



ADMINISTRATIVE PROCEDURES

Procedure Number: 27-11Effective Date: 12/26/2010Revision Date: 05/25/2011

C. D. [Signature]
County Administrator

SUBJECT: Email – Official Pima County Announcements

DEPARTMENT RESPONSIBLE: ALL COUNTY DEPARTMENTS

I. PURPOSE

This administrative procedure sets forth the requirements for proper use of the Pima County email system for the purpose of disseminating Official Pima County Email Announcements.

II. DEFINITIONS

Official Pima County Email Announcements. Official Pima County Email Announcements are intended, but not limited, to address operational items, business functions and/or changes within the County.

Official Pima County Email Announcement Account: The account used for the dissemination of Pima County Email Announcements approved by the County Administrator.

Communications Office: The division of the County Administrator's Office to which the County Administrator has delegated authority for the supervision of this Administrative Procedure.

Special Exemptions: Information items related by source, topic, etc that:

- A. meet the defined criteria of an Official Pima County Email Announcement (above),
- B. the Director of the Communications Office approves for distribution via the Official County Email Announcement account, and
- C. are not subject to the item by item approval process outlined in Item III.B. (below) during the granted exemption period.

Special exemption status will be reviewed on at least an annual basis.

III. PROCESS

- A. All County employees and any other users approved by the Director of the Communications Office are required to comply with this policy.
- B. Disseminating Official Pima County Email Announcements
 1. Official Pima County Email Announcements provide important information concerning operations, business functions and/or changes within Pima County. This

information may require dissemination to a specific target group of individuals or to all employees countywide.

2. Official Pima County Email Announcements must be approved by the Director of the Communications Office prior to dissemination.
3. Official Pima County Email Announcements will be disseminated from the pimacountyannouncements@pima.gov email account.
4. Announcement requests must be submitted electronically to the Communications Office at communicationsoffice@pima.gov and shall include:
 - A brief description of the need for and/or purpose of the email announcement,
 - Target recipients (i.e. Countywide, Appointing Authorities, Managers, Supervisors, etc.),
 - The document and/or verbiage to be disseminated,
 - The date of dissemination,
 - A contact person and contact information.
5. Requests shall be submitted to the Communications Office no less than five (5) full business days prior to the projected date of dissemination, barring extenuating circumstances.
6. Requests approved by the Director of the Communications Office shall be forwarded to the Information Technology Department (ITD) Service Desk for dissemination.
7. Approved announcements will contain the following:
 - Pima County Seal available at <http://www.pima.gov/graphics/logos/logos.html>
 - Message Title: *Official Pima County Announcement*
 - Message From: *Department Name*
 - Target Recipients
 - Message: *Do not reply to Official Pima County Announcement. This account is unattended.*
8. Questions should be directed to either the contact (if provided within the announcement) or to department management.
9. Official Pima County Email Announcements shall be disseminated by the Information Technology Department Service Desk only.

IV. SPECIAL EXEMPTIONS

Exemption from the Official Pima County Email Announcement approval process is subject to review by the Director of the Communications Office. In the event an exemption is approved, a memorandum from the requesting Appointing Authority or designee addressed to and signed/ approved by the Director of the Communications Office must be provided to the Information Technology Department Service Desk for their records.

V. RELATED COUNTY POLICIES AND PROCEDURES

Board of Supervisor Policy C 3.10 – Computer Use

Board of Supervisor Policy C 3.12 – Electronic Mail (E-Mail)

Board of Supervisor Policy C 3.15 – Internet Access and Use