

EMAIL POLICY

POLICY# OTECH-POL2021-004

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Otech.guam.gov



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Overview

Policy Number:	OTECH-POL2021-004
Title:	E-mail Policy
Purpose:	To provide guidelines to secure access and usage of Government of Guam e-mail services by its users.
Authority:	5 GCA Chapter 1 Article 12.105 (a)(3), (b)(3), 12.109, 12.110
Publication Date:	August, 6, 2021
Policy Approval:	 Frank LG Lujan, Jr Chief Technology Officer
Target Audience:	The intended recipients of this policy includes all entities under the authority of the Office of Technology, pursuant to 5GCA Ch 1, Article 12.102.
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Revision History

Date of Change	Responsible	Summary of Change
July 2021	OTECH Systems Support	Draft policy
July 2021	CTO, DPM	Review draft, approve and disseminate
February 2024	OTECH Systems Support	(a) Remove Section 11: mailbox capacity alerts & storage limits as it pertains to on-prem exchange servers. (b) Add Review & Internal Audit Section
March 2024	CTO  CTO, Frank L.G. Lujan, Jr. Date: March 1, 2024	Review and approve updates for dissemination.



Introduction

The Government of Guam (GovGuam) uses e-mail as a major mode of communication. GovGuam e-mail, hereinafter referred to as “GovMail”, is provided to GovGuam employees and officials to assist in the operations of the government and deliver effective and efficient service to the general public. Users have the responsibility to use this resource in an efficient, effective, lawful, and ethical manner.

E-mail has reached a level of importance, from its speed and convenience, and there is a need to ensure that risks are minimized from either intentional or unintentional misuse. This policy provides guidelines to ensure that the use of GovGuam does not fringe on the rights of government employees and citizens; is not used for purposes prohibited under state and federal laws, rules and regulations; and does not legally compromise the Government of Guam.

Policy

1. Division or Non-Personnel Account

- a) Division or Non-Personnel Accounts shall be provisioned to divisions, sections, units, projects and the like, and shall be used as the means for communication between the government and the general public.
- b) Division heads or leads shall submit a request for an e-mail account to the Office of Technology (OTECH). Upon review and approval, the account shall be created by the OTECH E-Mail Account Administrator.
 - a. Request form: <https://otech.guam.gov/resources/>
- c) The e-mail address shall be named in compliance with Section 4.b.i.
- d) The Division or Non-Personnel Accounts may be published on the respective GovGuam Agency Website.

2. Employee E-Mail Account

- a) Employee E-Mail Accounts shall be established and used for official purposes only to provide individual employees a faster, efficient, and transparent communication with other government employees, offices, and the general public.
- b) Employee accounts shall be requested by the Employee’s immediate supervisor and approved by the Agency Head before submitted to OTECH for review and approval. The employee must be made fully aware of this policy before the request form is submitted to OTECH. The employee must agree to all the terms of this policy before acknowledging the request form.
 - a. Request form: <https://otech.guam.gov/resources/>
- c) Upon OTECH confirmation and approval, the employee E-Mail account shall be created by the OTECH E-Mail Account Administrator.
- d) The e-mail account shall be named pursuant to Section 4.b.ii.



- e) OTECH shall provide instructions to the employee on how to access the e-mail account. A copy or link to this policy shall also be provided to the employee.
- f) Employee GovMail accounts may be requested for all permanent government employees, limited term government employees, and personnel detailed to government Agencies who require a GovMail to fulfill their roles and responsibilities.

Employee GovMail account Ineligibility

Employee GovMail accounts may not be requested for the general public, personnel detailed to government Agencies who DO NOT require a GovMail to fulfill their roles and responsibilities, personnel who are assigned from community service programs (i.e. Senior Community Service Employment Program (SCSEP), Community Work Experience Program (CWEP), etc.), and volunteers.

If a user from this group requires a GovMail to fulfill their roles and responsibilities within the Government, a request form may be completed and submitted to the OTECH Chief Technology Officer (CTO) via email. The requestor must provide written justification for need of a GovMail Employee account. Justification must also include a start and end date.

