

CITY OF ST. LOUIS
Information Systems
POLICIES
SUBJECT: Information Systems E-Mail Policy

Issued: ITPOSEC00002 Revision:
Supersedes:
Effective: November 1, 1999

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1. E-mail Overview

Electronic mail is a City of St. Louis resource and is provided as a business communications tool. All electronic mail is a public record and maybe subject to inspection and disclosure and scheduled retention and disposition. Employees should have no expectation of privacy in their use of electronic mail.

2. Responsibilities

a. The City of St. Louis

Implement, maintain, and communicate to all employees the policy on electronic mail (e-mail) uses.

b. Agencies/Departments

Develop procedures as appropriate to implement the Agency/Department e-mail policy. These procedures should: specify whether e-mail documents should be filed electronically or as paper; establish appropriate use of e-mail within the city=s policy; establish procedures, where applicable, for providing public access to electronic files and establish fees charged for requests; and monitor compliance with policy.

c. Information Systems

Support and maintain the e-mail system; provide routine backup and off-site storage of e-mail files for disaster recovery purposes.

d. City employees

Compliance with city policies.

3. Privacy/Public Access

a. Monitoring E-mail

The City of St. Louis reserves the right to monitor e-mail messages and to access employee e-mail.

b. E-mail Privacy

No employee will read e-mail received by another employee when there is no business purpose for doing so.

c. E-mail Identification

No employee will send e-mail under another employee=s name without Appointing Authority authorization.

d. E-mail Modification

No employee will change any portion of a previously sent e-mail message without authorization.

4. Appropriate Use

a. Business Use

E-mail will be used for business matters directly related to business activities of The City of St. Louis and as a means of providing services that are efficient, complete, accurate, and timely.

b. Non-business Use

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E-mail will not be used for personal gain, outside business activities, political activity and fund-raising, or charitable activity not sponsored by The City of St. Louis.

E-mail will not be used to promote discrimination on the basis of race, color, national origin, age, marital status, sex, political affiliation, religion, disability, or sexual harassment; or to promote personal, political, or religious business or beliefs.

c. Broadcast Messages

Messages that are sent to large number of users must be submitted in writing to the Chief Information Officer for review. Approved messages will be scheduled for overnight delivery.

d. Disruptive Software

No employee may use the City's e-mail facilities to deliberately propagate any virus, worm, Trojan horse, trap-door program code, or any destructive program.

No employee may use the City's e-mail facilities knowingly to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user.

5. Filing and Retention

a. City's Retention

The City of St. Louis policy is to provide for efficient retention of e-mail communications. E-mail communications may be considered public records and retention and disposition of public records is authorized by the following retention schedules;

<u>Area</u>	<u>Retention</u>
Open items	Three (3) days
Unopened items	Sixty (60) days
Sent items	Three (3) days
Trash	One (1) day Items placed in the trash bin will be deleted from that day's backup.

b. Agencies/Departments Retention

Agencies/Departments may retain e-mail by printing a hard copy and/or saving the document electronically to a disk drive. Agencies/Departments are responsible for developing filing systems which include e-mail and are responsible for instructing employees on the appropriate use of these systems.

c. Filing of Records

When appropriate, e-mail messages may be filed with program records and assumes the same retention as the records they are filed with. When e-mail records do not relate obviously or directly

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to a program, they may be filed as correspondence.

d. Attached Files

Some e-mail systems enable users to enclose or attach records to messages. These enclosed or attached records need to be filed according to their function and content, and they will assume the retention of the records they are filed with.

e. System Backup

Every week night the e-mail system is backed up incrementally with a full back every weekend. After the full backup on the weekend the previous week=s backup and all incremental backups are erased.

If you wanted to have any e-mail item deleted from the system before the nightly backup you should delete that item and then empty your trash container before 5:00 p.m... This will delete the e-mail from system before any backups have taken place. If the e-mail is left in the system over night, the information will be retained in the backups until after the weekend backup.

6. Disciplinary Action

a. Loss of privilege

Employees found to have violated any provision of this policy may immediately lose their privilege to the e-mail system. Reinstatement of e-mail privileges will require written authorization from their Appointing Authority.

b. Disciplinary

Employees found to have violated any provision of this policy may be subject to appropriate disciplinary action as determined by the Appointing Authority.

7. Policy Feedback

The Information Technology committee will be reviewing this policy and all Information Technology polices on a regular basis. Your feedback concerning these policies is important to this review process; please forward all comments to

Information Technology Committee
1200 Market Street, Room 214
St. Louis, Missouri 63103