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|  <p style="text-align: center;">City of Santa Ana Administrative Policies and Procedures</p> | <p>City Manager's Authorization</p> <p>Section </p> | |
| <p>Subject</p> <p>Electronic Mail</p> | <p>Date</p> <p>Revised June 2003</p> | <p>Number</p> <p>IT-02</p> |

1. Objective

To establish administrative regulations which standardize the electronic mail policy for authorized users.

2. Purpose

The purpose of this policy is to define who is authorized to use the City electronic mail system and to define the acceptable use of those services. Any restriction of use contained in this policy is intended to ensure the appropriate use of electronic mail and to protect the City of Santa Ana and its resources.

3. Scope and Applicability

- 3.1 The use of the City's electronic mail system is a privilege, not a right, which may be revoked at any time for unacceptable use.
- 3.2 The authorized users of the City's electronic mail system include all full-time and part-time City employees, and those individuals authorized by an Executive Director.
- 3.3 The City reserves the right, for any reason, to remove a user's access to the City's electronic mail system.
- 3.4 The electronic mail system is owned by the City of Santa Ana and the contents thereof may be reviewed in the course of business without the consent of the sender or recipient. Electronic mail users have no expectations of privacy in their messages whether sent or received.
- 3.5 All electronic mail, despite the designation of any message as "private," in the course of administrating the system or under other provisions of this policy may be viewed without the consent of the sender or receiver as specified in Section 4.3.
- 3.6 This policy applies to electronic mail only and excludes electronic files that the City of Santa Ana maintains in the regular course of business. Electronic mail, whole or in part, which is printed out or converted into computerized formats or other media, is excluded from this policy.
- 3.7 Global Announcements
 - 3.7.1 Electronic mail sent globally throughout the organization must get prior approval by agency Executive Director.
 - 3.7.2 Flyers and graphics for global announcements will be displayed on the Intranet only.
 - 3.7.3 After obtaining the Executive Director's approval, forward the text for the subject line of the global announcement to City Web Team (email address: !citywebupdates) and attach the flyers or other graphics that will be posted on the City Intranet site.

- 3.7.3.1 The opening text of the global announcement should state the following: "This e-mail has been approved for global distribution by the Executive Director of the _____ Agency."
- 3.7.3.2 The global e-mail notification will be distributed with only the subject, approval notice and link to the City Intranet page.
- 3.7.4 Flyers designed for the purpose of sharing special events outside the scope of City goals must be kept to one page in dimension (8½"x 11" sheet of paper) and must be 500 KB or less in size.
- 3.7.5 Acceptable formats for the Intranet posted item are.
 - 3.7.5.1 Adobe PDF.
 - 3.7.5.2 Microsoft PowerPoint.
 - 3.7.5.3. Microsoft Word.

4. Implementation

- 4.1 New electronic mail accounts for a full-time or part-time City employee.
 - 4.1.1 As required to perform City business, Supervisors may authorize individuals, who are full or part time City employees, to have access to the City's electronic mail system.
 - 4.1.2 Prior to an application for use of City electronic mail, the nominated individual must: (a) Read the City **Electronic Mail Policy** and (b) Acknowledge their understanding, acceptance, and willingness to abide by the provisions of the City Electronic Mail Policy by completing, with their signature, an **Electronic Mail Policy Acceptance** form [see Attachment A].
 - 4.1.3 Complete a **Request for Electronic Mail Service** form [see Attachment B]
 - 4.1.4 Requests must be authorized by the individual's supervisor.
 - 4.1.5 Completed and signed **Request for Electronic Mail Service** form [Attachment B] should be sent to City Electronic Mail Administrator, mail station M-12.
 - 4.1.6 A signed copy of the **Electronic Mail Policy Acceptance Statement** [see Attachment A] shall be retained by the requesting Agency/Department.
- 4.2 New electronic mail accounts for a non-City employee.
 - 4.2.1 As required to perform City business and limited to the period of time necessary to support City business, Executive Directors may authorize individuals, who are **not** full or part time City employees, to participate in the City's electronic mail system.
 - 4.2.2 Prior to an application for use of City electronic mail, the nominated individual must: (a) Read the City **Electronic Mail Policy** and (b) Acknowledge their understanding, acceptance, and willingness to abide by the provisions of the City Electronic Mail Policy by completing, with their signature, an **Electronic Mail Policy Acceptance** form [see Attachment A].
 - 4.2.3 Complete a **Request for Electronic Mail Service [Non-City employee]** form [see Attachment C].
 - 4.2.4 Requests must be authorized by an **Executive Director** (or their delegated representative).