3. Group Distribution Lists & Shared Mailboxes

- a) Group distribution lists may be created in lieu of division or non-personnel e-mailaccounts.
- b) Shared mailboxes may also be created in lieu of division or non-personnel e-mailaccounts.
- c) Agency Heads, division supervisors, or project managers may request for a group distribution list or shared mailbox on behalf of their staff. The request form must be properly completed and contain:
 - I. Justification for the distribution list or shared mailbox;
 - II. The desired mailbox name; and the
 - III. Complete name of all users who need access to the group mailbox.
- d) The request form must be completed and sent to OTECH for review and approval. Upon confirmation and approval, the group GovMail shall be created by the OTECH E-Mail Account Administrator.
 - a. Request form: <https://otech.guam.gov/resources/>
- e) The group mailbox shall follow the naming policy prescribed in Section 4.b.i.

4. E-mail Naming Convention

- a) The Official Agency E-mail domain shall be @<Agency Abbreviation>.guam.gov.
 - I. Examples of Government Agency E-Mail Domains:

Government Agency	E-Mail Domain
Office of Technology	@otech.guam.gov





Dept. of Revenue & Taxation	@revtax.guam.gov
Dept. of Administration	@doa.guam.gov

b) The naming convention for the Office and Employee Account shall observe the following rules:

- I. The general syntax for Division or non-personnel (to include distribution lists and shared mailboxes) e-mail accounts shall include the name of the division / section / unit / project of the Agency followed by the domain @<Agency Abbreviation>.guam.gov.

Example:

Component or Division	E-Mail Address Name
Records	records@<Agency Abbreviation>.guam.gov
Planning	planning@<Agency Abbreviation>.guam.gov
Support	support@<Agency Abbreviation>.guam.gov

- II. Employee e-mail accounts shall be integrated with the GovGuam Active Directory (AD) service. E-Mail accounts shall follow the following guidelines:
 - i. The general syntax for all Employee E-Mail accounts shall include the employee’s first name followed by a period (.) and the last name, followed by the domain name of the Agency.

Syntax: **firstname.lastname@<Agency Abbreviation>.guam.gov**

Example:

Employee Name	Employee Email Address
Joe Cruz	Joe.Cruz@<Agency Abbreviation>.guam.gov
Jane Cruz	Jane.Cruz@<Agency Abbreviation>.guam.gov

- ii. In the event an employee has the same first and last name of an existing account, the new employee account shall follow the following guidelines:
 - 1. The new e-mail account shall include the employee’s first name, followed by a period (.), the employee’s middle initial, followed by a period (.) and then the last name, followed by the domain name of the Agency.

Syntax: **firstname.middleinitial.lastname@<Agency Abbreviation>.guam.gov**

Example:

Employee Name	E-Mail Address Name
Joe Blas Cruz	Joe.B.Cruz@<Agency Abbreviation>.guam.gov
Jane Blas Cruz	Jane.B.Cruz@<Agency Abbreviation>.guam.gov

5. Acceptable Use of GovMail Service

- a) GovMail accounts must be used solely to perform official duties and responsibilities of the government employee.





- b) All e-mails sent through the GovMail Service not related to the performance of official duties and responsibilities of the government employee shall fall under Section 6, or the Prohibited Use of the GovMail service, and may be subject to administrative and other actions.
- c) Messages sent through the GovMail Service shall follow the government communication protocol or the rules stipulated in individual agency communication policies.

6. Prohibited Use of the GovMail Service

- a) No e-mail shall be sent through the GovMail Service for purposes outside of the performance of official duties and responsibilities. It shall not be used to send out jokes, rumors, gossip or opinions that are not delivered in the performance of official duties and responsibilities.
- b) E-mail Account Holders shall be prohibited from accessing, copying or deleting the e-mail of another Account Holder. E-mail Account Holders are also prohibited from deleting official government emails. E-mails may be archived directly onto the employee's government PC and backed up to the employee's government home drive.
- c) Account Holders shall not disclose their passwords to other persons.
- d) The GovMail Service shall not be used for the creation or distribution of messages that are disruptive or offensive to other persons, including offensive comments and statements about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practices, political beliefs or national origin.
- e) The GovMail Service shall not be used for personal or commercial purposes and for the promotion of business or other matters outside of the government.
- f) As a rule, the sending of bulk mail shall be prohibited unless such bulk mail is formally solicited and approved by the OTECH CTO. Users should send e-mail messages and copies thereof only to those with a legitimate need to read the message. Bulk or mass e-mails should be managed through an OTECH approved third party bulk mailing service, to safeguard the GovMail Service from being blacklisted and/or marked as SPAM or JUNK mail.
- g) The use of materials, procedures, devices or technologies that will enable unauthorized access to the GovMail service is prohibited.
- h) Account Holders are prohibited from using their Agency E-Mail account in registering or joining Social Networking Sites and other list groups that are for personal use in nature.
- i) Personal E-mail accounts are prohibited from being used for official Government business. Violation of this may result in administrative and/or disciplinary actions.



