

POLICY STATEMENT: No. 3 21.00

COORDINATED BY: Office of Business Affairs / Department of Information Technology Services

EFFECTIVE: June 16, 2008

SUBJECT: Use of Electronic Mail (e-mail)

1.0 PURPOSE

This Policy Statement applies to all users of the Louisiana State University Shreveport ("LSUS" or the "University") electronic mail (e-mail) system regardless of affiliation, and irrespective of whether accessed from on-campus or off-campus locations, whether hosted on-campus or outsourced. Expressly, this policy applies to any user who has an LSUS e-mail address (@*.lsus.edu). Specifically, this Policy Statement establishes important guidelines and restrictions regarding any and all use of e-mail at LSUS, including retention and retraction of e-mail. E-mail has become a valuable tool for accomplishing the University's daily academic, educational, public service, and research initiatives, and is an official means for communication within the University. Messages must be composed in ways that reduce the possibility of ambiguity or confusion as to destination, intent or source.

In addition, e-mail is continuously being stored, accessed, and transmitted electronically, which increases the risk of unauthorized access, disclosure, or modification of *data* contained within e-mail messages. Everyone associated with providing and using e-mail must be diligent in their protection of *data*, use of *computing resources*, and compliance with PS 1 17.03 and other policies and directives. **Ordinary e-mail must NOT be considered a secure method for transmitting protected information.**

As outlined in PS 1 17.03, violations of this policy may result in sanctions, such as terminating access to *computing resources*, disciplinary action up to and including separation from the University, civil liability, and/or criminal sanctions.

2.0 DEFINITIONS

For the purposes of this Policy Statement, the following definitions shall apply:

"Computing resources" shall be defined as all devices (including, but not limited to, personal computers, laptops, PDAs and smart phones) owned by the University, the user or otherwise, which are part of or are used to access (1) the LSUS network, peripherals, and related equipment and software; (2) *data* communications infrastructure, peripherals, and related equipment and software; (3) voice communications infrastructure, peripherals, and related equipment and software; (4) and all other associated tools, instruments, facilities, and the services that make use of any technology resources owned, operated, or controlled by the University. *Computing resources* or components thereof may be individually assigned or shared, single-user or multi-user, stand-alone or networked, and/or mobile or stationary.

"Data" shall include all information that is used by or belongs to the University or that is processed, stored, maintained, transmitted, copied on, or copied from University *computing resources*.

"Forged communications" (sometimes referred to as "spoofing") shall be defined as e-mails that are made to appear as if they originated from an organization or individual other than the individual from whom the message was actually sent.

"Protected information" shall be defined as *data* that has been designated as private, protected, or confidential by law or by the University. *Protected information* includes, but is not limited to, employment records, medical records, student records, education records, personal financial records (or other individually identifiable information), research *data*, trade secrets, and classified government information. *Protected information* shall not include public records that by law must be made available to the general public. To the extent there is any uncertainty as to whether a piece of *data* constitutes *protected*

information, the *data* in question shall be treated as *protected information* until a determination is made by the University.

3.0 GENERAL POLICY

The official means of electronic communication by the University to faculty, staff, and students shall be the individual's LSUS (@lsus.edu) e-mail address. Rerouting of information (i.e. links, attached files, etc.) cannot, and will not be guaranteed beyond the LSUS primary e-mail gateway.

LSUS e-mail users are required to comply with federal and state law, University policies, and standards of professional and personal ethics and conduct. All communications sent via e-mail shall be consistent with applicable administrative policies, including, but not limited to, PS 1 17.03.

Individuals to whom LSUS e-mail accounts are assigned are responsible for managing and monitoring their accounts, and for actions taken with their accounts. Accounts and account passwords are not to be sold, rented, transferred, or shared with any other person.

Unless an individual or an organization has explicitly solicited anonymous comments or input, all communications sent using any LSUS technology service or facility must clearly identify the actual sender by a valid address in the basic header or in the message text. The deliberate creation or facilitation of misleading or *forged communications* is prohibited under any circumstance.

No one may imply or state in an e-mail that they represent or speak on behalf of LSUS, or any organizational element of LSUS, unless they are empowered to do so by virtue of their assigned duties or they have been formally authorized by the University.

