



WYOMING DEPARTMENT OF CORRECTIONS

Policy and Procedure #1.010

Acceptable Use of E-Mail

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Authority: Wyoming Statute(s): 6-3-502; 9-2-401; 9-2-407; 16-4-201 – 205; 25-1-104; 25-1-105 ACA Standard(s): None Noted	Effective Date: November 1, 2015 Revision/Review History: 11/01/14 11/15/13 11/19/12 11/07/11 11/25/02
Cross Reference of Policy: P&P #1.009, <i>Release of Information</i> ; P&P #1.215, <i>Code of Ethics</i>	Summary of Revision/Review: Updates existing policy pursuant to annual review. Supersedes Existing Policy :
Approved: R.O. Lampert Robert O. Lampert, Director	 10-7-15 Date

REFERENCE

1. **ATTACHMENTS – None Noted**
2. **OTHER**
 - A. Office of the Chief Information Officer (OCIO) Policy #3400-P010: *Email Policy*
 - B. *State of Wyoming Electronic Mail Policy* (pursuant to State of Wyoming Executive Order 1999-4)



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I. PURPOSE

- A. **Appropriate Use of Electronic Mail.** The purpose of this policy and procedure is to provide guidelines regarding the appropriate use of Wyoming Department of Corrections (WDOC) and State of Wyoming electronic mail (e-mail) systems and services in order to minimize disruptions to services and activities as well as comply with applicable policies and laws related to the use of e-mail and appropriate electronic communication.

II. POLICY

- A. **General Policy.** It is the policy of the WDOC to recognize that e-mail is a critical mechanism for communication and to provide guidelines for its proper use. The use of WDOC's e-mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals and guidelines of the WDOC.

III. DEFINITIONS

- A. **E-Mail (Electronic Mail):** The electronic transmission of messages and documents. A message may be transmitted within an agency, between agencies of the State, or to a destination outside the State e-mail system. An e-mail message could be a short note or announcement or longer, more formal writing, and may include various attachments. An attachment is added electronic data, such as a word processing file, not contained in the main body of the document.
- B. **E-Mail System:** A program designed to create, send, receive, and store messages and other data transmitted electronically between individual users and/or groups of users. File transfer programs are not included in this definition.
- C. **Department of Enterprise Technology Services (ETS):** The Wyoming agency created in April 2012 pursuant to W.S. 9-2-2019 and 9-2-2901 which merged all Executive Branch information technology services into a single department.
- D. **Record:** (*For this policy only.*) "Public records" under Wyo. Stat. § 16-4-201(a)(v) includes ". . . the original and all copies of any paper, correspondence, form, book, photograph, photostat, film, microfilm, sound recording, map, drawing or other document, regardless of physical form or characteristics, that have been made by the State of Wyoming . . . and by any agencies of the State . . . or received by them in connection with the transaction of public business, except those privileged or confidential by law."



- E. **Staff:** (*For this policy only.*) Wyoming Department of Corrections employees (temporary or permanent), contractors, volunteers, on-site vendors, and persons from other agencies, organizations, and businesses whose work is performed primarily on or within Wyoming Department of Corrections facilities.

IV. PROCEDURE

- A. **General Note on Applicability.** This policy applies to all e-mail systems and services owned by WDOC and/or the State of Wyoming, all e-mail account users/holders at WDOC (both temporary and permanent), and all WDOC e-mail records. WDOC e-mail users are reminded that they are to comply with WDOC Policy and Procedure #1.009, *Release of Information*, WDOC Policy and Procedure #1.215, *Code of Ethics*, and all other Department and State policies when using e-mail systems and services.
- B. **Adherence to State Policy.** WDOC adheres to OCIO Policy #3400-P010, *Email Policy*, and the *State of Wyoming Electronic Mail Policy*, pursuant to State of Wyoming Executive Order 1999-4. Additional policies and/or standards promulgated by the OCIO regarding e-mail shall also apply to WDOC e-mail account users/holders (*e.g.*, 3400-P011, 3400-S001; please refer to the OCIO's website for additional policies and standards). This policy provides additional guidance. WDOC's and the State's e-mail systems are for official business and all messages sent or received on the systems are the property of WDOC and the State of Wyoming.
- C. **Account Activation/Termination**
1. E-mail access at WDOC shall be controlled through individual accounts and passwords. Each user of WDOC's e-mail system shall be required to read this policy prior to receiving an e-mail access account and password. It is the responsibility of the employee to protect the confidentiality of their account and password information.
 2. When necessary to complete their job assignments, WDOC employees shall be provided an e-mail account. This need for each employee shall be jointly determined by department managers and IT staff. E-mail accounts may be granted to third party non-employees on a case-by-case basis. Possible non-employees that may be eligible for access include:
 - i. Contractors;
 - ii. Volunteers;