- 4.2.5 Completed and signed **Request for Electronic Mail Service [Non-City employee]** form [Attachment C] should be sent to City Electronic Mail Administrator, mail station M-12.
- 4.2.6 A signed copy of the **Electronic Mail Policy Acceptance Statement** [see Attachment A] shall be retained by the requesting Agency/Department.
- 4.3 Special Entry Authorization
 - 4.3.1 Under special circumstances, it may be necessary to gain direct entry to a specific electronic mail account. Only an Executive Director can authorize such special entry.
 - 4.3.2 Special entry involves overriding the City electronic mail system security controls to change an account password to a new password and to provide that password to authorized individual.
 - 4.3.3 If special entry is required, complete a **Special Entry Authorization to Electronic Mail Account** form [see Attachment D].
 - 4.3.4 Completed and signed **Special Entry Authorization to Electronic Mail Account** form [Attachment D] should be delivered to City Electronic Mail Administrator, mail station M-12, for action.
- 4.4 Remote Access to the City Electronic Mail System
 - 4.4.1 As required to perform City business, Executive Directors may request individuals who are currently authorized to use the City electronic mail system to be granted remote access privileges
 - 4.4.2 Prior to an application for remote access privileges to City electronic mail, the nominated individual must have previously: (a) Read the City **Electronic Mail Policy** and (b) Acknowledged their understanding, acceptance, and willingness to abide by the provisions of the City Electronic Mail Policy by completing, with their signature, an Electronic Mail Policy Acceptance form [see Attachment A].
 - 4.4.3 Complete a **Request for Remote Access to City Electronic Mail Service** form [see Attachment E]
 - 4.4.4 Requests must be authorized by the individual's Executive Director and the Executive Director of Personnel.
 - 4.4.5 Completed and signed forms are sent to City Electronic Mail Administrator, mail station M-12.
 - 4.4.6 The individual seeking remote electronic mail access privileges is solely responsible for:
 - 4.4.6.1 Providing the Internet access used to connect to the City electronic mail system.
 - 4.4.6.2 Providing the PC to be used with remote access.
 - 4.4.6.3 Providing the anti-virus software to be used on the remote accessing PC.
 - 4.4.6.4 Ensuring anti-virus software is installed properly, operating, and up-to date on the remote accessing PC.
 - 4.4.6.5 Ensuring that no one else uses the remote access to the City's Electronic Mail System

- 4.4.7 Final implementation of remote electronic mail access privileges will be based on request from the individual's Executive Director and a positive assessment of the responses to prerequisite technical and operational questions [see Attachment E].
- 4.5 Dissemination of Electronic Mail Policy
 - 4.5.1 All new users to the City electronic mail system will be notified of this City policy prior to their gaining use of the system.
 - 4.5.2 An **Electronic Mail Policy Acceptance Statement** form [see Attachment A] must be signed by the new users and retained by their Agency/Department prior to submission of the request for service.
 - 4.5.3 Each existing user of the City electronic mail system will be notified and provided access to a copy of this policy upon any change in the policy.
 - 4.5.4 Subsequent reminders on and updates to this policy will be periodically transmitted via the system to all City electronic mail system users.
- 4.6 Delete or Relocate a City Electronic Mail Account
 - 4.6.1 To delete a current electronic mail account when a user has been terminated or there is no further business need, notify the City Electronic Mail Administrator in writing (mail station M-12 or email address: !!E-Mail Administrator).
 - 4.6.2 To relocate a current electronic mail account when a user has been reassigned within the City, notify the City Electronic Mail Administrator in writing (mail station M-12 or email address: !!E-Mail Administrator).
 - 4.6.3 It is the responsibility of each Agency/Department to send an immediate notification (see 4.6.1 above) when anyone authorized to use the City electronic mail system leaves City employment, ends their relationship with the City, or no longer requires its use. Rapid notification is essential to maintain the integrity and information security of the system.
- 4.7 City Electronic Mail Account Storage Size Limitation
 - 4.7.1 Each electronic mail account user is responsible for managing and controlling the contents and size of their individual account.
 - 4.7.2 Electronic mail accounts stored as part of the electronic mail system hosted by the City and Police Department Computing Centers will be limited to 400 MB in storage size.
 - 4.7.3 Warning messages will be sent if the electronic mail account maximum storage size is being approached.
 - 4.7.4 If the maximum storage size of an electronic mail account is reached, the electronic mail account will be notified and electronic mail service will be suspended. The service suspension will continue until the electronic mail account storage size has been reduced below the maximum storage size of 400 MB.
 - 4.7.5 Electronic mail account users who have a justifiable City business requirement for account storage size in excess of the City maximum may submit a **Request for Increase to the Electronic Mail Account Storage Size Limitation** form [see Attachment F].

