

University of New England Information Technology Directorate

Email Operating Procedure

(Revision of "Email Usage Policy" approved VCC, February 2002)

References:

Approved By: Peter Edwards, Director ITD
Date: July 2004
Revision No.: 2.6
Author: Martina Linnemann / Terry Cooke
Access Level: Public

Related Policies & Documents:

Email List Operating Procedure

- i. Facilities.
- ii. Security Policy.
- iii. Conditions of Use
- iv. RMO Records Management Standard No. 5 – Electronic Records
- v. UNE Records Management Policy
- vi. UNE Email Usage Guidelines
- vii. UNE Code of Conduct

Preamble:

1. Guidelines:

- 1.1. This operating procedure will be implemented under the direction of the Director of ITD.
- 1.2. The operating procedure will be made publicly available and communicated to the University community.
- 1.3. This operating procedure is to be read in conjunction with the related policies and documents listed above, any other relevant University policy documents and relevant State and Federal legislation.
- 1.4. Changes to this operating procedure must be made in accordance with ITD's "Submission & Approvals Process for New & Amended Policy".
- 1.5. This operating procedure will be reviewed every twelve months.

2. Objectives:

- 2.1. This operating procedure outlines the conditions of use of the UNE's electronic mail (email) service. This service is provided to the UNE community in order to support its teaching, learning, research and administrative activities.

Operating procedure:

3. Scope:

- 3.1. This operating procedure applies to all members of the University community.

4. Operating procedure:

4.1. Email Accounts

4.1.1. Email accounts are available to all staff members, students and approved affiliates of the University of New England.

4.1.2. Each staff member, student or approved affiliate with an email account will be assigned a mailbox on UNE's mail server. Current quota limits as defined and published by the ITD Data Centre apply to the mailbox.

4.2. Naming conventions of Email accounts:

4.2.1. Staff members

A staff member's mailbox name will be the same as the account name that is assigned by the User Registration System. The default email address will be accountname@une.edu.au e.g. (currently) abloggs@une.edu.au

An email alias may be requested by a staff member. The format is firstname.lastname (e.g. alfonso.bloggs@une.edu.au). or preferredname.lastname (fred.bloggs@une.edu.au). Nicknames or other names that do not clearly identify the account user and are not related to the user's official name cannot be used as an alias.

4.2.2. Students (TO BE IMPLEMENTED WHEN TECHNOLOGY BECOMES AVAILABLE IN 2005 or 2006)

A student's mailbox name will be the same as the account name that is assigned by the User Registration System (currently e.g. jcaesar). The student email address will be jcaesar@student.une.edu.au. No email alias will be set up for student accounts.

4.2.3. Special registrations

Email addresses will be assigned depending on the category of registration, i.e. approved student affiliates will be assigned a student email address, approved staff affiliates will be assigned a staff email address. Staff affiliates may request an email alias as detailed in 4.2.1

4.2.4. Position specific Email aliases

Where email is to be received by a position and not an individual e.g. Dean of Faculty, Security, Maintenance etc, a position specific email alias is to be used (e.g. deanarts@une.edu.au). A position specific email may redirect email to one or more email addresses and may be updated when there are changes in the staff working in these positions.

4.3. Personal Use

The University of New England allows the use of staff email accounts for appropriate personal use, providing it is considered reasonable by the user's supervisor and is not detrimental to the business of the University.

4.4. Commercial Gain

The Email service of the University of New England may not be used for private or commercial gain or for gain to a third party without the written permission of the Director of Information Technology or nominee.

4.5. Privacy

- 4.5.1. To ensure compliance with UNE policy and procedures and other relevant State and Federal legislation the University of New England reserves the right to monitor the use of the email services it provides. This includes, but is not restricted to, the monitoring of network traffic, the retrieval and copying of email files and full and unrestricted access to email files on all devices attached directly or indirectly to the University network. Where electronic data is not accessible (e.g. encrypted) the account holder must provide a means of making these data readable to the Director of ITD or nominee.
- 4.5.2. Where backup copies of email files exist on ITD's servers, system administration will have access to those files and may need to access them for system administration purposes.

4.6. General Conditions of Use

- 4.6.1. An email message must be treated as a formal communication. It is subject to the same rules of confidentiality, copyright, records management and court discovery orders as a written communication.
- 4.6.2. Users of UNE's email service must read and follow the "UNE Email Guidelines" published and updated by ITD.
- 4.6.3. Emails sent from a UNE email account to recipients external to the University of New England must be of a professional standard and uphold the image and reputation of the University.
- 4.6.4. Users of UNE's email service shall not send or attempt to send an email under a false identity, whether actual or fictional.
- 4.6.5. Users of UNE's email service must comply with EEO guideline and must not send or forward libellous, defamatory, offensive, sexist, racist or obscene email or any emails that contain unsolicited content ("spam") or chain letters.
- 4.6.6. Users of UNE's email service shall not access or disclose another user's emails without written authorisation from the account holder, the account holder's supervisor or from the Director of ITD or nominee. ITD will attempt to notify the account holder of the access.
- 4.6.7. To redirect emails to another email account in the account holder's absence or after the email account has been closed, ITD requires written authorisation from the account holder, the account holder's supervisor or from the Director of ITD or nominee. ITD will attempt to notify the account holder of the redirection. A bounce message will be set up by ITD on the account to inform senders of the redirection. The recipient of the redirected emails has the responsibility to treat the content of message as confidential in accordance with UNE's Code of Conduct
- 4.6.8. Emails should be regarded as insecure unless they are encrypted or encoded for transmission. It is the user's responsibility to ensure that sensitive information such as credit card numbers are transmitted in a secure manner.

5. Definitions

Account Holder: A member of the UNE Community who has registered for a UNE computer account.

Email Files: The content of an email message including all associated files such as attachments, signature files etc.

ITD: Information Technology Directorate of the University of New England

UNE: University of New England

University Community: Staff, students and approved affiliates of the University of New England.

User Registration System: The application used to create and maintain user accounts on ITD controlled ICT facilities and services.

Director ITD:

Approved: _____

Date: _____

Executive Director (Business and Administration)

Approved: _____

Date: _____