Protected institutional and personal information shall not be sent via e-mail outside the confines of the LSUS campus network, unless specific steps are taken to ensure that the transmission or content of the e-mail is secure and encrypted in accordance with University standards, and the personal information therefore provided this additional level of protection.

Backups of e-mails stored on central University e-mail servers managed by Information Technology Services and messages marked as deleted held in retention by the central system shall be retained by the University for 7 days. Weekly backups are retained for 32 days. Monthly backups are retained for 366 days.

All mailing lists supported by University resources shall be owned and sponsored by a unit or individual employed or enrolled as a student by LSUS. By agreeing to own or sponsor a University mailing list, the owner/sponsor assumes the responsibility of day-to-day monitoring and operation of the list.

4.0 ELIGIBILITY

The use of a University e-mail account is a privilege granted by the University, in its sole discretion, to facilitate the University's mission. No student employee or other person or entity has a right to a University e-mail account. University e-mail accounts (@*.lsus.edu) shall be provided to active faculty, staff, and students in support of University operations and initiatives. When an individual's affiliation with the University ends, eligibility to use a University provided e-mail account also ends. The University may elect to continue the account for use by the individual as necessary to further University missions. However, the eligibility of these individuals requires initial and periodic verification of need by a Dean, Director, or Department Head. Requests must be submitted in writing to the Chief Information Officer, and accompanied by the reason, name, and contact information of the sponsoring Dean, Director, or Department Head and the length of time for which the access will be required.

5.0 NAMING CONVENTION

As with any and all official communication that carries the LSUS name, it is important that users be cognizant that the University image is always under scrutiny and that an identified, regulated standard for assigning e-mail accounts is necessary. Employees and affiliated individuals who are granted an LSUS e-

mail account will receive an address in a format determined by the University that is distinguishable, as well as unique.

6.0 RETRACTION

Messages sent via University e-mail shall not be retracted by the information technology organization without an official request from a Dean, Director, or Department Head. Such requests must be submitted in writing to the Chief Information Officer, or his designee. However, such retractions do not guarantee that an unintended message will not be read, as once such messages are routed to the Internet beyond the boundaries of the University network, the feasibility of effecting a retraction is nil. Retractions are only effective in those limited cases where the sender and receiver are on the LSUS-maintained e-mail system, and such messages have not been opened by the recipient.

7.0 ACCOUNT RETENTION

Procedures:

- Students: E-mail accounts shall be retained indefinitely.
- Faculty/Staff who have resigned: E-mail account shall be terminated on date of departure from the university.
- Faculty/Staff who have retired: E-mail account shall be retained as long as the account is actively being used.

8.0 MAIL STORAGE AND RETENTION

Each University e-mail account has a designated and limited amount of server side storage. A warning message will be sent to the user when 85% of the mailbox storage limit is reached. If the user reaches the designated amount of server side storage for e-mail, they will no longer be able to send new messages. Once a user exceeds the designated amount of server side storage for e-mail, the user will no longer be able to send or receive e-mail, and any messages sent to the user's mailbox will be rejected. Users that require additional storage space can utilize Personal Folders to archive the additional e-mail to files on desktops. **University employees should archive all e-mails which constitute public records and retain them for three (3) years from creation. Duplicates need not be retained.**

9.0 EMAIL DISCLAIMER

The following University approved email disclaimer will automatically appear at the bottom of all email messages:

This message is intended only for the use of the Addressee(s) and may contain information that is PRIVILEGED, CONFIDENTIAL, and/or EXEMPT FROM DISCLOSURE under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein is STRICTLY PROHIBITED. If you received this communication in error, please destroy all copies of the message, whether in electronic or hard copy format, as well as attachments and immediately contact the sender by replying to this email.

10.0 PRIVACY AND APPLICABILITY OF LAWS AND POLICIES

This policy clarifies the applicability of law and certain other University policies to e-mail. Users are reminded that usage of LSUS's *computing resources*, including e-mail, is subject to all University policies. The University encourages the use of e-mail, respects the privacy of users, and does not wish to inspect or monitor e-mail routinely, or to be the arbiter of its contents. Nonetheless, e-mail and data stored on the University's network of computers is the property of the University and is accessed by the University for the following purposes:

- Routine backups
- Troubleshooting hardware and software problems
- Preventing unauthorized access and system misuse
- Retrieving business related information*
- Investigating potential violation of University policy or local, state or federal law*
- Complying with legal requests for information*