5. Retention Guidelines

- 5.1 For the purposes of retention, the City's Electronic Mail Messages are considered to be the contents of items contained in the "InBox," "Deleted Items," and "Sent Items" folders including the contents of subfolders of any of these folders of electronic mail applications operated by the City.
- 5.2 All Electronic Mail Messages are considered transitory writing, not public records, and are not retained in the City of Santa Ana's normal course of business.
- 5.3 Electronic Mail Messages shall not be retained beyond 30 days by City electronic mail applications. Agencies/Departments and/or individuals hosting the storage of Electronic Mail Messages are responsible for implementing this requirement.
- 5.4 Electronic Mail Messages retained beyond 30 days shall no longer be considered transitory writing.
- 5.5 Users of the City electronic mail systems shall on a frequent basis review messages (e.g. in "In Box," "Deleted Items," "Sent Items," etc.) and delete mail items no longer required.

6. Violations and Enforcement

- 6.1 Violations of the City's Electronic Mail Policy will be evaluated on a case-by-case basis by the sponsoring Executive Director. Violation of this policy may result in disciplinary action, up to and including dismissal, and may include referral of a case to appropriate authorities for civil or criminal prosecution.
- 6.2 Users may be subject to random internal audits of electronic mail use.

7. Electronic Mail User Responsibility

- 7.1 Each individual with access to the City's electronic mail system is responsible for understanding and following this policy.
 - 7.1.1 All such users must sign a statement acknowledging that they have been provided with a copy of the City's electronic mail Policy and agree to abide by it as a condition of being provided such access.
 - 7.1.2 Unauthorized or improper use of the City's electronic mail system may result in terminating the individual's Electronic Mail access, and depending on the severity of the circumstances may result in disciplinary action, including termination.
- 7.2 System security and passwords.
 - 7.2.1 Each electronic mail system user has a uniquely assigned user name and password for information security purposes. These are an important component of the City's overall information systems protection.
 - 7.2.2 Protecting his/her password is an individual's responsibility. Passwords should be kept safe so that they are not used by someone who is not authorized.
 - 7.2.3 Users are cautioned that they are responsible for the content of all electronic mail sent or received via their user name and login session.
 - 7.2.4 Anti-virus screening software must be enabled and running on a computer before any attempt to use the City's electronic mail system.

8. Acceptable Use

- 8.1 Acceptable use of electronic mail is to carry forward City business.

- 8.2 Electronic mail communication with professional associations, governments, universities, businesses and/or individuals associated with the facilitation of City business, research and education efforts as authorized by the sponsoring Executive Director.
- 8.3 With the permission of the department's Executive Director, the occasional use of social electronic mail is permitted as long as it does not interfere with regular City business, is not excessive, and does not cause an adverse impact (e.g. congestion) on the City's electronic networks.
- 8.4 Distribution of information to the general public whereby such information is made available under the City's guidelines and policies for the release of information.
- 8.5 Incidental communications among authorized users and professional colleagues which facilitate work assignments and professional development or debate in a work field of knowledge.
- 8.6 Encryption of messages is permitted; however, the authorized user must agree to provide the de-encryption scheme and key upon request of the electronic mail administrator and/or his/her Executive Director.
- 8.7 City of Santa Ana electronic mail users **will**:
 - 8.7.1 Remember that electronic communications sent from the City travel on City of Santa Ana's electronic stationery and as such, are the same as if they were sent on City of Santa Ana letterhead.
 - 8.7.2 Assume that all communications via electronic mail can and will be read by systems administrators or other parties.
 - 8.7.3 Take all required precautions against the importation of computer viruses.
 - 8.7.4 Make diligent efforts to conserve system resources. For example, frequently delete unused files of any type.
 - 8.7.5 Use common sense at all times.