7. Privacy and Monitoring

- a) The contents of the GovMail Service are considered confidential government communication. To protect the confidentiality of e-mail messages, security measures such as HTTPS shall be used to encrypt or secure the connection and messages sent and received through the GovMail Service.
- b) All data, information, and communication sent, received, or archived in the GovMail Service belong to the government. It should be understood that in the use of GovMail Service, all messages or files sent through the GovMail Service may be accessed by the employee's supervisor, Agency Head, and other authorized officers, for work, administration, or disciplinary purposes.

8. Suspension or Termination of the use of GovMail Service

- a) This provision regarding the suspension or termination of the Employee E-Mail Account shall be implemented: (1) in cases of disciplinary action; (2) transfer of the Account Holder from the current Agency to another government Agency or to a private company; (3) when the government employee retires or resigns; or (4) when the employee is declared dead.
- b) The employee's supervisor or Agency Head shall immediately inform OTECH to suspend or terminate an Employee E-mail account.
- c) Upon confirmation of suspension or termination of Employee E-Mail account, the E-Mail account shall be disabled by the OTECH E-Mail Account Administrator.
- d) Suspended (or disabled) E-Mail accounts shall be archived and terminated (deleted) after six (6) months of inactivity.
- e) Suspended or terminated accounts may be re-provisioned as a shared mailbox to provide access to the Employee's successor. This request must be formally documented, reviewed and approved by OTECH CTO. OTECH assumes no warranty for accounts that have been deleted per inactivity policy and procedures.

9. SPAM and Counterfeit or Forged E-Mail

In the event there are occurrences of SPAM and Counterfeit or Forged E-Mails, Account Holders are advised to NOT CLICK on any suspicious links; and instead, send a report/copy of the suspicious e-mail to OTECH so that an immediate investigation can be done. In submitting a report to OTECH, the Account Holder shall follow the following procedures:

- 1. The subject line "SPAM" together with the subject of the SPAM or Counterfeit e-mail (ex. SPAM: pornography).
- 2. The e-mail address of the sender of the SPAM or Counterfeit e-mail should be in the body of the mail.
- 3. The complete headers must be sent to OTECH. This is done by sending the entire e-mail as an attachment, instead of forwarding the e-mail.



10. Standard E-Mail Signature, Event Promotion or Notification, and Disclaimer

- a) Account Holders may configure the use of an E-Mail Signature. All GovMail Signature shall have one or more of the standard E-mail signature format illustrated below:

Complete Name of employee
 Position / Designation
 Agency / Unit / Section / Division / Office
 Complete Agency Address
 Telephone / Fax number
 Agency Website URL

Examples:

John J. Doe Special Projects Coordinator Office of Technology, Support Team 211 Aspinall Avenue, Hagåtña Guam 96910 Tel: (671) 638-3800; Fax: (671) 472-9608 https://otech.guam.gov
John J. Doe Office of Technology, Support Team
John J. Joe

GovMail E-Mail signature may also include Employee Agency Logo.

- b) As a form of Government/Agency public information dissemination, event promotion or notification may be included, just below the E-mail signature.
- c) All Agency E-Mail shall use a standard disclaimer, such as:
CONFIDENTIALITY NOTICE: The information contained in this communication is intended solely for the use of the individual or entity to whom it is addressed and other parties authorized to receive it. It may contain confidential or legally privileged communication. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking any action in reliance on the contents of this information is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by responding to this e-mail and then immediately delete it from your system. Opinions contained in this e-mail or any of its attachments do not necessarily reflect the opinions of the Agency.
- d) GovMail E-Mail signatures may NOT contain any of the following:
 - a. Personal mailing and/or residential address
 - b. Personal e-mail address, even if stated as a backup. Personal e-mail address includes any email service that has not been provisioned and managed by the Government (OTECH).
 - c. Links to personal Social Networking Sites





- d. Content that may be considered offensive, disruptive or in violation of local and federal policies on Sexual Harassment, Discrimination and Harassment or Workplace Violence.

