

Polk County Wisconsin

EMAIL ACCEPTABLE USE POLICY

Policy 903

Effective Date: 06-16-09

Revision Date:

Email is a critical mechanism for business communications at Polk County. However, use of Polk County's electronic mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals of Polk County.

The objectives of this policy are to outline appropriate and inappropriate use of Polk County's Email systems and services in order to minimize disruptions to services and activities, as well as comply with applicable policies and laws.

Scope

This policy applies to all Email systems and services owned by Polk County, all Email account users/holders at Polk County (both temporary and permanent), and all county Email records.

Account Activation/Termination

Email access at Polk County is controlled through individual accounts and passwords. Each user of Polk County's Email system is required to read and sign a copy of this Email Acceptable Use Policy prior to receiving an Email access account and password. It is the responsibility of the individual person to protect the confidentiality of his or her account and password information.

Employees of Polk County may receive an Email account. Email accounts will be granted to third party non-employees on a case-by-case basis. Possible non-employees that may be eligible for access include:

- 1 Contractors
- 2 Business Associates
- 3 County Supervisors

Applications for these temporary accounts must be submitted to Polk County's Information Technology Department. All terms, conditions, and restrictions governing Email use are included in this Email Use Policy and must be signed, prior to setup and activation of such Email accounts.

Email access will be terminated when the employee or third party terminates their association with Polk County, unless other arrangements are made. Polk County is under no obligation to store or forward the contents of an individual's Email inbox/outbox after the term of his or her

employment or service has ceased.

General Expectations of End Users

The county often delivers official communications via Email. As a result, individual users of Polk County Email accounts are expected to check his or her Email in a consistent and timely manner so that he or she is aware of important county announcements and updates, as well as for fulfilling business and role-oriented tasks.

Email users are responsible for mailbox management, including organization and cleaning. This shall include, but not limited to; moving all business-related attachments to a network drive for storage, deleting unsolicited and unwanted junk mail, empty deleted and junk email folders, and archiving all business email that is older than 30 days.

If a user subscribes to a mailing list, he or she must be aware of how to unsubscribe from the list, and is responsible for doing so in the event that their current Email address changes.

Email users are expected to remember that Email sent from the county's Email accounts reflects on the county. Please comply with normal standards of professional and personal courtesy and conduct.

Appropriate Use

Individuals at Polk County are encouraged to use Email to further the goals and objectives of Polk County. The types of activities that are encouraged include:

- 1 Communicating with fellow employees, business partners of Polk County, and clients within the context of an individual's assigned responsibilities.
- 2 Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- 3 Participating in educational or professional development activities.

Inappropriate Use

Polk County's Email systems and services are not to be used for purposes that could be reasonably expected to strain storage or bandwidth (e.g. Emailing large attachments instead of pointing to a location on a shared drive). Individual Email use will not interfere with others' use and enjoyment of Polk County's Email system and services. Email use at Polk County will comply with all applicable laws, all Polk County policies, and all Polk County contracts.

The following activities are deemed inappropriate uses of Polk County systems and services and are prohibited:

- 1 Use of Email for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, marketing, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
- 2 Viewing, copying, altering, or deletion of Email accounts or files belonging to Polk County or another individual without authorized permission.
- 3 Use of personal web mail accounts to perform county business-related communications and transactions.
- 4 Sending of unreasonably large Email attachments. The total size of an individual Email message sent (including attachment) should be 10MB (megabytes) or less. Larger files will need to go through Information Technology Department.
- 5 Opening Email attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
- 6 Sharing Email account passwords with another person, or attempting to obtain another person's Email account password. Email accounts are only to be used by the registered user.
- 7 Polk County allows only limited personal use for communication with family and friends, independent learning, and public service so long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a 10% of allocated resources. This equates to 10MB of the 100MB resource allocation on Polk County's email server. Polk County prohibits personal use of its Email systems and services for unsolicited mass mailings, non-Polk County commercial activity, political campaigning, dissemination of chain letters or jokes, and use by non-registered employees.

Monitoring and Confidentiality

The Email systems and services used at Polk County are owned by the county, and are therefore its property. This gives Polk County the right to monitor any and all Email traffic passing through its Email system. This monitoring may include, but is not limited to, inadvertent reading by IT staff during the normal course of managing the Email system, review by the legal or security team during the Email discovery phase of litigation, observation by management in cases of suspected abuse or to monitor employee efficiency. IT Staff will read any and all e-mails sent and received when assisting county record custodians in completing requests for public records under Wisconsin's Public Records Law.

In addition, archival and backup copies of Email messages shall exist, despite end-user deletion, in compliance with Polk County's records retention policy. The goals of these backup and archiving procedures are to ensure system reliability, prevent business data loss, meet regulatory and litigation needs, and to provide business intelligence.

Backup copies exist primarily to restore service in case of failure. Archival copies are designed for quick and accurate access by county delegates for a variety of management and legal needs. Both backups and archives are governed by the county's document retention policies and / or ordinances.

All Email users shall have no expectation of privacy, while using Polk County's email system. If Polk County discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, Email records may be retrieved and used to document the activity in accordance with due process.

Use extreme caution when communicating confidential or sensitive information via Email. Keep in mind that all Email messages sent outside of Polk County become the property of the receiver. A good rule is to not communicate anything that you wouldn't feel comfortable being made public. Demonstrate particular care when using the "Reply" command during Email correspondence to ensure the resulting message is not delivered to unintended recipients.

Reporting Misuse

Any allegations of misuse should be promptly reported to your department supervisor or department head. If allegations of misuse involve a County Supervisor, department supervisor or department head, you shall report the actions to the Employee Relations Director and / or the Information Technology Director for proper handling and documentation. Finally, if allegations of misuse involve a non-county employee, it shall be reported to the County Board Chair for action.

If legal action is warranted, Employee Relations and / or Information Technology will request services from Corporate Counsel. Allegations of misuse will be adjudicated according to established procedures. If you receive an offensive Email, do not forward, delete, or reply to the message. Instead, report it directly to the individual named above.

Disclaimer

Polk County assumes no liability for direct and/or indirect damages arising from the user's use of Polk County's Email system and services. Users are solely responsible for the content they disseminate. Polk County is not responsible for any third-party claim, demand, or damage arising out of use the Polk County's Email systems or services.

Failure to Comply

Violations of this policy will be treated like other allegations of wrongdoing at Polk County. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for inappropriate use on Polk County's Email systems and services may include, but are not limited to, one or more of the following:

1. Temporary or permanent revocation of Email access;
2. Disciplinary action according to applicable Polk County policies;
3. Termination of employment; and/or
4. Legal action according to applicable laws and contractual agreements;
5. Censure by the County Board of Supervisors

Email User Agreement

I have read and understand the Email Acceptable Use Policy. I understand if I violate the rules explained herein, I may face legal or disciplinary action according to applicable laws or county policy.

Name: _____ Signature: _____

Department Head : _____ Date: _____

County Board Supervisor: _____