9. **Unacceptable Use**

- 9.1 Intentional introduction of, or experimentation with, malicious computer code such as computer worms or viruses.
- 9.2 Illegal, fraudulent or malicious activity; political activity; religious promotion; or activity on behalf of organizations or individuals who have no affiliation with the City.
- 9.3 Transmission of material in violation of applicable copyright laws or patents.
- 9.4 The sending of messages that are likely to result in the loss of recipients' work or system and any other types of use which could cause congestion of the electronic network or otherwise interfere with the work of others.

Introducing or forwarding "chain letters" is an example of such unacceptable use.
- 9.5 City of Santa Ana electronic mail system users are **prohibited** from:
 - 9.5.1 Taking actions that cause interference to the City's electronic network or the work of others.
 - 9.5.2 Operating a business through the City of Santa Ana electronic mail system (and Internet electronic mail link).
 - 9.5.3 Generating, storing, or transmitting communications, files, programs or use data or other matter containing offensive or harassing statements. Included are: comments based on race, national origin, sex, sexual orientation, age, disability, religion or political beliefs.

9.5.4 Sending or receiving sexually oriented messages or images.

10. Etiquette and Privacy

10.1 Users are expected to abide by the generally accepted rules of network etiquette. These rules include (but are not limited to) the following:

10.2 Be Polite.

Never send, or encourage others to send, abusive messages or communications

10.3 Use Appropriate Language

Remember that as a user you are a representative of the City of Santa Ana. You may be alone with your computer, but what you say and do can be viewed globally! Never swear, use vulgarities, or any other inappropriate language. Illegal activities of any kind are strictly forbidden.

10.4 Privacy

Do not reveal personal data (e.g., your home address or telephone number or those of anyone else).

10.5 Disruptions

Do not use access to the electronic mail in any way that would disrupt use of the system or City resources by others.

10.6 Other considerations

10.6.1 Do be brief. Few people will bother to read a long communication.

10.6.2 Do minimize spelling errors and make sure your communication is easy to understand and to read.

10.6.3 Do get the most appropriate audience for your communication, not the widest.

10.6.4 Do remember that humor and satire are very often misinterpreted.

10.6.5 Do cite references for any facts you present.

10.6.6 Do forgive the spelling and grammar errors of others.

10.6.7 Do keep signatures brief.

10.6.8 Do remember that all electronic mail users are human beings. Don't "attack" correspondents; persuade them with facts.

10.6.9 Do post (i.e. communicate) only to groups you know.

Electronic Mail Policy Acceptance Statement

Acceptance

Your signature below certifies that you have read the City's Electronic Mail Policy and that you understand, accept and will abide by the provisions stated in it, or in the Policy as revised and distributed from time to time.

Signature of electronic mail system user _____

Name (print) _____

Date _____

Agency/Department _____

Phone _____

Mail Station or Address _____

Note: The user's Agency/Department keeps one signed copy of this form on file.

Request for Electronic Mail Service

For use in requesting service for full-time and part-time City employees only
[see City Electronic Mail Policy, section 4.1]

Please provide the following individual an electronic mail account on the City of Santa Ana electronic mail system.

Full Name (print) _____

Windows NT Domain user name
(See your systems administrator for explanation) _____

Work Location/Room Number
(be as specific as possible) _____

Telephone _____

Mail station _____

Date Service is Needed _____

I, the undersigned, certify that:

The above named individual has read the ***City of Santa Ana Electronic Mail Policy***.

The individual has signed an ***Electronic Mail Policy Acceptance Statement*** attesting to their understanding.

This Agency/Department has retained a signed copy of ***Electronic Mail Policy Acceptance Statement*** on file.

Supervisor's Signature _____

Supervisor's Name (print) _____

Agency/Department _____

Date _____

Send to: **City Electronic Mail Administrator**
Information Services Division
Mail Station M-12

For Internal Use Only
(Please do not write below)

Date received _____

Date account established _____

Date user notified _____

Comments _____

Request for Electronic Mail Service for Non-City Employees

[See City Electronic Mail Policy, section 4.2]

Please provide the following individual an electronic mail account on the City of Santa Ana electronic mail system.

