



Idaho State University

POLICIES AND PROCEDURES

Information Technology Services

Electronic Messaging

ISUPP 2470

POLICY INFORMATION

Policy Section: *Information Technology Services*

Policy Title: *Information Technology Services Electronic Messaging*

Responsible Executive (RE): *Chief Information Officer*

Sponsoring Organization (SO): *Information Technology Services*

Dates: Effective Date: *March 28, 2016*

Revised: *May 4, 2018*

Review Date: *May 2018*

I. INTRODUCTION

It is the objective of Idaho State University (ISU or University) to establish rules for the acceptable use of Electronic Mail and messaging systems.

II. DEFINITIONS

- A. **Electronic Mail:** Electronic Mail (e-mail) is any electronic communication between two or more individuals and may contain any form or combination of text, audio, video, drawings, or photographic representation.
- B. **Information:** A data set that is considered valuable to an organization. Information is classified in the *Information Technology Services Asset Management ISUPP 2430*.
- C. **IT System:** ISU's data processing hardware, software, data transmission equipment and infrastructure, data storage devices, and the electronic Information stored, processed, or transmitted via these components (including Electronic Mail).

III. POLICY STATEMENT

Electronic Mail is a tool for business communications. Users of electronic messaging systems have the responsibility to use this resource in an efficient, effective, ethical, and lawful manner.

IV. AUTHORITY AND RESPONSIBILITIES

All members of the ISU community, including students, faculty, staff, retirees, alumni, volunteers, contractors, and visitors are responsible for protecting Information and the IT System.

The Information Technology Services department is charged with seeing that all procedures are followed and for taking corrective action when Information and/or the IT System is or may be compromised.

V. PROCEDURES TO IMPLEMENT

- A. ISU email accounts are provided to students, faculty and staff to facilitate communication within the University and to outside parties, to promote services and functions involving the University. ISU email accounts are the property of ISU and therefore the University reserves the right to (1) restrict access to email accounts and (2) access, search, download, copy, and/or disclose to third parties Information within any email account or Information regarding email account activity pursuant to ISU policy or applicable state or federal law or regulations. Violations of this policy may result in disciplinary action (see *Information Technology Services Compliance and Sanctions ISUPP 2460*).
- B. Idaho State University supports the basic right to privacy for all members of the University community. Nevertheless, as a public institution, under some circumstances, the University is subject to the public records laws of the State of Idaho and of the federal government. Additionally, network maintenance may require the monitoring of network traffic. The University does not ordinarily review the content of such traffic but an incident may occur where there is a legitimate reason to access files and accounts of its employees or students, including the investigation of complaints of abuse or misuse. It is, therefore, unreasonable for users of Idaho State University's IT System to have an expectation of privacy in the use of such resources. Requests for access to, or review of the content or account activity of any ISU email account, must be made pursuant to ISU policy, state or federal law, and must be made in writing to the Office of General Counsel and the CIO. The Office of General Counsel and the CIO will determine whether such requests will be approved.

- C. The primary purpose of e-mail is to conduct official University business. All individuals using an ISU email account may occasionally use Electronic Mail for individual non-political purposes on their personal time, if such use does not violate the terms and conditions of this policy or interfere with ISU business. Individuals may use the system to communicate with elected representatives to express their opinion on political issues.
- D. Use of the e-mail system as described below is strictly prohibited:
1. Knowingly or intentionally creating, publishing, transmitting, and/or exchanging messages that are harassing, obscene, or threatening;
 2. Creating or distributing e-mail containing defamatory, false, threatening, discriminatory, or illegal material;
 3. Requesting, viewing, or distributing obscene or pornographic material unless the respective Vice President approves in writing and such use is specifically related to an academic discipline or grant/research project;
 4. Violating laws, rules, and regulations prohibiting sexual harassment;
 5. Encouraging the use of controlled substances for criminal or illegal purposes;
 6. Engaging in any activities for commercial or personal profit-making purposes or for personal benefit where such use is not academic or work-related;
 7. Distributing copyrighted Information without permission;
 8. Distributing 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 ISU business;
 9. Transmitting incendiary statements that might incite violence;
 10. Exchanging proprietary Information, trade secrets, or any other privileged, confidential, or sensitive Information that is not authorized;
 11. Using the system for any illegal purpose.
- E. Google Apps accounts (Gmail, Calendar Contacts, etc.) for those leaving ISU will be disabled 35 days after their last day of work with the following exceptions:
1. Students eligible to register (typically up to eight (8) semesters after the last class taken)
 2. Alumni
 3. Retirees

In certain cases ISU Google Apps accounts may be disabled sooner, for example, in the event of involuntary termination, or in cases when the ISU Google Apps account is critical

to a department's communication function. If the latter, and the individual is eligible to retain an ISU Google Apps account, a replacement account will be provided.

VI. REFERENCES

State of Idaho Employee Electronic Mail and Messaging Use, policy P1040
(<https://ita.idaho.gov/psg/p1040.pdf>)