

ADMINISTRATIVE POLICY

SUBJECT: CITY OF ASHEVILLE EMAIL USE		IT Services Department
		EFFECTIVE DATE: April 1, 1998
POLICY NUMBER: 28 REVISION: June 13, 2011	ADDENDUM NUMBER REVISION:	
ISSUED BY: E-Mail Policy Team Jonathan Feldman, Director of Information Technology Services		CITY MANAGER APPROVAL Gary W. Jackson., City Manager

A. Purpose

It is the purpose of this document to establish a policy pertaining to the use of electronic mail internally within our organization and externally via the Internet.

B. Process

Expectation of Confidentiality

All electronic mail messages are the property of the City. All email records, with some exceptions (**such as personnel matters**) are public record and should be treated as such.

The City reserves and intends to exercise the right to access and disclose contents of email messages for reasons such as the following:

- Finding lost messages;
- Providing assistance in performing departmental duties when employees are out of the office or otherwise unavailable;
- Evaluating the effectiveness and/or proper use of electronic mail;
- Complying with an investigation into suspected criminal acts;
- Recovering from system failures and other emergencies;
- Investigating suspected breaches of security or violation of City policies;

- Public records requests

Any access to e-mail as indicated above shall be authorized by the E-mail Administrators and/or department/division head.

Employees sending e-mail through the Internet should realize that their communications are not automatically protected from viewing by third parties. Employees should not send information over the Internet that they consider to be private.

Usage

- E-mail systems are intended to be used for business purposes. Any personal use must not interfere with normal business activities, must not involve solicitation, and must not be associated with any for-profit business activity.
- E-mail must not be threatening, insulting, obscene, abusive, or derogatory. E-mail shall not include remarks that are defamatory, toward any person, or constitute sexual harassment.
- E-mail must not be used to compromise the integrity of the City and its business in any way.
- Certain types of files are blocked in order to maintain network security. These are subject to change at the discretion of IT Services, but may include: .exe, .zip, .com, .bat, and other executable files.
- Sending e-mail with attachments is allowed. However, for people needing to send large attachments such as maps or drawings, your attachments should not exceed 2 MB.
- To send or receive files in excess of 2 MB or to receive executable files, please contact the Help Desk for guidance.

Compliance of Policy

- **Anyone found in violation of this policy will be subjected to disciplinary action which could result in termination of system access, termination of employment and/or criminal prosecution, if appropriate.**

Responsibilities

A. Users – It is the users' responsibility to read and abide by the e-mail policy.

- Every effort should be made to return messages as quickly as possible.
- Documents must be stored in a private folder if the document/message is to be retained beyond 90 calendar days. The email system should not be treated as a permanent document storage system.
- Before leaving work each day, please **“Exit and Sign Out”** of e-mail to ensure that your e-mail and schedule files are backed up during the evening.
- Ensure that your password adheres to the City Password Policy and change it as necessary.
- Use common sense in avoiding scams that may threaten either your or the City’s financial well-being. The FBI is a good source of advice on cyber safety (<http://www.fbi.gov/scams-safety/e-scams>) . Employees should always call the Help Desk if advice on the legitimacy of an email is in question. Above all, remember: if something sounds too good to be true, promises something for nothing, or threatens negative action (service cutoff, tax collection, etc.) if you do not click on a link immediately, the email is probably leading up to a scam situation.

Users Guide to E-mail Etiquette

1. Proofread and use spell check;
2. Keep messages brief and to the point;
3. Do not over distribute e-mail;
4. Avoid sending email in anger or as an emotional response;
5. Avoid putting text in all capital letters;
6. Reread your mail for content and tone before you send it;
7. Do not make message **“urgent”** when they don’t need to be;
8. Use a relevant **“Subject”** line.

B. Department Directors - It is the Department Director’s responsibility to ensure that their departmental users have access to and abide by this e-mail policy.

C. Distribution Lists - Permission to send to;

- “All City Users” is delegated by Division Directors. Please send such requests through Help Desk.
- “All City Users” should only be used when there is no alternative distribution list available (e.g., “All Sworn Officers,” “All Secretaries,” or “All Department Directors.”)

D. E-mail Quota - Since infinite storage space is not available;

- “All users are limited to a storage quota **(which may change periodically as more storage becomes available)**.
- Users should use e-mail archive feature regularly. Please contact the Help Desk with any questions or concerns.

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