

Idaho Technology Authority (ITA)

ENTERPRISE POLICY – P1000 GENERAL POLICIES

Category: P1040 – EMPLOYEE EMAIL AND MESSAGING USE

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I. AUTHORITY

Authority: Idaho Code § 67-833(3)

Idaho statute states in part “the Idaho Technology Authority shall:

Within the context of its strategic plans, establish statewide information technology and telecommunications policies, standards, guidelines, conventions, and comprehensive risk assessment criteria that will assure uniformity and compatibility of such systems within state agencies;”

II. ABSTRACT

The purpose of this policy is to ensure proper and efficient use of the State of Idaho’s email and messaging systems by its employees.

III. DEFINITIONS

Email and messaging – Email and messaging is any electronic communication between two or more individuals through software specifically designed for the purpose of sending and receiving email and messages. Email and messaging may contain any form or combination of files or data associated with the creation, authoring, transmitting, or storing of email and messaging communications in addition to the use of instant messaging applications.

IV. POLICY

1. Email and messaging are tools intended for business communications. Users have the responsibility to use these resources in an efficient, effective, ethical, and lawful manner. Email and messaging communications must comply with all applicable laws, regulations, and generally accepted business etiquette.
2. State Employees may occasionally use email and messaging for individual, nonpolitical purposes on their personal time, if such use does not violate the terms and conditions of this policy or interfere with State business.
3. All email and messaging accounts are the sole property of the State of Idaho. The State entity has the right to monitor any employee's email and messaging account. Any unauthorized or inappropriate use discovered during such monitoring activities shall be formally reported to department management for determination of appropriate action.
4. Users should not expect their email and messaging communications, documents, or other information sent or received via State of Idaho email and messaging systems to be private and should not use the email and messaging systems for matters that are not intended for public disclosure. Confidential matters, permitted by law, should be so marked and include a warning regarding accidental transmission to a third-party.
5. Email and messaging content are considered State property and may constitute official records of the State of Idaho, and are subject to each agency's existing document retention policy. Electronic mail and messages are subject to the public records law insofar as these records are retained by an agency. Sending data via electronic mail and messaging may be construed the same as sending correspondence on official memo or letterhead.
6. Use of the State's email and messaging systems as described below is **strictly prohibited**. Users who receive such information should not forward or respond to it, but should immediately report its receipt to their supervisors for proper disposition.
 - A. Knowingly or intentionally creating, publishing, transmitting, and/or exchanging email and messaging content that is inappropriate, offensive, harassing, obscene, or threatening;
 - B. Creating or distributing electronic mail and messaging containing defamatory, false, inaccurate, abusive, threatening, racially offensive or otherwise biased, discriminatory or illegal material;
 - C. Requesting, viewing, or distributing email and messaging that is obscene, pornographic, profane, or sexually oriented material;

- D. Using email and messaging to violate laws, rules, and regulations prohibiting sexual harassment;
 - E. Using email and messaging to encourage the use of controlled substances for criminal or illegal purposes;
 - F. Using email mail and messaging to engage in any activities for personal gain;
 - G. Using email and messaging to distribute copyrighted information without permission;
 - H. Using email and messaging to distribute advertisements for commercial enterprises, including but not limited to, goods, services, or property unless such advertisements are part of requested vendor information to be used in carrying out State business;
 - I. Using email and messaging to violate or infringing upon the rights of others;
 - J. Using email and messaging to conduct business unauthorized by the department;
 - K. Using email and messaging to transmit incendiary statements, which might incite violence or describe or promote the use of weapons;
 - L. Using email and messaging to conduct any non-department supported fund raising or public relations activities;
 - M. Using email and messaging to exchange proprietary information, trade secrets, or any other privileged, confidential, or sensitive information that is not authorized;
 - N. Using email and messaging to create or exchange solicitations, chain letters, and other unsolicited email and messaging;
 - O. Using email and messaging to register to non-State business related list servers without proper authorization. Subscription to such a service can result in an overload of received messages directly impacting the performance of State email and messaging systems;
 - P. Using email and messaging to engage in any political activity prohibited by law; and
 - Q. Using the email and messaging system for any illegal purpose.
7. Users may not knowingly or willfully create or propagate any computer virus, malware, or other destructive program code.

8. Individual use of the email and messaging systems is subject to monitoring by the respective State entity or, upon request by the State entity, by authorized Information Technology Services (ITS) staff.
9. Violations of this policy may result in disciplinary action.

V. EXEMPTION PROCESS

Refer to ITA Policy [P1010](#) (Information Technology Policies, Standards, and Guidelines Framework)

VI. PROCEDURE REFERENCE

Standards for employee email and messaging use are detailed in ITA Standard [S2120](#) (Email and Messaging).

VII. CONTACT INFORMATION

For more information, contact the ITA Staff at (208) 605-4064.

VII. RESPONSIBILITY

Employees using the email and messaging systems are deemed to have accepted the responsibilities and obligations imposed by federal, state, and local laws and regulations as well as ITA and department adopted policies, procedures, standards, and guidelines.

1. Users should not pursue, obtain, exchange, or distribute any non-authorized information that could cause congestion or disruption to email and messaging systems, such as graphics, audio or video clips, or content in violation of any licensing agreement.
2. Users shall not access another's email and/or messaging system content without authorization from that user or that user's supervisor.
3. Users must not compromise the privacy of their password by giving it to others or exposing it to public view. Passwords should be changed on a regular basis.
4. Users should schedule, wherever possible, communications-intensive operations such as large file transfers, mass email and messaging, or other high-volume operations for off-peak usage times.

REVISION HISTORY

05/30/19 – Modernized terminology and definitions.

07/01/18 – Updated Idaho statute references.

07/16/14 – Updates Section I. Authority to be consistent with Idaho statute.

07/01/13 – Changed “ITRMC” to “ITA”.

06/16/09 – Added Exemption Process and Procedure Reference to this policy; changed the layout and deleted Timeline.

11/15/06 – Updated Authority section to reference Executive Order 2005-22.

Date Established: October 17, 2001