

ADMINISTRATIVE POLICY NO. 15-01

CBS Email Policy

I. POLICY ISSUANCE

This policy covers appropriate use of any email sent from a City and Borough of Sitka (CBS) email address and applies to all employees, vendors, and agents operating on behalf of CBS.

II. PURPOSE

The purpose of this email policy is to ensure the proper use of CBS email system and make users aware of what CBS deems as acceptable and unacceptable use of its email system. This policy outlines the minimum requirements for use of email within CBS Network.

III. POLICY REQUIREMENTS

- a. All use of email must be consistent with CBS policies and procedures of ethical conduct, safety, compliance with applicable laws, and proper business practices.
- b. CBS email accounts should be used primarily for CBS business-related purposes; personal communication is permitted on a limited basis, but non-CBS related commercial uses are prohibited.
- c. To ensure that data accessed through your mobile device is secure, especially in the event that it is misplaced, stolen or believed to be compromised, all smartphones and mobile devices synchronizing with CBS resources are subject to the following.
 - i. A "PIN" consisting of at least 6 characters. It is recommended that the pin be a combination of letters, numbers, and special characters
 - ii. The timeout for the PIN should be set to a minimum of 30 minutes. Some devices allow this setting to be adjusted to be more or less than 30 minutes
 - iii. A user is allowed 10 attempts to enter the PIN correctly. If the PIN is entered incorrectly 10 times, the device will be reset to "factory settings" to be unlocked

- iv. Password should be changed periodically, recommended time is every 6 months
- d. Email should be retained only if it qualifies as a CBS public record. Email is a CBS public record if there exists a legitimate and ongoing business reason to preserve the information contained in the email.
- e. Email that is identified as a CBS business record shall be retained according to CBS Record Retention Schedule.
- f. The CBS email system shall not be used for the creation or distribution of any disruptive or offensive messages. Employees who feel they have received these types of emails from any other CBS employee should report the matter to their supervisor immediately.
- g. Users are prohibited from using third-party email systems and storage servers such as Google, Yahoo, and MSN Hotmail etc. to conduct CBS business, to create or memorialize any binding transactions, or to store or retain email on behalf of CBS. Such communications and transactions should be conducted through proper channels using CBS-approved documentation.
- h. Using a reasonable amount of CBS resources for personal emails is acceptable, but non-work related email shall be saved in a separate folder from work related email.
- i. CBS employees shall have no expectation of privacy in anything they store, send or receive on the CBS email system.
- j. CBS may monitor messages without prior notice. However, CBS is not obliged to monitor email messages.
- k. Contact CBS Information Technology Department if you are unable to access the CBS email system immediately.

IV. POLICY GUIDELINES

- a. Etiquette
 - i. Include a clear, direct subject line
 - ii. Think twice before hitting “reply all”
 - iii. Be cautious with humor
 - iv. Reply to your emails – even if the email was not intended for you

- v. Proofread every message
 - vi. Double-check that you have selected the correct recipients
 - vii. Avoid the use of abbreviations, acronyms, and emoticons
 - viii. Do not use email to discuss confidential information
 - ix. Take care to use the cc and bcc functions appropriately
 - x. Identify urgency and request a reasonable time and date for response
 - xi. Use the “Out of Office Assistant” feature when you are unavailable or out of the office
 - xii. Be mindful of attachment size and utilize the File Server or FTP site when appropriate
- b. Expectations
- i. Respond to emails within one business day
 - ii. Do not use email for emotionally charged messages
 - iii. Keep messages on topic and brief
 - iv. Request phone or face-to-face conversations for large topics
 - v. Use a proper signature line in all emails
 - vi. Use professionalism in every email
 - vii. Be considerate of the amount of email being sent
 - viii. Responding to emails during off business hours is not expected, although some may choose to do so
 - ix. Report spam messages to Information Technology Department
 - x. Beware and report any email phishing attempts

V. GENERAL PROVISIONS

- a. Compliance Measurement

The Information Technology Department will verify compliance to this policy through various methods, including but not limited to, periodic walk-thrus, business tool reports, internal and external audits, and feedback to the policy owner.

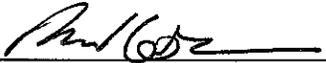
b. Exceptions

Any exception to the policy must be approved by the Municipal Administrator's office in advance.

c. Non-Compliance

Violation of this policy may subject an employee to disciplinary action, up to and including termination of employment.

Dated at Sitka, Alaska, this 5th day of March, 2015.



Mark Gorman
Municipal Administrator