Full Name (print) _____

Windows NT Domain user name
(See your systems administrator for explanation) _____

Work Location/Room Number
(be as specific as possible) _____

Telephone _____

Mail station _____

Date Service is Needed _____

Projected End Date for the Account _____

I, the undersigned, certify that:

The above named individual has read the **City of Santa Ana Electronic Mail Policy**.

The individual has signed an **Electronic Mail Policy Acceptance Statement** attesting to their understanding.

This Agency/Department has retained a signed copy of **Electronic Mail Policy Acceptance Statement** on file.

Executive Director's Signature
(or delegated representative's) _____

Executive Director's Name (print)
(or delegated representative's) _____

Agency/Department _____

Date _____

Send to: **City Electronic Mail Administrator**
Information Services Division
Mail Station M-12

For Internal Use Only
(Please do not write below)

Date received
Date account established
Date user notified
Comments

Special Entry Authorization to an Electronic Mail Account

[see City Electronic Mail Policy, section 4.3]

Authorization is granted to override the City's electronic mail system security controls and to give access to the following electronic mail account.

Email account name _____
(As is appears on electronic mailbox)

Agency/Department of account _____

Division of account _____

Effective Date _____

Name of person to be granted special access _____

Phone of person to be granted special access _____

I, the undersigned, certify that I am the Executive Director for the above named City of Santa Ana electronic mail account:

Signature _____

Name _____

Date _____

Submit to: **City Electronic Mail Administrator**
Information Services Division
Mail Station M-12

For Internal Use Only
(Please do not write below)

Date Received _____

Date Special Access Granted _____

Comments _____

Comments _____

Request for Remote Access to City Electronic Mail Service

[See City Electronic Mail Policy, section 4.4]

Please enable the following individual with the capability to remotely access the City of Santa Ana electronic mail system.

Full Name (print) _____

Mail station _____

City Telephone Number _____

Remote Location

☐ Residence ☐ Traveling ☐ Other: _____

Date Service is Needed _____

Qualifying Questions:

Does the individual:

- | | |
|--|--|
| ▪ Currently have a City email account? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ▪ Have a PC to use for remote email access? (City does not provide) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ▪ Have an Internet connection available? (City does not provide) | <input type="checkbox"/> Via Modem dial up service <input type="checkbox"/> Via cable Internet service <input type="checkbox"/> Via DSL Internet service <input type="checkbox"/> Via satellite Internet service <input type="checkbox"/> Other: _____ |
| ▪ Have anti-virus (for virus detection and removal) software installed on the PC or PC's to be used for remote email access? (City does not provide) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ▪ Ensure that the anti-virus software enabled at all times? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| ▪ Update the anti-virus software each time before Internet access is used? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

I, the undersigned, certify that:

The above named individual has:

Read and signed their acceptance of the **City of Santa Ana Electronic Mail Policy**.

Has a justified business need to remotely access the City electronic mail system.

Executive Director's Signature _____

Executive Director's Name (print) _____

Agency/Department _____

Date _____

Review and Approval by the Executive Director of the Personnel

Executive Director of Personnel's Signature _____

Date _____

Send to: **City Electronic Mail Administrator**

Information Services Division

Mail Station M-12

For Internal Use Only

(Please do not write below)

Date received _____

Date account established _____

Date user notified _____

Comments _____

Request for Increase to the Electronic Mail Account Storage Size Limitation

[see City Electronic Mail Policy, section 4.7.5]

I request an increase to the City electronic mail account storage size limitation.

Full Name (print) _____
Email account name _____
Work Location/Room Number _____
Telephone _____
Mail station _____
Requested increase in email
account storage size (if known) _____
Explanation of City business
requirement for exceeding
email storage limit _____

I, the undersigned, certify that:

The above named individual has justified business need for an increase in their email account maximum storage size.

Executive Director's Signature
(or delegated representative's) _____

Executive Director's Name (print)
(or delegated representative's) _____

Agency/Department _____

Date _____

Submit to: **City Electronic Mail Administrator**
Information Services Division
Mail Station M-12

For Internal Use Only
(Please do not write below)

Date Received _____
Date Increase in Max Account Storage Size Granted _____
Revised Max Account Storage Size Granted _____ MB
Comments _____