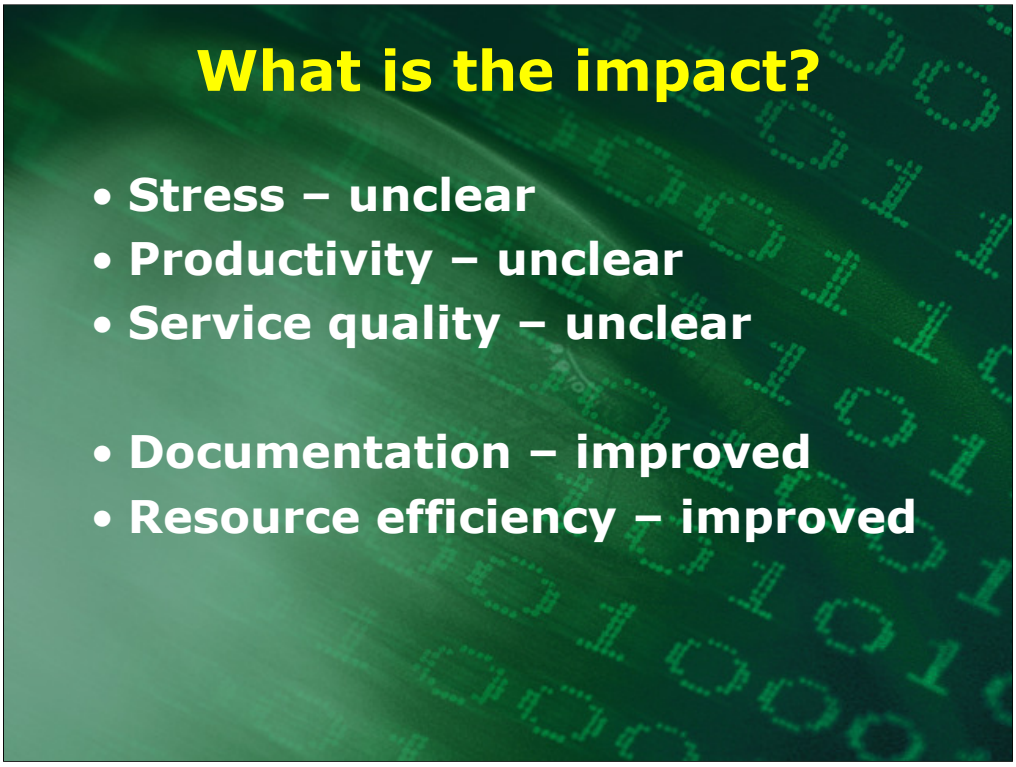
Internet Usage

- Monitor/review web connections
  - Yes: 76%
    - All employees – 62%
    - Selected job categories – 14%
  - Frequency:
    - Ongoing/routine – 70%
    - Occasional – 20%
    - Specified – 10%
  - Employees informed? Yes – 89%
  - Blocking software? Yes – 65%

Policies

- Personal use of email – 84%
- Personal use of Internet – 81%
- Personal use of IM – 42%
- Personal postings on company blogs – 23%
- Personal use of cell phones – 27%
- Type of images captured/transmitted by phone? – 19%


Implementation:
Has an employee been disciplined for -
70%
60%
50%
40%
30%
20%
10%
0%
Email Misuse
Internet Misuse
Telephone Misuse
Yes
No
Don't know


What is the impact?
• Stress – unclear
• Productivity – unclear
• Service quality – unclear
• Documentation – improved
• Resource efficiency – improved

Interaction with privacy

- Personal data
- Level of intrusion
- Need to know (employer)
- Distribution
- Conflicting decisions

Managing more appropriately

1. Choose tasks deliberately
2. Consider recipients carefully
3. Gather data regularly
4. Correctly attribute results
5. Supplement the data

6. Exhaust other reasonable alternatives
7. Provide for employee participation and correction
8. Train your supervisors and managers
9. Have a policy and publicize it
10. Keep monitoring in perspective