The University of Texas at Tyler
Electronic Mail Policy

Definitions: <u>Electronic mail system</u> - A computer software application that allows electronic messages to be communicated from one computer to another.

<u>Electronic mail (email)</u> - Any message, form, attachment, or other communication sent, received, or stored within an electronic mail system.

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Purpose: Electronic mail systems and services are provided by U. T. Tyler Information Resources for the purpose of enhancing productivity and maintaining effective communications in support of the missions of The University of Texas at Tyler.

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Ownership: Electronic mail sent, received, or stored on computers owned, leased, or administered by The University of Texas at Tyler is the property of The University of Texas at Tyler.

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Privacy: Electronic mail sent, received, or stored on computers owned, leased, or administered by The University of Texas at Tyler is not private. Electronic mail content may be accessed by appropriate personnel in accordance with the provisions and safeguards provided in [Business Procedures Memorandum 53-02-96 - Policy for the Use and Protection of Information Resources (BPM #53)](.). Saved messages must not be encrypted. Encryption is permitted, and encouraged where appropriate, during transmission of messages.

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Prohibited Activities: The following activities are prohibited by policy:
- Do not send email that is intimidating or harassing.
- Do not use email for conducting a personal business.
- Do not use email for purposes of political lobbying or campaigning.
- Do not violate copyright laws by inappropriately distributing protected works.
- Do not access another employee's email without that employee's consent unless doing so in accordance with [BPM #53](.), or other established policy or law.
- Do not pose as anyone other than oneself when sending email, except when authorized to send messages for another when serving in an administrative support role.

The following activities are prohibited because they impede the functioning of network communications and the efficient operations of electronic mail systems:

- Do not send or forward chain letters.
- Do not send unsolicited messages to large groups except as required to conduct university business.
- Do not send excessively large messages.
- Do not send or forward email that is likely to contain computer viruses.

Prohibited activities identified in this section are not all inclusive. University of Texas at Tyler electronic mail must never be used in a manner that violates U. T. Tyler policy, U. T. System policy, state law or federal law.

In accordance with BPM #53 appropriate disciplinary action will be taken for misuse of U. T. Tyler information resources, including electronic mail systems.

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Electronic Mail Administration:

The Office of Information Resources (OIR) administers an electronic mail system available for use by U. T. Tyler employees and all U. T. Tyler departments. Information Resources functions include mailbox creation and deletion, space allocation, message delivery, system backup, virus scanning, employee training, and other tasks that may be required to maintain system functionality and integrity.

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Employee Mailboxes:

An electronic mailbox is established for each authorized employee. The employee receives by email the BPM #53 along with an electronic button to acknowledge that they have read and will abide by that policy. Failure to respond results in revoking access to their mailbox.

All authorized employees are added to a mailing group that includes everyone on campus. This mailing group is to be used only for the delivery of messages relating to U. T. Tyler business and sending to such is limited to certain individuals. Other shared mailing groups are created at the request of department heads. Employees are added to these groups as directed by the owner of that group.

Messages and folders contained within employee assigned mailboxes are managed by the employee.   Employees are encouraged to configure mailboxes to purge deleted messages upon exiting the mailbox.

Initially, an employee's mailbox size is not regulated.   If the employee's mailbox exceeds 190 megabytes, the employee will receive an automatic email from the system indicating that the size of their email file is equal to or larger than 190 MB. This also specifies that the employee needs to delete and/or move email to a local mailbox. Email will continue to be received and sent to an employee's email file UNTIL the size of the file reaches 200 MB. At that time, an employee will not be able to receive email until the file

size is reduced below 200 MB by deleting or moving existing email to local storage. An employee may receive additional space if needed for business purposes. Requests are placed to the IR Department and are subject to approval by the Director of Information Resources. The approval process involves an analysis of the current use of the mailbox. This analysis includes a review of message titles and folder sizes, but does not include reading of messages. If this analysis raises concern of resource abuse, messages may be accessed in accordance with the provisions of BPM #53. The requesting employee is notified upon approval or disapproval of the request for increased mailbox storage space.

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Incidental Use: As a convenience to employees, incidental use of electronic mail is allowed. The following restrictions apply:
- Incidental personal use of U. T. Tyler Information Resources is acceptable, provided electronic mail is restricted to U. T. Tyler employees; it does not extend to family members or friends.
- Incidental use must not result in direct costs to The University of Texas at Tyler.
- Incidental use must not interfere with the normal performance of an employee's work duties.
- No personal messages should be sent or saved that may cause embarrassment to The University of Texas at Tyler.
- No personal messages should be sent, read, or saved that have high likelihood to expose University computer systems to computer viruses or other harmful programs. Employees should review the guidelines concerning high-risk electronic messages. Storage of personal email must not exceed 1 megabytes of space. To minimize space requirements, employees are encouraged to delete personal messages as soon as possible.
- Employees should remove themselves from any personal mail lists that send messages containing content incompatible with this policy.
- Abuse of incidental use privileges may result in disciplinary action in accordance with provisions BPM #53.
- All messages - including personal messages - are owned by The University of Texas at Tyler, may be subject to open records requests, and may be accessed in accordance with this policy and BPM #53.

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Records Retention: Electronic mail is subject to the same records retention rules that apply to other documents and must be retained in accordance with departmental records retention schedules. The following guidelines apply:
- The retention requirement associated with any document is determined by its content, not the method of delivery. Each U. T. Tyler department has a records retention schedule that specifies the

retention period to be applied to various documents.

- The responsibility of retaining an internally created and distributed document (or message) most often falls on the author - not the recipients. Recipients may delete such received messages when their use has been fulfilled.
- Employees who receive messages from outside U. T. Tyler are responsible for proper records retention of those messages.
- Most casual email messages are "transitory records" and can be discarded as their purpose is served.
- For records retention purposes, electronic mail that is digitally signed must be filed electronically rather than on paper if the signature is of importance to the legal status or business usefulness of the document.
- Email that has been requested in a subpoena or public information request must be retained until the request has been addressed, even if the retention period has expired.

Electronic Mail Backup and Recovery:

The Office of Information Resources creates electronic mail backup tapes daily (Monday through Friday) solely for the purpose of restoring the entire electronic mail system in the event of disaster.   Tapes are retained for a period of one week. Backup tapes do not allow for restoration of individual mailboxes and cannot be used as a convenience to retrieve "deleted" messages.

Backup tapes do not serve as records retention function. Each U. T. Tyler department must make provisions to retain documents and messages in accordance with their departmental records retention policy.

Alternative Electronic Mail Systems:

Situations may arise that require use of alternative electronic mail applications. Departments that deploy such systems are responsible for their administration. All use must be in accordance with this policy and BPM #53.

An employee must receive approval from one's supervisor to operate an electronic mail system or application other than that administered by the Office of Information Resources. Administration of an alternative system is the responsibility of the employee and the employee's departmental management. All use must be in accordance with this policy and BPM #53.

Updated 2/10/03
(Maximum Email File Size increased from 25 MB to 35 MB)
Updated 9/12/05
(Maximum Email File Size increased from 35 MB to 100 MB)
Updated 7/30/07
(Maximum Email File Size increased from 100 MB to 200 MB)

Adopted May 4, 2000
Mod Sept 2000
Mod Feb 2003
Mod Sept 2005
Mod July 2007