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- iii. Visitors; and/or
- iv. Consultants/Guests.
- 3. Applications for these temporary accounts must be submitted in writing to ETS. All terms, conditions, and restrictions governing e-mail use by non-employees must be in a written and signed agreement.
- 4. E-mail access shall be terminated when the employee or third party terminates their association with WDOC, unless other arrangements are made. WDOC shall be under no obligation to store or forward the contents of an individual's e-mail inbox/outbox after the term of their employment has ceased except as required by Wyoming Statute.

D. General Expectations of End Users

- 1. The WDOC and State e-mail systems are intended for communication by written message and not as a document storage or retention management system.
- 2. Important official communications are often delivered via e-mail. As a result, WDOC employees with e-mail accounts are expected to check their e-mail in a consistent and timely manner so that they are aware of important WDOC announcements and updates, as well as for fulfilling WDOC and role-oriented tasks.
- 3. E-mail users are responsible for mailbox management, including organization and deletion when no longer needed. If a user subscribes to a mailing list, he or she must be aware of how to remove him or herself from the list, and is responsible for doing so in the event that their current e-mail address changes.
- 4. E-mail users are also expected to comply with normal standards of professional and personal courtesy and conduct. The use of e-mail etiquette shall be observed at all times and staff shall act in a professional manner as representatives of WDOC and the State of Wyoming.
- 5. The WDOC and State e-mail systems are to be used primarily for legitimate business purposes. Incidental personal use is not prohibited, but such use must not unreasonably affect the user's work performance or the conduct of WDOC or State business activities, and must not compromise system security. All use must be in compliance with ethical and legal standards.



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E. Appropriate Use

1. Individuals employed by WDOC are encouraged to use e-mail to further the goals and objectives of WDOC. The types of activities that are encouraged include, but are not limited to:
 - i. Communicating with fellow employees, WDOC business partners, and other agencies within the context of an individual's assigned responsibilities;
 - ii. Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities; and
 - iii. Participating in educational or professional activities.

F. Inappropriate Use

1. The WDOC's e-mail systems and services are not to be used for purposes that could be reasonably expected to cause excessive strain on systems. Individual e-mail use shall not interfere with others' use and enjoyment of the WDOC e-mail system and services. E-mail use at WDOC shall comply with all applicable laws, policies, standards and contracts.
2. The following activities are deemed inappropriate uses of WDOC e-mail systems and services and are prohibited:
 - i. Use of e-mail for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses);
 - ii. Use of e-mail in any way that violates WDOC policies, rules, or procedures, including, but not limited to WDOC record retention schedules, security policies, administrative direction, State of Wyoming Statutes governing State records, and State of Wyoming e-mail use policies;
 - iii. Viewing, copying, altering, or deletion of e-mail accounts or files belonging to the WDOC or another individual without authorized permission;
 - iv. Sending of unreasonably large e-mail attachments;



