

CITY OF DUNEDIN

ELECTRONIC MAIL ACCEPTABLE USE POLICY

PURPOSE:

To set forth the City of Dunedin's policy concerning use of the City's E-mail system. "Electronic mail (E-mail)" refers to the electronic transfer of information typically in the form of electronic messages, memoranda, and attached documents from a sending party to one or more receiving parties via an intermediate telecommunications system. Stated differently, electronic mail is a means of sending messages between computers using a computer network. Electronic mail services, as defined in this policy, not only consist of the use of city-provided electronic mail systems but also the act of sending and/or receiving electronic mail across the Internet.

The purpose of this "Electronic Mail Acceptable Use Policy" is to establish guidelines and minimum requirements governing the acceptable use of city-provided electronic mail (e-mail) services. By establishing and maintaining compliance with this policy, risks and costs to agencies can be minimized while the valuable potential of this communication tool can be maximized.

The objectives of this policy are to:

- ensure that the use of city-provided electronic mail services is related to, or for the benefit of, city government; and/or specifically related to user's job responsibilities and duties except as provided in Section G of the City's Internet Policy.
- inform users that electronic mail messages and documents are subject to the same laws, regulations, policies, and other requirements as information communicated in other written forms and formats; (i.e. Public Records Laws)
- minimize disruptions to city government activities from inappropriate use of city-provided electronic mail services; and
- provide users with guidelines describing their personal responsibilities regarding confidentiality, privacy, and acceptable use of city-provided electronic mail services as defined by this policy.

SCOPE:

This policy applies to any person(s) and/or contractor(s) (hereinafter referred to as "users") whose access to or use of electronic mail services is funded by the City or is available through equipment owned or leased by the City. This policy incorporates by reference the City of Dunedin Internet Policy.

ELECTRONIC MAIL AND RECORDS MANAGEMENT:

Electronic mail is subject to the Florida Public Records Law (Chapter 119F.S.). Records are subject to the standard retention laws just like any other form of written communication. All E-mail is presumed to be a public record.

ELECTRONIC MAIL RESPONSIBILITIES:

- A. User must understand that Electronic Mail is not private communication. All information transmitted via the City's Internet/electronic mail system(s) can be reviewed at any time. Electronic mail communications may best be regarded as a postcard rather than as a sealed letter. Disclosure may occur intentionally or inadvertently when an unauthorized user gains access to electronic messages. Disclosure may also occur when electronic mail messages are forwarded to unauthorized users, directed to the wrong recipient, or printed in a common area where others can read them. There is no expectation of privacy at any time. There is no right of privacy even as to incidental personal use allowed by Section G of the City's Internet Policy.
- B. As an electronic mail participant, each user must comply with this "Electronic Mail Acceptable Use Policy." By participating in the use of networks and systems provided by the City, users agree to comply with city policies governing their usage. Users may not access the E-mail of co-workers without specific authorization.
- C. Department/Division/Section Heads are required to oversee that their area's E-mail users conform to City Policy described in this and all other related documents.
- D. Users must insure that the content of anything exchanged (sent and/or received) via electronic mail communications be appropriate and consistent with city policy and subject to the same restrictions as any other correspondence.
- E. Electronic mail communications, if allowed to accumulate on a server, can quickly consume the server's disk space and may cause system problems. Although deletion of unnecessary email communications is encouraged, users should refer to an approved record retention schedule for proper procedure regarding disposition of electronic mail communications. This can be obtained through the City Clerk.
- F. **Users may not solicit or distribute any form of solicitation for charitable, personal, business, or union organizations without the express written approval of the City Manager. Only City sponsored solicitations will be permitted.**
- G. Messages and Memorandums thru E-Mail must still be approved as required of other written forms of communication. Users must follow the Chain of Command. Any memorandum to all users or all Department/Division/Section Heads must go through the City Manager.
- H. Users must comply with city policies, procedures, and standards.
- I. Users must be courteous and follow accepted standards of etiquette.
- J. Users must protect others' privacy and confidentiality.
- K. Users must use information technology resources efficiently and productively.

ACCEPTABLE USE:

Acceptable electronic mail activities are those that conform to the purpose, goals, and mission of the city and to each user's job duties and responsibilities. The following list, although not all-inclusive, provides some examples of acceptable uses:

- Communications and information exchanges directly relating to the mission, charter, and work tasks of the city including electronic mail in direct support of work-related functions or collaborative projects.
- Communications, including information exchange, for professional development or to maintain job knowledge or skills;
- Applying for or administering grants or contracts for city government programs or work-related applications;
- Communications with other city/state agencies and business partners of state agencies providing document delivery or transferring working documents/drafts for comment;
- Announcements of city laws, procedures, hearings, policies, services, or activities;
- Research and information gathering in support of advisory, standards, analysis, and professional development activities related to the user's city governmental duties.

UNACCEPTABLE USE

Unacceptable use can be defined generally as activities that do not conform to the purpose, goals, and mission of the city and to each user's job duties and responsibilities except as provided in Section G of the City's Internet Policy. Any electronic mail usage in which acceptable use is questionable should be avoided. When in doubt, seek policy clarification prior to pursuing the activity.

SECURITY IMPLICATIONS

Users should take all reasonable precautions to prevent the use of their electronic mail account by unauthorized individuals.

Transmission of electronic mail to locations outside of the city's local area network may require the use of the Internet for transport. Since the Internet and its tools adhere to open and documented standards and specifications, it is inherently an unsecured network that has no built-in security controls.

Although confidential and sensitive information should not be included in electronic mail communications unless proper, formalized security precautions have been established, certain electronic mail communications may be privileged or confidential (i.e. medical information). It is the responsibility of each user to protect confidential and sensitive information where intentional, inappropriate, or accidental disclosure of the information might expose the City or an individual to loss or harm.

NO PRESUMPTION OF PRIVACY

Electronic mail messages are not personal and private. The City reserves the right to monitor and/or log all electronic mail communications without notice. Therefore, users should have no expectation of privacy in the use of these resources.

DISCIPLINARY ACTIONS

Disciplinary actions shall be in accordance with the City's Progressive Discipline Policy. In general, violations of these policies shall be considered in the most serious possible manner.

Effective Date of Policy:

April 9, 2002

Assistant City Manager

Date

City Manager

Date

ACKNOWLEDGEMENT

I acknowledge that I have received a written copy of the Electronic Mail Acceptable Use Policy for the City of Dunedin, I understand the terms of this policy and agree to obey them. I realize that the city's security software may record and store for management use, the electronic e-mail messages I send and receive, and any network activity in which I transmit or receive any kind of file. I have no expectation of privacy as to these materials. I understand that violation of this policy may lead to disciplinary action up to and including termination.

Signature

Date

Name (Printed)

Department