

CITY OF ASHEVILLE ADMINISTRATIVE POLICY

Subject: E-Mail Use		Manual Administrative Policy
		Effective Date April 1, 1997
		Filing Instructions: A copy of this policy must be maintained in Section Administrative Policy Letters of the City of Asheville of each City Department and Division
Policy Number 28	Addendum Number 	
Revision	Revision	
Issued By: E-Mail Policy Team		City Manager Approval:

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.

PROCESS

Expectation of Confidentiality

All electronic mail messages are the property of the City. The City recognizes that employees have expectations of privacy with regard to the e-mail messages they send or receive. However, the City reserves and intends to exercise the right to access and disclose contents of e-mail 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 or other emergencies;
- investigating suspected breaches of security or violation of City policies.

Any access to e-mail as indicated above shall be authorized by the Electronic Mail System Administrator 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.

When sending e-mail through the Internet, you must include the following information at the end of each message:

- your full name;
- your organization, department and/or division, and
- your full Internet e-mail address.

Messages sent through e-mail should be as accurate as possible.

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.

Sending e-mail with attachments is encouraged. However, for people needing to send graphic attachments such as maps or drawings, your attachments should not exceed 2 MB.

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.

E-mail must be checked and messages responded to regularly during all hours of the day. Every effort shall 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.

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 is “secure” and change it as necessary.

Users Guide to E-Mail Etiquette:

- Proofread and use spell check;
- Keep messages brief and to the point;
- Don't over distribute e-mail;
- Avoid sending e-mail in anger or as an emotional response;
- Avoid putting text in all capital letters;
- Reread your mail for content and tone before you send it;
- Don't make messages “urgent” when they don't need to be.

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. Electronic Mail System Administrator (Sandy Thompson) - It is the Electronic Mail System Administrator's responsibility to:

- Ensure that each user has access to a copy of the Electronic Mail Policy;
- Add and delete users only upon written notification from the user's department/division head;
- Provide and/or coordinate user training;
- Monitor e-mail statistics to ensure appropriate use and to assess system capacity;
- Periodically evaluate the e-mail system to ensure that it meets the needs of the City;
- Recommend software upgrades and/or changes where appropriate;
- Remove messages that are over 90 calendar days old in everyone's “in box”, “sent mail”, “deleted mail” and “waste basket”;
- Ensure that the e-mail system is backed up on a daily basis.