

No. IT-007	Policy Name: E-Mail Operations Policies and Procedures*
Effective Date: 7-1-2011 Last Revised Date: 7-3-2014	Citywide Policy <input checked="" type="checkbox"/> IT Policy <input type="checkbox"/> IT Procedure <input type="checkbox"/>
Approved By: IT Director	

E-Mail Operations Policy and Procedures*

Purpose—This policy provides general guidelines for the use of the City of Hampton electronic messaging system. Department Directors may, at their discretion, establish additional policies governing use of these systems by that Department’s employees.

It applies to internal e-mail, external e-mail sent or received via the network (including the Inter-net), and —phone or voice mail. These guidelines do not supersede any state or federal laws, or any other city policies regarding confidentiality, information dissemination, or standards of conduct.

Capacity

To ensure more reliable back-up capabilities and prevent the rapid spread of viruses that may penetrate our security defenses, all City email account Inboxes are subject to a 150 MB size limitation. Any account that exceeds the limit will no longer be able to send new email messages. However, any new messages sent to the account will be received (up to 500 MB). This limitation includes items in the Inbox, Drafts, Deleted Items, Sent Items and Calendar. **Personal Folders** and **Archived Folders** will not have a limitation. All users will be able to continue to receive messages, up to 500 MB.

Why Do We Need to Have Limits?

Each week we complete a full back-up of all City email accounts. Each evening of the week we complete incremental back-ups. These back-ups are used to restore our email accounts if we were to have a catastrophic failure of our email server. Without limits, these back-ups would become too long to be reasonably manageable and practical. Additionally, without the limits, we could contract a virus that would fill our mailboxes and shut down our email server.

By having a limit:

- Our back-up storage requirements (time and size) are significantly reduced, equating to more stable and timely back-ups and restore capabilities.
- Viruses would not be able to jam our email server
- Business documents and communications are stored on file servers, which have more thorough and secure back-up capabilities

* Note: Internet, e-mail, network security policies are located in the IT Security and Acceptable Use Policies located in Section 9.

How Do I Check the Current Size of My Mailbox?

Right-click on the **Mailbox – {Username}** item on the left-hand pane of your Outlook screen. Select the **Properties** option at the bottom of the pop-up menu. An Outlook Today box will pop up. Click on the **Folder Size** button at the bottom left of the window. The Total Size of your mailbox is shown in KB. Divide this amount by 1000 to obtain your current size in MB. (i.e. 137118 KB = 137.118 MB)

Exemptions

In order to prevent a virus from completely shutting down our email system, we cannot create an exemption that offers unlimited capacity. However, we will be providing accounts with 500MB limitations (rather than 150MB) for users who routinely deal with extensive email requirements (in volume or file sizes). Directors are advised to discuss such account requests with the IT Director.

Retention of E-Mail, Records & System Management

The Information Technology Department is responsible for the maintenance and management of the city's electronic messaging system.

Employees should not save or retain messages longer than necessary for appropriate business purposes.

Electronic mail sent within our internal mail system is not automatically archived and is **not intended to fulfill records retention law**. Electronic mail received from the Internet is also not automatically archived. It is the responsibility of the account owner to ensure that all electronic mail pertaining to city business is properly archived in some other fashion, such as on the Z:drive or in another folder outside of active mail folders. See the EDMS website for more information on managing your mail.

Establishing Accounts

Internet and e-mail access will be granted to an employee only as a condition of employment with the agency or department director who granted permission for such access. If an employee should transfer to another department or agency, access will be suspended and can only be re-instated upon written approval by the director of the new department or agency. It is the responsibility of both the department and the employee to notify the Help Desk (311 or ITHelp@hampton.gov) when a change in employment status is being made.

Termination of Accounts

It is the department's responsibility to ensure that accounts are terminated on a timely basis.

Termination of Network Accounts: Departments will follow these procedures to ensure that network and electronic mail accounts are deactivated upon termination of employment.

The department will notify Information Technology Technical Support at least five (5) working days prior to the employee's last day on the job. Exceptions due to terminations or disciplinary actions will be handled on a case-by-case basis and should be reported to the Director of Information Technology for immediate attention.

Information Technology will notify the department when deactivation of accounts is complete.

Ordering and Billing

E-mail, Network and Internet Access is charged on an annual basis at \$100 per user. These are billed through the IT department. Please call 311 or contact ITHelp@hampton.gov with billing issues and problems.

Support and Hours of Operation:

Call 311 or e-mail IThelp@hampton.gov with issues or problems. Support is provided during normal City business hours. This is generally 8 am to 4:30 pm Monday through Friday. Services are available 24 hours a day unless there are planned or unplanned outages.

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