ADMINISTRATIVE PROCEDURES

Procedure Number: 27-5
Effective Date: 02/23/2016
Revision Date:

County Administrator

SUBJECT: **ELECTRONIC MAIL (EMAIL) GOVERNANCE**

DEPARTMENT RESPONSIBLE: **All County Departments**

I. PURPOSE

The purpose of this procedure is to establish standards for the governance and use of electronic mail (email) by Participants in the Pima County Information Technology (IT) Program who are provided access to Pima County email systems.

County email systems are intended to facilitate communications among Participants and other external business contacts to assist in performance of job functions. Usage of County Email System(s) is limited to County business. Each Participant has a responsibility to use an email system in a productive and acceptable manner. To achieve these objectives, those Participants utilizing County email systems shall adhere to and be bound by the requirements of this procedure.

II. DEFINITIONS

COUNTY ADMINISTRATOR - The County Administrator or designee.

ELECTRONIC MAIL (email) – Digital content that is created and disseminated ("mailed") electronically from a sender to one or more recipients in and through the Pima County IT Program. This includes any content conveyed as an attachment to or embedded into an email message. Such content, whether sent or received, is considered to be the property of Pima County. Electronic calendars integrated into County Email Systems are included in consideration of email, as it is an email transaction that sets and removes calendar appointments.

EMAIL AS A RECORD – An electronic mail message created and/or received by Participants is a record if it documents the organization, functions, policies, decisions, procedures, operations, or other activities of the County, and must be maintained in accordance with the guidelines of the Pima County Records Program.

EMAIL SYSTEM – A system used and supported in the Pima County IT Program that includes, but is not limited to, all electronic systems, computing hardware, software including operating systems of computing hardware, electronic content stored in temporary and/or permanent files, and any related systems or devices used in the transmission, receipt, and storage of email and electronic calendar appointment management.

LITIGATION HOLD – The retention of records for ongoing or foreseeable official proceedings such as audits, lawsuits, and investigations. Email messages, attachments, and associated metadata shall be preserved in their native format for litigation holds.

PARTICIPANT(S) – Individual(s) afforded access to the Pima County IT Program to include employees, contractors, volunteers and other preapproved persons who have signed Pima County Information Technology Program Acknowledgement (PCITPA) form(s) per Administrative Procedure 27-4.

PIMA COUNTY INFORMATION TECHNOLOGY PROGRAM – Comprised of all components of the IT Environment, IT Resources, Enterprise Applications, and Business Applications (as defined and the content therein as stated in BOS Policy D 27.1).

III. PROCEDURE

A. Departments shall obtain email accounts for Participants within their areas of responsibility by completing *User Request Forms (URF)* found in the Forms area of the IT Department (ITD) Intranet site. Completed forms are to be attached to Online Service Catalog requests to create new accounts.

B. Email messages are retained for a period of sixty (60) calendar days, after which they are electronically removed from the email system, unless the user account has been placed on Litigation Hold by the County Attorney or Appointing Authority.

C. The County will periodically monitor email to verify Participant conformance to this policy. Appointing Authorities may request access to monitor messages and files on County devices. Communications, including text, images, and attachments may be disclosed to law enforcement or other third parties without the consent of the Participant.

Requests to monitor user accounts:

A completed *Email Monitoring Request Form* (Attachment A) approved by the Appointing Authority shall be submitted to the CIO. This form is found in the Forms area of the PCITD Intranet site.

D. Non-exempt employees shall not access their Pima County email outside authorized work hours.

E. Participants shall access their Pima County email only through authorized County devices and other connections as determined by the County Administrator. If a Participant is uncertain whether a connection has been approved for such use, he/she must contact the ITD Network Operations Center (NOC) for additional information before proceeding.

F. Official Pima County business shall not be conducted from a Participant's private (non-County sponsored) email system. An email sent from a personal electronic mail account by a Participant conducting official Pima County business is in violation of this procedure and creates a record that is subject to public records laws. Additionally, other emails from the personal electronic mail account may become public under a discovery request when that account is impermissibly used for Pima County business.

G. Email records are subject to disclosure upon request pursuant to Arizona's Public Records law and under Administrative Procedure 4-4. No Participant has a reasonable expectation of privacy for any information found or transmitted on the County email system.

H. Departments shall complete a *Separation of Access (SOA) Form* for all Participants in the Pima County Information Technology Program whose email access must be temporarily or permanently disabled (for a variety of reasons). This form is found in the Forms area of the PCITD Intranet site. A completed form is to be attached to an Online Service Catalog request to disable the email account along with other IT Program access.

IV. GUIDELINES

A. Appropriate usage of email and County Email System shall be considered relevant to performance of County business-related duties as follows:

a. Is of the nature of County-related business which includes but is not limited to:

i. Correspondence within County government;

ii. Correspondence with entities doing business with or on behalf of Pima County;

b. Scheduling of personal appointments in an associated electronic calendar as an effective extension of one's overall job time management (lunches, meetings, etc.);

c. Sharing of County event information;

d. Sharing information within the department, with the approval of the Appointing Authority, regarding work-related social events and charitable activities.

