

Wayne County Policy

Policy Title:	Email Usage Policy		
Policy #	80P10008 01	Date Issued:	
Scope:	County Wide	Date Revised:	
Approved By:	Director of P/Human Resources: Tish King Chief Information Officer: Ed Winfield		Page 1 of 5

- I. Overview:** Use of the Wayne County Email system is a privilege that is granted, as appropriate, with County Network access. When properly used, Email is a valuable tool that can significantly improve the effectiveness of day-to-day business operations. If misused or abused, however, Email can cause serious consequences for users and the County. (*See Wayne County Acceptable Use Policy.*)
- II. Purpose:** This policy provides rules and guidelines to assure appropriate and effective use of Wayne County Email. It outlines acceptable and unacceptable Email practices that protect the County's IT resources, Email users, and business operations from potential threats.
- The Department of Technology (DoT) and Department of Personnel/Human Resources (P/HR) collaborate with County Departments and Offices to support their efforts to effectively manage the use of Email by County employees and contractors.
- III. Scope:** This policy applies to all users who access Wayne County Email. All users are expected to comply with this policy, regardless of how these services are accessed. Possible access methods include Outlook, Outlook Web Access, and any other manner including but not limited to personal devices.
- IV. Policy:** The Wayne County Email system, and information transmitted via Email are intended for County business use. The content of these transmissions is County property and may be reviewed, monitored, or disclosed by Department or Office administrators or by other authorized individuals at any time, with or without notice to users. Users should consider their Email activities as being regularly monitored and audited, and govern their activities accordingly.

The following activities are examples of acceptable and unacceptable Email use. These examples are for illustration only and do not represent all acceptable and unacceptable practices.

- Acceptable Use
 - Acquiring, using, and sharing information related to the performance of assigned responsibility with fellow Wayne County employees, business partners and clients.
 - Participating in professional development activities.
 - Assuming no expectation of privacy in Email messages accessed using County IT resources.
 - Limiting personal use of Email to occasional communication with family and friends, independent learning activities, and public service.
 - Always obtaining a new password if the existing password may have been compromised.

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- **Unacceptable Use**

- Using the Email system in a manner that: (1) adversely affects network performance; (2) interferes with effective use by others; (3) disrupts County business activities; or (4) fails to comply with Wayne County policies. Examples of such inappropriate use include, but are not limited to sending exceptionally large attachments, performing partisan political activities or conducting outside, for-profit, business activity.
- Sharing account access or password information with others.
- Performing illegal or unlawful activities that violate Federal, State or Local statutes, such as: copyright infringement, libel, slander, fraud, piracy (e.g., software, film, music, etc.), defamation, plagiarism, forgery, impersonation, soliciting (e.g., pyramid schemes), computer tampering (e.g. spreading computer viruses), or any other illegal or unlawful activity.
- Performing socially offensive or professionally unsuitable activities, such as obscenity, harassment, pornography, mass mailings, soliciting purchases, attempting to access another user's email (unless with written permission), chain letters, intimidation, slurs referencing age, sex, sexual orientation, race, national origin, disability, religious or political beliefs; or any other personal characteristic..

Any employee, contractor or vendor found to have violated this policy may be subject to disciplinary action, up to and including termination of employment or business relationship, in accordance with collective bargaining or other contractual agreements. Anyone who is unsure about what constitutes appropriate Email Usage should ask their manager or County business contact for further guidance and clarification.

V. Exceptions:

- Every exception must be properly documented and submitted to DoT on a Service Request for review and approval.
- Every exception must be approved by the DoT Chief Information Officer (CIO) or designate and the requesting Department or Office manager.

VI. Responsibilities:

- The DoT Chief Information Officer (or designate) approves the policy and any exceptions.
- The DoT Policy Review Committee provides a forum for reviewing and validating changes to the policy at least annually.
- DoT assures that the policy receives an annual maintenance review.
- Wayne County Department and Office managers are responsible for requesting appropriate assignment and timely cancellation of Email access privileges.

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- Email account holders (i.e. anyone with a Wayne County Email account) comply with this policy every time they use County Email.
- Email account holders use their best professional judgment in writing Emails, following the applicable Email Etiquette guidelines below.

