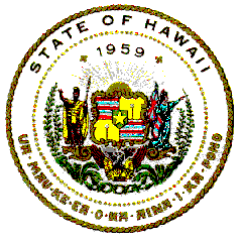


# **ELECTRONIC MAIL POLICY AND GUIDELINES**

October 2004

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## Information Technology Standards

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# 1 INTRODUCTION

This document was developed by the Department of Accounting and General Services (DAGS), Information and Communication Services Division (ICSD) for the State of Hawaii Executive Branch. It delineates the policy and guidelines on the use of the State of Hawaii Electronic Mail (SOHEM) System that was originally published by the Comptroller on February 2, 1998. A copy of this document is available for viewing and printing at:

[http://www2.hawaii.gov/dags/icsd/ppmo/Stds\\_Web\\_Pages/pdf/email\\_policy.pdf](http://www2.hawaii.gov/dags/icsd/ppmo/Stds_Web_Pages/pdf/email_policy.pdf)

This Policy is in accord with and supported by the statewide IT Standards relating to computer and data security that were approved and published by DAGS, ICSD. These standards are identified as 08.00 Computer and Network Resources Acceptable Use Policy; 08.01 IT Security Overview; 08.02 Information Security; and 08.04 Network Security. The IT Standards are available through DAGS/ICSD, Project Planning and Management Office.

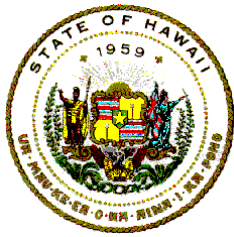
## 1.1 Scope

This policy establishes the guidelines on the use of, access to, and disclosure of e-mail communications transmitted or received via SOHEM. Each person who uses SOHEM shall be aware of this policy. The use of SOHEM forms an agreement by the user to comply with this policy. ICSD shall be responsible for implementation of this policy.

The Department may amend or revise this Policy from time to time as the need arises, with or without prior notice. The DAGS Personnel Office will provide the various departmental agencies with notification of the amended or revised Policy and location of posting on the DAGS web site.

## 1.2 Applicability

This Policy applies to individuals who use or access SOHEM. These individuals are referred to as "Users". Users include employees of DAGS; non-employees such as volunteers, contractors, vendors; personnel from other State agencies; personnel from other governmental jurisdictions; and members of the general public.



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### 1.3 Purpose

The purpose of this Policy is to ensure proper use of SOHEM. It defines the permissible and prohibited uses of the system, identifies the departmental responsibilities, and provides general guidelines to keep in mind when composing email.

### 1.4 Comments and Suggestions

Any State of Hawaii Information Technology Standards document, reference manual or users guide mentioned in this document are available through the departmental user agency data processing coordinator (DP Coordinator). Standards are also accessible on-line by clicking on [Information Technology Standards](#) on the [ICSD](#) home page at:

<http://www.hawaii.gov/icsd/>

Statewide Forms are accessible on-line by clicking on [Forms Central](#) on the [Government in Hawaii](#) home page at:

<http://www.ehawaii.gov/government/html/>

Comments, recommendations, proposals, or suggestions regarding the contents of this document may be sent either via email to [icsd.admin.ppmo@hawaii.gov](mailto:icsd.admin.ppmo@hawaii.gov) or in writing to:

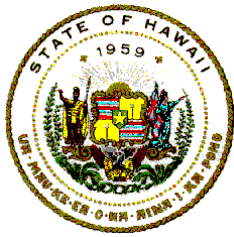
Information and Communication Services Division  
Project Planning and Management Office  
1151 Punchbowl Street, B10  
Honolulu, Hawaii 96813-3024

## 2 GENERAL INFORMATION

### 2.1 Background

DAGS, ICSD established and maintains the State of Hawaii Electronic Mail (SOHEM Network). The SOHEM connects various proprietary departmental electronic mail systems (e.g., Lotus cc:Mail, Microsoft Outlook and Outlook Express). In addition to connectivity of these systems, ICSD maintains a corporate w-mail directory, which is updated on a timely basis.

