

3400-P010: Email Management

I. PURPOSE

To promote consistent and efficient use of IT resources and improve data sharing among agencies by the establishment of an enterprise electronic mail system.

II. SCOPE

This policy applies to all Executive Branch agencies, boards and commissions, (collectively referred to as agencies) and all other entities that access the State of Wyoming enterprise email system.

POLICY

A. General

1. All Executive Branch agencies, boards, and commissions will utilize the enterprise Wyoming email system.
2. Enterprise email system, for purpose of this policy, shall mean all information processing equipment and software employed for electronic transfer of information through mail protocols such as SMTP or IMAP including, but not limited to; computers, servers, wireless devices, facilities for Internet/Intranet access, storage media, software and all data associated with this system.
3. Ownership - The State of Wyoming owns the electronic mail data and reserves the right to specify and control its use. All accounts, and messages sent or received or stored on backup media are the property of the State of Wyoming. In the event of any employee termination or interagency transfer, the employee's email account may be deleted, redirected to the employee's successor or appropriate management, or transferred to the employee's new agency as determined by the originating agency.
4. Official Records - Employees should be aware that documents created in, sent by, or attached to electronic mail may constitute official records of the State of Wyoming. To the extent that email constitutes a "record" for records management purposes, there may be State statutes or other policies affecting its use and maintenance.

B. Usage Rules

1. Authorized Access – Agencies may grant their employees access to the enterprise email system to carry out their assigned duties. Access for non-state employees shall be granted only with approval of the agency director or their designee. Access to the email system may be denied by the agency at any time if it is determined that access is no longer needed or there has been a violation of policy or other abuse of the system. In emergency situations a designated email administrator may temporarily suspend an account and will notify the affected agency.

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2. Unacceptable Use - The following uses are unacceptable and prohibited. The list is not exhaustive, but attempts to supply a scope of what activities are unacceptable.
 - a. Illegal Activities – Any illegal or wrongful conduct is prohibited. Any information or knowledge regarding illegal actions will be provided to the Attorney General, Division of Criminal Investigation or other appropriate law enforcement agency.
 - i. Intellectual Property Infringement – Inclusion of copyrighted material in email that would violate copyright laws is prohibited.
 - ii. Discrimination and Harassment - The use of the email system to transmit data which is disparaging or harassing to individuals or groups will not be tolerated. This includes, but is not limited to writings, drawings, jokes or any other form of data that is degrading or harassing to others based on an individual's race, religion, color, sex, national origin, age or disability.
 - iii. Insensitive or Profane language – Users must not send messages containing offensive, derogatory, profane or abusive language.
 - iv. Objectionable Material – Users must not use the system to distribute pornography, malicious code or illegal software.
 - v. Interference with system operation - Any use that seriously and unduly affects system functionality is prohibited. This includes, but is not limited to intentional misuse of group addresses, forwarding chain letters, sending SPAM messages, email bombs, initiating denial of service attacks or other forms of cyber terrorism.
 - b. Use of other accounts - The use of another user's account or intentionally falsifying an identity to send or receive communications (identity theft) is prohibited. At the discretion of the agency, proxy rights may be granted by one user to another.
 - c. Personal Gain – The system may not be used for personal commercial ventures or other personal gain.
 - d. Religious or Political Use – Using the system for promotion of religious or political causes or endorsement of candidates is prohibited.
3. Personal Use - The State of Wyoming's email system is to be used primarily for legitimate state business purposes. Incidental personal use is not prohibited, but such use must not unreasonably affect the employee's work performance or the conduct of State of Wyoming business activities, and must not compromise system security.
4. Email Signature - Users shall use email signature blocks to provide contact information to the recipient, as a part of all messages with a destination outside of this system. Email signature blocks will be in the standard format noted in the email standards document. (see 3400-S010 Email Management Standard)
5. Disclaimer Statement – There will be a State disclaimer appended to all sent email. At the agency's discretion additional disclaimers can be added, (see 3400-S010 Email Management Standard)

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C. Managing Email

1. **Monitoring and Access** - The State of Wyoming reserves the right to inspect all email related data at any time as authorized by statute or policy.
2. **Data Backup and Recovery, Email Message size, Attachments, and Archive** – Each of these are subject to the terms of the agreement with the email provider.
3. **Naming Conventions** - To provide consistency and ease of use, standard naming conventions will be required, primarily for address book related data. This will be done in accordance with the naming conventions noted in the email standards document. In addition to naming conventions, aliases can be used provided the alias does not conflict with other previous existing account names or aliases. (see 3400-S010 Email Management Standard)
4. **Retention of Public Records** – Email content created or received in the course of conducting State of Wyoming business will be retained and maintained in an alternative format as prescribed by state and agency records retention schedules.
5. **Litigation and Discovery** – Email which has been identified in any court or regulatory proceedings as having a high likelihood of imminent litigation shall remain available for discovery until the legal hold has been removed. In all situations where this section applies, an email system administrator must be notified immediately.

CIO Approved Date: 2/17/12