B. Inappropriate usage of email and County Email System. Unacceptable and therefore prohibited uses of the IT Program email System include, but are not limited to:

a. Using the system for personal gain, advancement of individual views that are unrelated to the performance of official County business, or solicitation of non-County business;

b. Developing or retaining content which violates state or federal law including, but not limited to, violation of intellectual property and/or confidentiality laws;

c. Attempting to influence the outcome of an election (Arizona Revised Statutes § 11-410);

d. Using the system for political messages, unapproved charitable endeavors, solicitation of funds, advertisements, private business activities, or other unapproved non-County business-related purposes;

e. Forwarding chain letters, stories, email petitions, warnings, pictures, programs or other non-County business-related materials;

f. Sending sensitive, private and health-related information such as Social Security Numbers and personal or family member health information (to include, but not limited to, FML, ADA and Workers' Compensation) within the body of an email or as an attachment unless the email is encrypted such that only the intended recipient may de-encrypt the message;

g. Transmitting confidential information regarding personnel matters, personnel decisions, progressive discipline, or grievances, within the body of an email or as an attachment unless the email is encrypted such that only the intended recipient may decrypt the message or the communication is considered and has been labeled as legally privileged/confidential under attorney-client privilege, or unless the information has been redacted so that no personal identifying information is included;

h. Distributing content which is discriminatory, harassing, or disruptive which includes, but is not limited to, content that is sexually explicit, derogatory or abusive; threatening images; cartoons, jokes, or inappropriate or profane language;

i. Misrepresenting, obscuring or concealing the identity of sender or recipient, or routing of email or encrypting email with the intent to disguise, hide, or prevent detection of violation of this Procedure;

j. Using the County Email System for personal use without the prior written consent of the Participant's Appointing Authority;

k. Any Email System usage that could create the appearance of inappropriate use. Note that what is offensive, harassing, disruptive, illegal or contrary to policy is determined on an objective not a subjective basis: i.e., it is not an excuse that neither the sender(s) nor the recipient(s) was offended or did not consider the contents harassing, disruptive, illegal or contrary to policy.

C. Shared Email Accounts: Participants may not intercept, record, receive, access, read or alter another Participant's email without authorization. Sharing of individual email accounts or usage authentication credentials is prohibited; the exception being if Participants are sharing a generic email account for business purposes. An example is a common generic email account used by multiple Participants for handling requests that come from internal (to County government) and/or external customers, such as a generic Service Desk account which is monitored by several Participants.

D. Shared Electronic Calendar within Email System: Participants are free to share their Email System calendar to facilitate efficient time management and planning. This includes designating Participants the ability to set calendar appointments on behalf of another Participant.

E. Participant Email Signature: Email applications can be configured to automatically include an electronic signature containing a Participant's identification and contact information in a message. Participants are encouraged to configure this feature of the Email System. However, Participants are reminded that email messages created, replied to, or forwarded are not personal messages, nor are they a public forum for expression of personal and private opinions. Any email sent from a Pima County email account shall not contain any extraneous statement, saying, symbol, or link to any matter that is not a formal Pima County statement, symbol, or link. Signatures may contain a Pima County symbol (such as the County seal) and links to Pima County web pages, but may not contain any personal opinion, personal quotation or non-County symbol, without the written approval of the County Administrator.

An email signature shall be modest in size and may contain a Participant's:

a. Name
b. Title
c. Certifications
d. Business phone numbers
e. Address/location
f. Department and Division name

An email signature may not contain the following:

a. Logos
b. Quotes
c. Electronic Business Card

V. RESPONSIBILITY

A. The County Administrator shall determine:
   a. The Email System(s) to be used within Pima County departments
   b. The maximum amount of individual Participant email storage in an appropriate Email System(s)
   c. The maximum size of content attached to an email message
   d. The appropriate companion Business Application to the Email System which will filter incoming email content for inappropriate materials and "spam"

B. Departments will collect, maintain, and share correct email address information with other County departments to facilitate efficient addressing and delivery of email throughout the County Email System(s).

C. All Participants must be familiar with this Administrative Procedure as well as Administrative Procedure 27-4: Pima County Information Technology Program, and BOS Policy D 27.1: Pima County Information Technology Program in order to understand concepts and terminology. Participants are also required to annually acknowledge that they have read and understand the aforementioned Policy and Procedures.

D. Implementation of and adherence to this policy resides at all levels of the County. Adherence to all federal and state laws is a Participant's responsibility. Any Participant in the IT Program found in violation of this Procedure will be subject to appropriate corrective action, up to and including termination of employment or business relationship.

References: Board of Supervisors Policy D 27.1
Administrative Procedure 4-4
Administrative Procedure 4-5
Administrative Procedure 27-4

Attachment A

PIMA COUNTY
INFORMATION TECHNOLOGY

EMAIL MONITORING REQUEST FORM

Complete and submit this form to Pima County Information Technology Department per the instructions (III C).
All records will be provided electronically unless otherwise specified.

INITIATION REQUEST DATE: _____

NUMBER OF MONITORING DAYS
☐30 ☐60 ☐90

EMPLOYEE INFORMATION

EMPLOYEE NAME _____ *EIN* _____ *SIGNATURE* _____

AUTHORIZED INDIVIDUALS

Individuals authorized to release the monitoring:

Individuals authorized to obtain monitoring information:

PROBABLE CAUSE/REASON FOR MONITORING

ADDITIONAL INFORMATION REGARDING THIS MONITORING REQUEST

FORM COMPLETED BY _____ *PHONE* _____

At the end of the time period requested above email monitoring shall end, unless a new request is submitted to extend the monitoring period. Additionally, at the end of the monitoring period, any email records in excess of the County's email retention period (60 days) shall be electronically removed and shall no longer be available.

APPOINTING AUTHORITY NAME/SIGNATURE _____ *DATE* _____

To end email monitoring earlier than the time frame specified above, complete the following release: *END DATE* _____

AUTHORIZED PERSON (AS LISTED HEREIN) _____ *DATE* _____

2/19/2016

SAMPLE