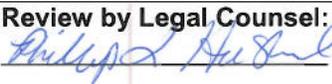


District of Columbia Department of Health		PROCEDURE 720.30 Implementing Office: Chief Information Technology Officer Training Required: No Originally Issued: 12/18/13 Revised/Reviewed:
<h1>Electronic Mail (Email) Use Policy</h1>		
Approved by:  Agency Director	Review by Legal Counsel: 	Effective Date: 1/13/14 Valid Through Date:

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42; DC Official Code §1-1401; OCTO Policy 0002- Email Use Policy
II. Reason for the Policy	To establish standards and define standards for the Proper use of District- provided electronic mail (email) services.
III. Applicability	This policy applies to all DOH employees, contracted staff, volunteers, interns, summer youth employees, and all users of District government Information Technology (IT) resources.
IV. Policy Statement	<p>DOH is responsible for the Internet activities of its users and for the implementation and enforcement of this policy. DOH must ensure that District government-provided Internet services are used for legitimate District government functions and purposes. DOH reserves the right to add restrictions and guidelines regarding the use of the Internet by its users based on specific business requirements and mission.</p> <p>DOH reserves the right to regularly review an authorized user's email records. Any authorized user who violates this policy may be subject to suspension of service and shall be subject to disciplinary action, up to and including termination.</p>
V. Definitions	N/A
VI. Contents	<ol style="list-style-type: none"> 1. Overview 2. General Email Guidelines and Etiquette 3. Allowable Uses of Email 4. Prohibited Uses of Email 5. Standardization of Email Signature
VII. Procedures	<ol style="list-style-type: none"> 1. Overview <ol style="list-style-type: none"> a. District of Columbia DOH electronic mail system is intended for District government uses only. Personal use is permissible only within reasonable limits and in accordance with the guidelines of this policy. Any authorized user who violates this policy may be subject to suspension of service and

	<p>shall be subject to disciplinary action, up to and including termination. If necessary, DOH will advise legal officials of any suspected illegal activity.</p> <ul style="list-style-type: none">b. The email system software and hardware are the property of the District government. All messages, composed, sent, or received on the email system are and remain the property of the District government. DOH and, or OCTO may periodically exercise the right to review, audit, intercept, access, or disclose messages created, received or sent.c. DOH reserves the right to regularly review an authorized user's email records. Therefore authorized users should have no expectation of privacy regarding email messages. The contents of email maybe disclosed within DOH without the permission of the authorized user.d. DOH email records are subject to disclosure and are subject to applicable record retention policies.e. DOH shall establish security precautions to protect sensitive (e.g. confidential) information from intentional, inappropriate, or accidental disclosure and to protect the District government or an individual from loss or harm.f. DOH information may not be published on the internet without prior approval from DOH Director of Communications and Community Relations.g. While using the internet, authorized users may not transmit copyrighted materials that belong to entities outside DOH. Failure to observe copyright or license agreements may result in disciplinary action from DOH or legal action by the copyright owner. Documents, media, logos, and graphic images produced by DOH are considered the property of DOH with respect to copyright protection.
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2. General Email Guidelines and Etiquette.

Authorized users:

- a. Shall respond to email messages in a prompt and business-like manner. It is unacceptable to disregard any business-related email that requires a response and/or action;
- b. Shall write email messages in a professional and courteous manner, as they are equivalent to an official letter;
- c. Shall audit messages regularly and should delete or archive any messages that are no longer needed;
- d. Shall only use his or her assigned user ID and properly-licensed software. User IDs shall not be shared with other persons;
- e. Shall not access or read any messages other than their own, notwithstanding DOH's right to retrieve and read any email message;
- f. Shall ensure that they have addressed all email messages to the appropriate recipients;
- g. Shall not send or forward confidential information to individuals in DOH or to outside individuals or companies not authorized to receive that information;
- h. Shall assume email systems are not adequately equipped to protect messages considered highly sensitive or confidential regardless of encryption methods or other security precautions;
- i. Shall be aware that communications that appear humorous to one user may be offensive to another user; and
- j. Shall never download email attachments unless the email was received from a known and trusted source.

3. Allowable Uses of Email:

- a. Communication and information exchange directly related to the mission, charter, or work tasks of DOH;
- b. Professional development activities related to the DOH user's duties;
- c. Administration or applications for contracts or grants for District government programs or

	<p>research;</p> <ul style="list-style-type: none"> d. Announcement of District government laws, procedures, policies, rules, services, programs, information, or activities; e. Other governmental administrative communications not requiring a high level of security <p>4. Prohibited Uses of Email</p> <ul style="list-style-type: none"> a. Any purpose which violates a federal or District government law, code, policy, standard, or procedure; b. Any purposes not directly related to the mission, charter or work tasks of DOH; c. Private business, including commercial advertising; d. Transmission of information or statements that contain profane language, pander to bigotry, sexism, or other forms of prohibited discrimination, or can in any way be construed as intending to harass or threaten another individual; e. Unapproved “broadcast” or chain letter-type emails, that are not considered DOH government business, in which an email message , regardless of its content or purpose, is sent or forwarded to a group list or multiple email accounts; f. Sending email under names or addresses other than the authorized user’s own officially designated DOH government email address. Adding, removing, or modifying identifying network header information (known as “spoofing”) in an effort to deceive or mislead recipients; g. Disruption, obstruction, or burden of network resources; h. Dissemination or solicitation of information that would reflect negatively on or damage the public perception of the District government; i. Any activity meant to foster personal gain; j. Any activity with religious or political purposes; k. Any unauthorized purchases; and l. Transmission of sensitive (e.g. confidential) information unless protected by an approved encryption mode: <ul style="list-style-type: none"> o Sensitive information includes protected health information, information considered privileged under an attorney-client relationship,
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information subject to the Privacy Act, proprietary information, or other information which must be protected from unauthorized disclosure;

- For approved encryption modes, refer to applicable DOH information security policies, standards and procedures;
- Sensitive (e.g. confidential) messages must be clearly identified immediately below the message header (i.e. Subject, Data, from and to lines) as “SENSITIVE/ CONFIDENTIAL INFORMATION (or ATTORNEY/CLIENT PRIVILEGED INFORMATION) – DO NOT RELEASE TO UNAUTHORIZED PERSONNEL” In such cases, the sender must also be certain that the recipient is properly authorized to receive and view the information.

5. Standardization of Email Signature:

All DOH authorized users shall design their email signature utilizing the following format:

- a. Name in Times New Roman- Bold 14 font
- b. Title in Arial Narrow- 10 font
- c. Agency in Arial Narrow- 10 font
- d. Address in Arial Narrow – 10 font
- e. Office Number in Arial Narrow – 10 font
- f. Mobile Number, if applicable, in Arial Narrow- 10 font
- g. Fax number in Arial Narrow- 10 font
- h. Employee Email address – 10 font
- i. DOH Email Address- 10 font

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6. Roles & Responsibilities

OCTO reserves the right to review Internet use by District employees at any time to determine compliance with this and related policies. Use of District government IT resources

	<p>constitutes express consent to monitor those resources. OCTO will normally block an offending user account for a period of time to be determined by OCTO and will refer violations of policy to the affected agency Director for further corrective action. OCTO also reserves the right to block access to specific external Internet sites whose content is deemed inappropriate (e.g., obscene content, communications that encourage hate or violence, access to gambling) and inconsistent with District government functions and may reflect unfavorably on the District government image.</p>
<p>VIII. Contacts</p>	<p>Chief Information Technology Officer- (202) 442-4805</p>
<p>IX. Related Documents, Forms and Tools</p>	<p>N/A</p>