

# (Standard) ICT Standard for the Use of Electronic Mail

## Document Purpose

<b>Document Purpose</b>	This standard outlines conditions that apply to the use of electronic mail.			
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	1.0	July 2008	Maggie Fryer	Final release
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	1.2	Feb 2011	Maggie Fryer	Updated links
<b>Error Advisory</b>	<p>To the Reader:</p> <p>If you encounter any inaccuracies or printing faults in this document please contact the Owner (see Document Information section, above) as soon as possible. The Owner will then initiate the required modifications</p> <p>If you are unable to contact the Owner, contact that person's Manager Supervisor.</p> <p>Thank you for helping the Division of ICT Services maintain quality documentation.</p>			

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# 1 Definitions

The *ICT Glossary and Definitions* contains a description of any common ICT terminology referred to in the policy and standard documentation.

# 2 Introduction

Electronic mail is the term used for the electronic transfer of information between individuals and organisations with common network connections. Typically electronic mail takes the form of notes and memoranda, although it may include the exchange of files of various types.

The University recognises that electronic mail has the potential to improve communications between staff and students as well as with external organisations. However there is the potential for abuse of electronic mail which needs to be recognised and addressed.

This standard should be read in conjunction with the *ICT Standard for the Use of ICT Resources*. Further information about recommended procedures in the use of electronic mail can be found in training materials prepared by the Division of ICT Services (DICTS).

## 3 Standards

### 3.1 Authorisation to Use Electronic Mail Services

Each staff member, student, alumni or affiliate may be authorised to access an electronic mail account on one of the University's computer systems. The University Policy *6.10 Electronic Communication with Students* establishes the framework for all electronic communications with students including the allocation of an official USQ email address for the purpose of maintaining regular contact and delivering essential information to students.

- An electronic mail account may be established when a client first becomes a registered user of one of the University's computer systems.
- All students will be issued with an official University of Southern Queensland email address.
- Student electronic mail accounts will continue to be maintained at the conclusion of their enrolment at USQ.
- Staff electronic mail accounts will be cancelled once their employment at the University terminates.
- Any client may have their electronic mail account terminated or suspended for any breach of the terms of this standard or related policies, as determined jointly by the CTO or their delegated representative.

### 3.2 A Standard Environment for Electronic Mail

A standard operating environment for electronic mail is adopted across the University to establish the optimum conditions for the convenient transmission of information within any campus, between campuses, and for remote access to any campus.

### 3.3 Associated Standards

Statements contained within the *ICT Standard for the Use of ICT Resources* are applicable within the context of providing electronic mail services, in particular statements with respect to:

- Free and open usage,
- Management of services, and
- Information privacy.

### 3.4 Disciplinary Action

Penalties and Disciplinary action are outlined in Section 8 of the *USQ Policy for ICT Information Management and Security*.

## 4 Regulations

### 4.1 Associated Regulations

Regulations contained within the *ICT Standard for the Use of ICT Resources* are applicable within the context of using electronic mail services. In particular regulations with respect to:

- Authorised clients;
- Use of University property;
- Responsibility with regard to Australian laws, USQ policies and contracts between the University and external agencies;
- Defamation, harassment and other abusive behaviour;
- Illicit material;
- Information assurance;
- Interference with other clients;
- Knowledge of breach of this standard.

### 4.2 Records Management

Management of the University's records must effectively support the decision making processes employed within the University and conform to the provisions of the Queensland Libraries and Archives Act 1988 and the Queensland Freedom of Information Act 1992.

Due to limitations in electronic mail systems generally, specific action needs to be taken to authenticate the validity of any important message received, since the content, addresses and stated originator of any electronic mail message can be forged or modified by third parties.

Therefore, all significant electronic mail communications must be transmitted in hardcopy form and archived in hardcopy form in accordance with the University's schedule for file retention and disposal.

This will remain a standard procedure until such time as the integrity of electronic mail messages can be guaranteed through the implementation of techniques such as encryption, authentication, confirmation of receipt, and time stamping services.

**Note**, however, that inappropriate material received through email should be immediately deleted from the University's systems. This action does not constitute unauthorised use.

