



ADMINISTRATIVE PROCEDURE

SUBJECT: <u>ELECTRONIC MAIL POLICY</u>	Number <u>I-18</u>	<u>Effective Date:</u> Issued: 02/23/93 Revised: 06/21/99	Page 1 of 4
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PURPOSE:

To establish guidelines for the proper use of the District's electronic mail system, for both internal and external (Internet mail) purposes.

POLICY:

The District's electronic mail system is for District business purposes only. Incidental personal use of internal electronic mail is permitted as long as such use is directly related to employee well being (i.e., notice of car lights left on.) Employees with access to the District's computer network may also have Internet mail. All employees will be asked to sign a statement of agreement (Attachment A) to comply with this policy before receiving Internet mail. Internet electronic mail is provided by the District to support open communications and the exchange of information as it relates to District business. The use of Internet electronic mail is revocable. Conformance with acceptable use, as expressed in this policy statement, is required to retain Internet electronic mail. Employees who violate these Procedures may also be subject to disciplinary action.

Definitions

1. Internet - A vast collection of individually owned and operated computer networks that are all interconnected.
2. Internet Electronic Mail – The electronic exchange of messages and attachments with others who are connected to the Internet.
3. Electronic Mail System – The desktop computers, electronic mail software, electronic mail server and all infrastructure that allows the electronic exchange of messages and attachments, either internal or external to the District.
4. Electronic Mail Attachment – Any electronic file that is included as part of an electronic mail transmission.
5. Internet - A vast collection of individually owned and operated computer networks that are all interconnected.
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9. Internet Mail Address – The address identifying an individual for electronic communications via the Internet (i.e., janedoe@ccwater.com).

PROCEDURE:

1. Use of District Electronic Mail System
 - a. While electronic mail is less formal than written memorandums, it is a form of business communication. Care should be taken to keep electronic mail messages business-like.
 - b. Internal electronic mail directed to “All Users” shall be approved in advance by the initiator’s department head, unless there is an urgency situation that precludes such approval.
 - c. Electronic mail, whether incoming or outgoing, used for non-business communications, including exchanges of jokes, stories, anecdotes, etc., is a prohibited practice and violates the policy set forth herein.
 - d. Employees will not give out their District Internet mail address to non-business friends, family or other persons who have no reason for communicating with them regarding District business. Emergency contacts of a personal nature are limited to telephone or pager.
 - e. The District’s Internet services must not knowingly be used to violate the laws and regulations of the United States or any other nation, or the laws and regulations of any state, city, province or other local jurisdiction in any material way. Use of any District resources for illegal activity is grounds for immediate dismissal.
 - f. Under no circumstances is the District’s electronic mail system to be used to send copies of documents protected by copyright laws (if unsure about a document’s copyright status, contact the originating entity for permission), confidential District information (such as customer records), or documents that have restricted access under Federal or State security laws or regulations. Penalties for violation of copyright laws can include penalties both for the District and the individuals involved.
 - g. Employees are responsible and accountable for their electronic mail communications, and shall conduct themselves in a manner which does not discredit upon the District. The use of derogatory, defamatory, obscene, or otherwise inappropriate language or images as outlined in the District’s Administrative Procedure XII-2 on Sexual Harassment, is prohibited in electronic mail messages and attachments.
 - h. Employees shall keep in mind that they represent the District with their communications and shall distinguish personal opinion from District policy.

- i. Electronic mail should not be used for communications where a printed, signed record may be needed.
 - j. Any employee sending an electronic mail message with large (over 10 megabytes) attached documents, graphic content or multimedia content shall consult with Information Systems prior to transmitting the message.
 - k. Contractors and other non-District employees will be granted use of the District's internal electronic mail only.
2. Internet Mail Security Procedures
- a. Employees shall shut down their desktop computer or logoff the District's network before leaving at the end of their work day to circumvent unauthorized use of Internet mail.
 - b. Attempts by employees to circumvent established security logins or to use personal Internet mail account from District equipment, is prohibited.
 - c. Employees will not use another employee's network login without explicit permission from that person or their supervisor to do so. Employees shall not divulge their network password to anyone other than their supervisor, their department head or Information Systems staff.
3. Ownership of Electronic Mail Messages

All electronic mail transmissions are considered to be District records and are subject to disclosure under the California Public Records Act or in discovery proceedings in litigation. The District has the right to access and disclose all messages sent over its electronic mail system, and to monitor use of its electronic mail system.

RESPONSIBILITY:

1. All District employees have the responsibility to:
 - a. Inform themselves of this acceptable use policy.
 - b. Follow the provisions of this policy. If in doubt about any of the procedures, employees should consult with their supervisor or department head.
 - c. Notify their supervisor or department head if they receive any electronic mail messages containing derogatory, defamatory, obscene, or otherwise inappropriate language or image.
 - d. Notify Information Systems if they receive any unsolicited electronic mail advertising.
2. District contract administrators have the additional responsibility to:
 - a. Monitor the acceptable use by contractors and other non-District employees of the District's internal electronic mail.
3. District managers and supervisors have the additional responsibility to:
 - a. Inform employees about the provisions of this policy and explain the procedures.
 - b. Monitor their employees' use of the electronic mail system.

- c. Make a written request to the General Manager to obtain approval for contractors and other non-District employees to use the District's Internet electronic mail. In the request, the individual responsible for monitoring acceptable use shall be specified.
4. The Information Systems manager has the additional responsibility to:
 - a. Administer this policy and follow-up on reports of any suspected or reported violations of this procedure.
 - b. Randomly check electronic mail usage and report any substantiated violations of this policy to the supervisor or contract administrator of the employee or contractor suspected of committing the violation.
 - c. Obtain a signed Electronic Mail Use Agreement (Attachment A) before granting Internet mail privileges.
 - d. Forward all Electronic Mail Use Agreements to Human Resources.
 5. The Human Resources manager has the additional responsibility to:
 - a. Maintain the signed Electronic Mail Use Agreements as part of an employee's personnel record.
 - b. Ensure that any disciplinary action taken for violations of this policy are uniformly applied.

APPROVED:



Walter J. Bishop
General Manager

Attachments: Exhibit A – Electronic Mail Use Agreement