1. The e-mail systems and services used at WDOC are owned by the State of Wyoming, and are therefore its property. This gives WDOC the right to monitor any and all e-mail traffic passing through its e-mail system. While the WDOC does not actively read end-user e-mail, e-mail messages may be inadvertently read by IT staff during the normal course of managing the e-mail system and may be read by Investigations Unit staff or other designated investigators as a part of an official investigation.
 - i. WDOC reserves the right to inspect e-mail-related files at any time. Inspection can be made by the user's immediate supervisor, other WDOC management, the Investigations Unit, the Attorney General's Office, or others as authorized by law, policy, or agency direction.
2. In addition, backup copies of e-mail messages may exist, despite end-user deletion, in compliance with the WDOC records retention policy. The goals of these backup and archiving procedures are to ensure system reliability and prevent WDOC data loss. WDOC shall also establish, as part of the retention schedule, a policy for automatic deletion of emails in order to maintain a viable e-mail system.
 - i. Please refer to the Department's electronic record retention schedule for information regarding email retention.
3. If WDOC discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, e-mail records may be retrieved and uses to document the activity in accordance with due process.
 - i. All reasonable efforts will be made to notify an employee if his or her e-mail records are to be reviewed.
 - ii. Notification may not be possible, however, if the employee cannot be contacted, as in the case of employee absence due to vacation, or if notification could compromise an investigation involving e-mail records.
4. Use extreme caution when communicating confidential or sensitive information via e-mail. Keep in mind that all e-mail messages sent outside of WDOC become the property of the receiver. A good rule is to not communicate anything that you wouldn't feel comfortable being made public.
 - i. Demonstrate particular care when using the "Reply" and "Reply to All" commands during e-mail correspondence.



- H. E-Mail Signature and Disclaimer Statement.** Users shall use signature blocks to provide contact information to the recipient and a standard disclaimer, as a part of all messages with a destination outside of the State e-mail system.
1. E-mail signature blocks shall contain at least the following user data as an e-mail signature:
 - i. Full name;
 - ii. Title;
 - iii. “Wyoming Department of Corrections” or the name of the correctional facility or field office where the user is primarily located;
 - iv. Address where the user is primarily located; and
 - v. Phone number.
 2. The e-mail signature block should contain the following disclaimer on all messages sent outside of the State e-mail system:
 - i. “E-mail to and from me, in connection with the transaction of public business, is subject to the Wyoming Public Records Act and may be disclosed to third parties.”
 3. Any other statement, disclaimer, or quote used in a signature block may only be included if it represents a Department approved message.
- I. Reporting Misuse**
1. Any allegations of misuse shall be promptly reported to an immediate supervisor. The supervisor shall notify the appropriate CEO and/or Human Resources. ETS should be notified, if deemed necessary.
 - i. If you receive an offensive e-mail, do not forward, delete, or reply to the message. Instead, report it directly to an immediate supervisor. The supervisor shall notify the appropriate CEO and Human Resources. If deemed necessary (*e.g.* the email is suspicious and may be a scam, inappropriate material was received, etc.) the supervisor and/or CEO shall notify ETS.
- J. Public Records**



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1. Public records, including those created in e-mail, are the property of the State of Wyoming and are subject to inspection and release pursuant to the Wyoming Public Records Act. Generally, staff should not expect their electronic communications to be private and should not use e-mail for communications not intended for disclosure to third parties. However, privileged communication with attorneys and other confidentiality protected by law does apply to e-mail.
2. Staff should adhere to WDOC Policy and Procedure #1.009, *Release of Information*, and the *State of Wyoming Electronic Mail Policy*, pursuant to State of Wyoming Executive Order 1999-4 for further guidance on the release of information and the disclosure of e-mail.

K. Failure to Comply

1. Violations of this policy shall be treated like other allegations of wrongdoing at WDOC. Allegations of misconduct will be addressed according to established procedures. In addition to any personnel action taken, sanctions for inappropriate use on WDOC e-mail systems and services may include, but are not limited to, one or more of the following:
 - i. Temporary or permanent revocation of e-mail access; and/or
 - ii. Legal action according to applicable laws and contractual agreements.

V. TRAINING POINTS

- A. What is the purpose of an e-mail system?
- B. Is an e-mail system a permanent storage system?
- C. Who is the owner of the e-mail system?
- D. What are acceptable e-mail uses?
- E. What are unacceptable e-mail uses?