### 4.3 Representation

Regulations contained within the *ICT Standard for the Use of ICT Resources* including *Expression of Personal Views, Official Representation of the University, and Electronic Communications* are applicable within the context of this section. Clients must be aware that the correspondence and discussion into which they enter when using the University network and the Internet may be construed to be representative of the University's position.

Where the client does not have the authority or is not aware of the University's position or where their personal views may vary from that of the University, such correspondence must clearly state that the opinion expressed is that of the writer, and not necessarily that of the University, or words to that effect.

Where the client is representing the views of the University, then a notation must be appended to the communication identifying the individual and the position held within the University.

## 4.4 Electronic Mail Directories

A directory of staff electronic mail addresses and telephone numbers will be maintained on the Email Global Address List.

## 4.5 Email Distribution Lists and Broadcast Messages

E-mail distribution lists are used to facilitate resource sharing, communication, research, and community building. This method of communication is viewed as being cost-effective and reducing the amount of paperwork distributed through intercampus mail. However, the overuse of University-wide emails can reduce effective communication and so the University also encourages consideration of other forms of electronic communication. The University has developed the [USQ Procedures for Email Distribution Lists](#) which outlines the various electronic resources available to reach employees, the principles and guidelines that relate to the use of these various resources, together with the mechanisms that apply with regard to their access.

Clients are referred to the Email Section contained within the [ICT Standard for the Use of ICT Resources](#). “# University Communications” global mailing list is only to be used by authorised staff for the distribution of official USQ email messages to the University staff community including but not limited to:

- Messages from the USQ Council;
- Messages from the Senior Executive;
- Approved communiqués with University-wide relevance;
- Employee benefit notices (HR, Travel);
- Superannuation notices;
- ICT Training;
- ICT Alerts;
- HR Professional Development;
- Career Opportunities;
- USQ News;
- USQ Corporate Club;
- FM Notice;
- FM Alert;
- Notification of minor procedural changes.

Clients agree not to replicate the “# University Communications” by assembling the various mailing lists that comprise this master mailing list in the “To” line for the purposes of distributing un-official messages and circumventing gaining approval from the official authorised staff.

## 4.6 Confidentiality

Due to limitations in electronic mail systems generally, electronic mail cannot be kept confidential with certainty and can be readily redistributed. Therefore clients are reminded to be conscious of the potential for confidentiality not to be maintained when using electronic mail for transmitting confidential information.

## 4.7 Standard Disclaimers - Email

The following disclaimer is automatically included at the end of the signature block of email messages sent outside the USQ:

“This email (including any attached files) is confidential and is for the intended recipient(s) only. If you received this email by mistake, please, as a courtesy, tell the sender, and then delete this email.

The views and opinions are the originator's and do not necessarily reflect those of the University of Southern Queensland. Although all reasonable precautions were taken to ensure that this email contained no viruses at the time it was sent we accept no liability for any losses arising from its receipt

The University of Southern Queensland is a registered provider of education with the Australian Government (CRICOS Institution Code No's. QLD 00244B / NSW 02225M)”

## 5 Related Documents

Document (Electronic)	ICT Standard for the Use of ICT Resources available at <a href="https://www.usq.edu.au/~media/USQ/ICT/Standards/ICT%20Standard%20for%20the%20Use%20of%20ICT%20Resources.ashx">https://www.usq.edu.au/~media/USQ/ICT/Standards/ICT%20Standard%20for%20the%20Use%20of%20ICT%20Resources.ashx</a>
Document (Electronic)	Spam Act 2003 (Cth) available at <a href="http://www.austlii.edu.au/au/legis/cth/consol_act/sa200366/">http://www.austlii.edu.au/au/legis/cth/consol_act/sa200366/</a>
Document (Electronic)	University Policy 6.10 Electronic Communication with Students available at <a href="http://policy.usq.edu.au/portal/custom/detail/electronic-communication-with-students/">http://policy.usq.edu.au/portal/custom/detail/electronic-communication-with-students/</a>
Document (Electronic)	USQ Procedures for Email Distribution Lists available at <a href="http://www.usq.edu.au/~media/USQ/ICT/Procedures_for_Email_Distribution_Lists.ashx">www.usq.edu.au/~media/USQ/ICT/Procedures_for_Email_Distribution_Lists.ashx</a> - 2010-11-10