

ADMINISTRATIVE PROCEDURES



Procedure Number: 3-13

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C. J. Daulton
County Administrator

SUBJECT: **E-MAIL**

DEPARTMENT RESPONSIBLE: **OFFICE OF THE COUNTY ADMINISTRATOR AND
ALL DEPARTMENTS**

I. PURPOSE

This Administrative Procedure sets forth guidelines regarding the use of the County-owned e-mail systems by County employees.

II. DEFINITIONS

- A. E-mail (Electronic mail): Text or data that is electronically transferred from sender to receiver through computer networks. County e-mail includes, but is not limited to, commercial and electronic mail applications, Faxes, operating systems' messaging capabilities, and Internet mail.
- B. E-mail Administrator: The person responsible for maintaining one or more County departments' electronic mail application and/or delivery.
- C. Network: A configuration of computers and software connected for information exchange (LAN: local area network; WAN: wide area network).

III. PROCEDURE

- A. E-mail and Internet access are resources made available to County employees to improve or enhance communication with other employees, departments, governmental entities, companies, and individuals. All messages composed, sent, or received on the County e-mail system are and remain the property of the County. E-mail may be considered Public Records and/or other matters as defined in A.R.S. §39-121 *et seq.* and thus may be subject to public disclosure.

- B. The County reserves and intends to exercise the right to review, audit, intercept, access, and disclose all messages created, received, or sent over the e-mail systems for any purpose.
- C. In addition to the use of e-mail in the performance of their job duties, employees may make limited personal use of e-mail under the following circumstances, provided it does not result in a direct cost to the County:
- scheduling of personal appointments as an effective extension of one's overall time management (lunches, meetings, etc.),
 - sharing of event driven information and planning of work related social events where the intent is to enhance employee morale (birthdays, retirements, luncheons or notices of bereavement),
 - other limited uses not in direct violation of Board Policy C 3.12 and approved by the County Administrator or appropriate elected official.
- D. E-mail shall not be used to create or transmit messages pertaining to discipline and/or grievances.
- E. The email system may be used to transmit documents that contain sensitive information such as health records or other confidential information. The security and confidentiality of the Email system makes it the communication system of choice for sending sensitive/confidential documents such as health and/or medical records. Other communication options may be used for sensitive/confidential documents, but only if the material is monitored, secured, and treated in a confidential manner, and the transmittal is performed in compliance with Federal and State Statutes and the receiving department's or program's procedures regarding sensitive/confidential information.
- F. E-mail shall not be used for: illegal activities, threats, harassment, offensive or disruptive messages, defamation, obscene or suggestive messages or graphical images, political endorsements, chain letters, or commercial activities. Nor should such materials be downloaded to, or stored on County e-mail systems.
- G. Department heads and elected officials may set up electronic bulletin boards for use by their employees to post personal notices that fall within the provision of III.C. above.
- H. Use of the County e-mail systems in violation of this Administrative Procedure is grounds for appropriate disciplinary action, which may include termination.
- I. Temporary employees and contractors may be given access to County e-mail systems as business requires, and must abide by all Pima County policies and procedures.

- J. Email, in its electronic form, will be retained in a primary electronic storage area that is accessible by authorized personnel for a period of 60 days. The only exception to this policy is Requests For Public Information and notice of Litigation Hold by the Pima County Attorneys Office.
- K. Adherence to all State, Federal and County record retention policies remains a Departmental responsibility.

IV. **RESPONSIBILITIES**

- A. All department personnel representatives shall be responsible for ensuring that all employees with e-mail accounts are familiar with the above procedures. All employees with e-mail accounts are required to read and sign the Computer Use and Electronic Mail Procedure Acknowledgement form (BOS Policy C 3.10). This form will remain in the employee's department personnel file.
- B. Employees who access a file or retrieve stored communication from areas where they do not have authorized access are subject to disciplinary action up to and including dismissal.