SOHEM supports the sending and receiving of e-mail between personnel within the State. In addition, SOHEM clients are accessible to users with Internet e-



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mail addresses.

### 2.2 Internet E-mail Coordinator

For an agency to use the SOHEM, it must select an Internet E-mail Coordinator. The agency is responsible for providing ICSD Office Automation with the name of the person that has been assigned the responsibilities and duties. The current departmental PD/TC Coordinator may serve as the Internet E-mail Coordinator.

The responsibilities of the departmental Internet E-mail Coordinator include but are not necessarily limited to the following:

- Authorizing agency personnel to have Internet e-mail access
- Coordinating requests for Internet e-mail access with ICSD
- Implementation of security measures, including anti-virus software
- Working with ICSD Office Automation Section to resolve e-mail problems

## 3 E-MAIL POLICY

### 3.1 Permissible Use of Electronic Mail

E-mail communications transmitted or received via SOHEM shall be only for official State business. Persons who are authorized to use e-mail on SOHEM are State employees and authorized persons conducting business with the State.

### 3.2 Prohibited Uses of Electronic Mail

Prohibited uses of e-mail on SOHEM include:

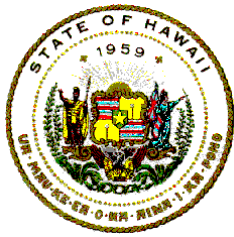
#### 3.2.1 Personal or Commercial

A User may not use the SOHEM e-mail for personal or commercial purposes, solely or combined with official State business.

#### 3.2.2 Unlawful Actions

A User may not use the SOHEM e-mail for sending, receiving and/or disclosing correspondence of files in violation of copyright or software licensing laws.

#### 3.2.3 Contrary to Policy or Directive



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A User may not use the SOHEM e-mail in violation of State or departmental personnel policy or directive.

### 3.2.4 Snooping

A User may not use the SOHEM e-mail for “snooping”. It is strictly forbidden to obtain access with no official State business purpose to e-mail addressed to another individual without the expressed consent of that individual.

### 3.2.5 Spoofing

A User may not use the SOHEM e-mail for “spoofing”. It is strictly forbidden to construct e-mail so it appears to be sent from someone other than the actual person sending the e-mail.

## 3.3 Departmental Responsibility and Control

The ICSD will not routinely monitor the SOHEM e-mail. In order to enforce this e-mail policy, the ICSD reserves the right to access and disclose the contents of employees’ and other authorized users’ e-mail to appropriate agency or person without the permission or knowledge of the employee or user under the following situations:

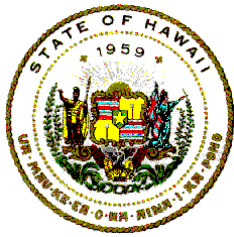
- To investigate indications of misconduct
- To protect health and safety of the public and employees
- To investigate system performance or mail flow problems

Should the above situations occur, the ICSD will employ administrative and utility hardware and software tools that will override basic client security measures (e.g., password, deletion of e-mail files) to access current or historical e-mail files.

In order to best utilize State resources and to provide optimum [performance, the ICSD reserves the right to block, without notice to the affected persons, correspondence to and from e-mail addresses that have been determined to be non-work related. Such action is not considered punitive. In addition, ICSD reserves the right to restrict delivery of large image files to time periods such as later in the evening to have minimal impact on clients.

## 3.4 General Guidelines

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### **3.4.1 Incorrectly Addressed Mail**

When composing e-mail messages, the User should keep in mind that one can inadvertently address mail to persons other than the intended recipient. Therefore, it is recommended that e-mail not be used for confidential communications. Remember, if one is not willing to say it publicly, then do not put it in an e-mail.

### **3.4.2 Professional and Courteous Language**

Since e-mail messages may come across stronger than if spoken, one should always use professional and courteous language.

### **3.4.3 Conservation of E-mail resources**

Personal should avoid sending/receiving non-work related e-mail. Also, one should routinely delete unnecessary e-mail items.