

# 3400-P011: Electronic Mail Management

## I. PURPOSE

To promote consistent and efficient use of the enterprise electronic mail system.

## II. SCOPE

This policy applies to all Executive Branch agencies, boards and commissions and other entities that are allowed to have their users access the State of Wyoming enterprise e-mail system. Statewide elected officials, and the Legislative and Judicial Branches have the option of using the enterprise email system. Should a statewide elected official, or a member of the Legislative Branch or Judicial Branch choose to use the enterprise e-mail system, this policy and its associated standards will apply.

## III. POLICY

### A. General

1. 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 email or calendaring related data files.
2. Ownership - The State of Wyoming owns the electronic mail system and reserves the right to specify and control its use. All accounts, and messages sent or received on the system 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.
3. 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 other policies affecting its use and maintenance.
4. Each agency may develop additional email policies, provided that at a minimum, all provisions set forth in this policy are contained in any such policies.
5. Each agency shall conduct training on this policy.

### B. Usage Rules

1. Security – Use of the email system may also subject users to other policies governing information technology security.
2. Authorized Use – Agencies may grant their employees access to the enterprise email system to carry out their assigned duties. Access for non-

## 3400-P011: Electronic Mail Management

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 the email administrator may temporarily suspend an account and will notify the affected agency.

3. 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 forwarded 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.
4. Personal Use - The State of Wyoming's email system is to be used primarily for legitimate 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.
5. E-mail Signature and Disclaimer Statement - 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

## 3400-P011: Electronic Mail Management

and disclaimers should be in the standard format noted in the email standards document.

6. Use of Instant Messaging –Instant messaging may be used, subject to agency and State of Wyoming policy.

### C. Managing Email

1. Monitoring and Access - All files and messages stored within or processed through the email system belong to the State of Wyoming. The State of Wyoming reserves the right to inspect email related files at any time. Inspection of email can be made by the user's immediate supervisor, other agency management, the agency director, the Attorney General (including the Department of Criminal Investigation), or others as statutorily authorized; including the general public upon request.
2. Restoration of Data from Backup - Email data will be backed up to alternative media as part of disaster recovery protection for system servers. Messages or attachments inadvertently deleted and purged from the system may be restored from backup media if all other methods of recovering the data (including requesting the originator to re-send the information) are unsuccessful. Backup media is not retained permanently, so the ability to restore data is subject to backup retention standards.
3. Limiting Data Storage on the Email System
  - a. The State of Wyoming's email system is intended for communication by written message. It is not and should not be used as a document storage system. To protect the viability of the system, data storage capacity in the email system will be limited. This means that based on standard practices, messages and attachments must be regularly removed from the Enterprise Email system to keep below size limits. This will be done in accordance with the procedures noted in the email standards document.
  - b. If longer storage or retention is needed, email messages and attachments must be stored by other means. Options for alternative storage include printing, storage as text or other appropriate formats, or by archiving. Proper alternative storage of email data is controlled by records management policy and/or department policy.
4. Email Message Size – The size of email messages, including attachments, will be limited by standards.
5. Archiving Messages – Email programs offer the option of archiving messages and attachments. This process removes the data from the e-mail system, but allows access to it later using the email client software. Archiving email data will be subject to records management policy and/or department policy. Archived data will not be stored within the email server(s)/storage.
6. 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 as long as the alias doesn't conflict with other previous existing account names or aliases.

## **3400-P011: Electronic Mail Management**

7. 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 (see Section 3b above) as prescribed by agency records retention schedules.
8. Litigation and Discovery – Email which has been identified in any court or regulatory proceedings shall not be destroyed or archived until the legal hold has been removed. Email which has been identified as having a high likelihood of imminent litigation shall be treated in the same manner. In either situation, the email system administrator must be notified immediately.

**CIO Approved Date: 08/16/2006**