



CORPORATE POLICY AND PROCEDURES MANUAL

Policy No:

024	ADM	002
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Policy Name: Electronic Mail Protocol
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Developed By:	ERMS Team (Revised)	DATE:	9 OCT 2001
Department:	Lead Department – Clerk’s		
Reviewed By:	Directors	DATE:	
Approved By:	Council	DATE:	May 9/06
Resolution No.:	CHR2006-93	REVISIONS:	
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Policy Statement and Rationale:

This policy is established:

- To ensure efficient, effective interdepartmental corporate communication;
- To provide efficient, effective public customer service; and
- To impress a professional and courteous public image in the use of electronic mail; and
- To establish standard protocols for using electronic mail service.

Scope:

This policy applies to any person using technology provided by the City of Kawartha Lakes and applies to all Members of Council, and all employees hereinafter referred to as “system user”. Where this policy conflicts with Policy Number 090 ADM 004 – Council Computer Policy 2004, Policy Number 090 ADM 004 – Council Computer Policy 2004 shall prevail.

Definitions:

Refer to Policy Number 131 CAO 023, Definitions for Policies relating to Electronic Records and Information Technology Assets for definitions relating to this policy.

Other Related Policies

This policy should be read in conjunction with the following policies:

- Definitions for Policies relating to Electronic Records and Information Technology Assets
- Electronic Mail Protocol
- Electronic Records Management Program
- Information Technology Security
- Records Management and Electronic Service Delivery – Privacy Standard
- Confidentiality of Information
- Appropriate Use of Email
- Appropriate Use of Software
- Management of E-mail

Policy, Procedure and Implementation:

1.0 Principles

- 1.01 Email will be used to exchange business information in a quick medium. It shall be sent respecting the guidelines sent out in this policy and in accordance with other adopted policies.

2.0 Auto Replies to Sender

- 2.01 E-mail users can set up a rule to send an automatic reply in response to incoming mail. This feature is used to automatically inform the sender of the mail message that the recipient is out of the office and unable to respond immediately. All email auto reply messages will be changed if the employee will not be in the office for the work day, or by a Member of Council if they will be unavailable for an extended period of time, and will include day and date they expect to return. Auto replies will inform a sender that he/she may seek immediate assistance by emailing “**name of individual**” by “**emailing to this address**”.

In the event a staff member knows he/she will be away from the office for one or more days, the auto reply email message should be changed at the end of the work day immediately preceding such absence, informing senders that he/she

will be unavailable to return emails and who they should contact in absence of that particular employee.

Do not use the "Reply To All" feature. The Manager of IT has the right to access E-mail accounts and disable any such rules when they pose a threat to the integrity of the messaging system.

3.0 Attachments

- 3.01 Sending large attachments (greater than 3 megabytes) to distribution lists should be avoided during regular business hours because of the impact on the network.

4.0 Broadcast Messages

- 4.01 Broadcast messages shall only be sent in accordance with the Appropriate Use of Email Policy.

5.0 Forwarding of Messages

- 5.01 Do not forward sensitive or confidential E-mail messages without the permission of the original author. To minimize the risk of a correspondent inadvertently forwarding messages and attachments which contain sensitive or confidential information, the author should include a statement which states - "Not to be forwarded."

If there is a business requirement to routinely forward confidential E-mail to personal external E-mail accounts, the Manager of IT should be contacted for alternative solutions or exemption from this policy requirement. E-mails to and from lawyers are privileged and confidential.

6.0 Password

- 6.01 A password to enter an email account is mandatory. Each new user is assigned a temporary password. To ensure confidentiality, this password must be changed the first time the new account is accessed. Refer to the Information Technology Security Policy for more specific information on passwords.

The System Administrator has the right to access passwords for corporate purposes in accordance with the Appropriate Use of Email Policy.

7.0 Confirming Receipt of Email Message

- 7.01 Confirming receipt of messages shall only be used in accordance with the Appropriate Use of Email Policy.

8.0 Response Time

- 8.01 Staff should commit to returning email messages, and staff members should feel obligated to ensure that this happens within 48 hours or two working days, or if the message is received in the afternoon, every attempt should be made to

return the email by the end of the next working day, even if it is just an acknowledgement and a full answer will follow.

9.0 Proxy Access

- 9.01 In the event an employee is away from their workstation for a period beyond 48 hours, every effort should be made for them to arrange support staff to retrieve the message(s) from their computer and to follow-up whenever possible. If proxy access to an Email account is given, the person giving the proxy access is responsible to ensure that the person delegated conducts business in accordance with adopted corporate policies.

10.0 Deleted Messages

- 10.01 System Users should empty deleted messages folder on a daily basis and not use the Deleted Folder as a filing cabinet. Email corporate records should be filed in accordance with adopted policies.

Examples of Appropriate Email Messages:

Following is an example of an email message that might be recorded at the end of a work day preceding an anticipated absence:

*"It is Monday, June 5th. I am out of the office today and will return on June 10th. Your message is important to me and I will respond to your message upon my return to the office. If you require immediate assistance, please email "**Jim Tuesday**" at "**employee email address**" and Jim will be pleased to assist you. Thank you."*

OR *"I am out of the office today (or from "date") and will return "date". Your message is important to me and I will respond upon my return to the office. If you require a more timely response, please resend your email to "Jim Tuesday" at "employee email address". Thank you."*