VII. Email Etiquette Guidelines

It is the County's expectation that all email communication is done in the most respectful and professional manner possible. This policy is designed to help employees avoid mistakes (like offending someone when you don't mean to) and misunderstandings (like you being offended when it wasn't meant). These core rules of email etiquette help us communicate better via email:

- Email is designed for expedient and effective communication; however, it may not always be the best mode of communication for every situation. You may need to place a phone call or meet in person to ensure you are conveying the correct message or for a more personal interaction
- It is expected that every email is communicated with clarity. The onus is on the author to ensure that the intent and tone you wish to relay is what comes across to those you email. You are cautioned not to take an unnecessarily severe tone or use unnecessary exclamation points.
- Always review your email before you press send. It is a good practice to allow every message at least some minutes of rest after you have finished it but before you press the "Send" button. Reread and reconsider the whole message from the recipient's perspective.
- Make sure you include the proper elements of the email (from, subject, greeting, body, and closing).
 - The subject line should be five (5) to seven (7) words that accurately identify the topic and context of your email, which is imperative. You may modify the Subject field in ongoing conversations to reflect when the direction or topic of the conversation has changed.
 - You should have a greeting at the beginning of your email to avoid being viewed as abrupt or terse. Take the time to include a Hello, or Hi and the recipient's name. How you type your contact's name (John, Mr. Doe, etc.) is indicative of the level of formality your email will portray. Do not take the liberty of being informal too quickly. Let the recipient dictate the level of formality and follow their lead. Formality is another form of courtesy. You can usually get an indication of how those you communicate with prefer to be addressed by how they sign-off their emails.
 - Every email should be drafted to the optimum clarity and professionalism. You should draft correctly structured sentences that reflect proper grammar and punctuation. Do not type in all lower case or all caps because it is difficult to read and gives the impression you are either irritated (uppercase) or lazy (lowercase). You

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must be mindful of using exclamation points (!) when writing an email to avoid a rude or forceful tone. Review and spell-check every message before you push send.

- There should always be a closing; for example, “Thank you for your time!”, “Sincerely”, “Look forward to hearing from you!” or “Warm regards.” You should use what is consistent with the tone and objective of your message. By not having a proper closing you increase the possibility that your email will be perceived as demanding or curt. Without exception close by including your name to put that final considerate touch to your emails (all departments should require a standard signature block).
- Please be mindful of proper forwarding, including privacy considerations. Messages that have been forwarded multiple times often contain '>' and other quotation characters in all the wrong places, lines broken in even worse places, and email addresses of people you don't want to know everywhere.
 - Make sure you're sharing the email, not the addresses in it, by removing all addresses from the forwarded message. Note: there may be exceptions when the list of who participated in a discussion is an important part of the information you are forwarding and it makes no sense to remove the addresses.
 - Clean up the message itself if it contains unnecessary '>' characters or misplaced line breaks. You may also forward emails as an attachment.
 - Make sure that everyone in the email should be privy to the information before sending.
- Use your email program's “Reply to All” feature only when your reply will be necessary to know for the original sender and all people in the original email's To: and Cc: field.
- Do not use “Reply All” when:
 - Only the original sender needs to know the sender's reply;
 - Your comments will be crucial to know for the original sender and a few other recipients (Use Reply in this case and add the select other recipients manually. The author can copy the addresses from the original email);
 - You have been a Bcc: recipient in the original message
- The Bcc: field should only be used to distribute emails while keeping the recipients' addresses confidential or to copy somebody internally, as proof, when delivering an email to the outside, for example. If you reply to all as a Bcc: recipient, you reveal yourself as a recipient--your message says "Thanks!" or "Me too!"
- The recipient must be aware when he/she is “cc'd” before responding. The recipient may be included for informational purposes only and not required to comment or respond.
- Please keep the formatting simple and professional. Please avoid contrasting colored backgrounds, wallpaper, and difficult to read fonts.

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VIII. Related Documents:

- DoT System Access Policy
- DoT Access Control Audit Procedure*
- Wayne County Acceptable Use Policy

IX. Revision History:

- **Created:** 05-30-2012 Version 01 George Brown DoT
- **Modified** 06-05-2012 Version 02 Tish King PHR
- **Modified** 06-12-2012 Version 03 Jeff Small DoT
- **Modified** 06-13-2012 Version 04 Hector Roman DoT
- **Modified** 06-25-2012 Version 05 Jeff Small DoT