

<b>NORTH CAROLINA DEPARTMENT OF COMMERCE</b>	<b>Policy# MIS-2</b> <b>Title: E-mail Use Policy</b>
<b>Effective Date: February 17, 2004</b> <b>Revisions:</b>	<b>Administering Authority:</b> <b>Management Information Systems</b>
<b>Statutory Authority: N/A</b>	

### 1.0 Purpose

The purpose of this policy is to protect the public image of the North Carolina Department of Commerce when e-mail is distributed to outside destinations. The general public will tend to view that message as an official policy statement from the North Carolina Department of Commerce.

### 2.0 Scope

This policy covers appropriate use of any e-mail sent from a North Carolina Department of Commerce e-mail address and applies to all employees, vendors, and agents operating on behalf of the North Carolina Department of Commerce.

### 3.0 Policy:

**3.1 Prohibited Use.** The Commerce e-mail system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any e-mails with such content from any Commerce staff member or contractor should report the matter to the Commerce Human Resources office immediately.

**3.2 Personal Use.** Using Commerce resources for personal e-mail is acceptable so long as the following four (4) conditions, as defined in the North Carolina Integrated Information Network policy are met:

- a. The direct measurable cost to the public is none or is negligible or access supports the mission of the agency;
- b. There is no negative impact on employee performance of public duties;
- c. The policy is applied equitably among all employees of the agency;
- d. Employees shall reimburse the agency if costs are incurred, provided that costs may be incurred only in critical situations.

However, non-work related e-mail shall not be saved on state owned equipment. These restrictions also apply to the forwarding of e-mail messages received by a Commerce employee.

**3.3 Monitoring.** Commerce employees shall have no expectation of privacy regarding any e-mail, document or other electronic correspondence they prepare, store, send, or receive utilizing Commerce's e-mail system and/or computer systems. Commerce's MIS

Security officer routinely executes software to monitor and report on e-mail and network usage activity without prior notification to users.

**3.4 Email Forwarding.** Under no circumstances shall auto-forwarding rules be established on any state owned email system which would result in official state government email correspondence being forwarded to any email system not owned and operated by a North Carolina State Government entity.

#### **4.0 Enforcement**

Any employee found to have violated this policy may be subject to disciplinary action consistent with Office of State Personnel and NC Department of Commerce policy, up to and including termination of employment.

## **5.0 Definitions**

### **Term**

### **Definition**

E-mail

The electronic transmission of information through a mail protocol such as SMTP or IMAP. Typical e-mail clients include Eudora and Microsoft Outlook.

Forwarded e-mail

E-mail that is sent from the original recipient to another e-mail address.

Sensitive information

Information is considered sensitive if it can be damaging to Commerce or its customers' reputation.

Unauthorized Disclosure

The intentional or unintentional revealing of restricted information to people, both inside and outside Commerce, who do not have a need to know that information.

## **6.0 Revision History**