Roles & Responsibilities

Role	Responsibilities
Chief Technology Officer (CTO)	<ul style="list-style-type: none"> To communicate the GovMail Service Policy to the government agencies and other stakeholders involved. To establish the naming convention for e-mail addresses under the GovMail Service.
	<ul style="list-style-type: none"> To ensure that this policy is updated on an as needed basis. To enforce this policy and all other applicable IT guidelines, documents, policies and procedures.
Agency Head	<ul style="list-style-type: none"> To ensure that the GovMail Service is provided to government employees for fast, efficient and reliable communication To ensure that the e-mail addresses adhere to the provisions of the policy document. To ensure budget is allocated for all GovMail accounts provisioned under respective Agency. To ensure that the GovMail Account Holder agrees to the terms and conditions of this E-mail Policy, and has acknowledged the appropriate request forms. To review annual report of all active Agency mailboxes and identify mailboxes that should be deactivated. To support the OTECH CTO on the enforcement and control of this policy and all other applicable IT guidelines, documents, policies and procedures.
E-Mail Account Administrator	<p>This role is appointed by the OTECH CTO and may be assigned to one or more person/s and shall be tasked with the following responsibilities:</p> <ul style="list-style-type: none"> To act on any report with regard to SPAM and Counterfeit or Forged E-Mail. To administer, manage and make the necessary documentation of the activities related to the use of GovMail service. To verify if the e-mail names submitted comply with the provisions of this Policy. To create, suspend or terminate an account as directed by OTECH personnel. To administer and manage procedures in the creation, suspension, or termination of GovMail Accounts. Where necessary, provide technical support to Account Holders. To inform the CTO in case there is a temporary unavailability of GovMail Service. To implement the e-mail service policy consistently and uniformly at all times. To update the e-mail facility software when necessary. To deactivate and archive the e-mail of authorized users who have





	<p>resigned, retired, separated from the service and those whose e-mail privilege has been suspended.</p> <ul style="list-style-type: none"> • To provide annual reports of all active mailboxes for each Agency and taking prompt action to deactivate all accounts flagged by Agency Heads. • To provide maintenance and support of the GovMail Service.
<p>Division Heads, Administrators, Supervisor, Managers</p>	<ul style="list-style-type: none"> • To complete the E-Mail request on behalf of their staff. • To ensure that they acknowledge, via signature, their respective employee’s E-mail request form. • To immediately report any instance of violation of this e-mail policy to OTECH personnel. • To provide all information relating to the creation of GovMail Account and ensure that information is true and correct.
<p>Account Holders</p>	<p>Account Holders are users who have been issued a GovGuam E-Mail Address. All Account Holders are required to fulfill the following responsibilities:</p> <ul style="list-style-type: none"> • To acknowledge, via signature, their E-Mail Request disclaimer acknowledging that they have read, understand and agree to abide to all the terms of this policy. • To be accountable for e-mails emanating from their account. • To immediately report any instance of violation of this e-mail policy to their immediate supervisor, who shall immediately report to OTECH personnel. • To make use of GovMail Service as a means of communication with other government employees and the general public. • To keep their respective passwords secure. • To log-out of the GovMail Account and refrain from leaving the account unattended. • To report any occurrence of SPAM, counterfeit or forged e-mail to OTECH personnel.



Policy Compliance

Compliance Measure

The Office of Technology will verify compliance to this policy through various methods, including but not limited to periodic reviews and site inspections, video monitoring, business tool reports, internal and external audits and inspections, and feedback from any and all other sources.

Exceptions

Exceptions to the guiding principles in this policy must be documented and formally approved by the requestor's respective Supervisor, Agency Head and the Chief Technology Officer (CTO).

Policy exceptions must describe:

- The nature of the exception
- A reasonable explanation for why the policy exception is required
- Any risks created by the policy exception
- Evidence of approval by all appropriate parties

Non-Compliance

Any user found to have violated this policy may have his/her privileges revoked and may be subject to disciplinary and/or legal action. The unauthorized use of any form of hacking programs or tools within

the confines of the GGWAN or any GovGuam networked device is strictly prohibited. Any violations will be considered a cyber incident or cyber breach and will be prosecuted to the fullest extent of the laws of the territory of Guam.

Review and Internal Audit

This policy shall be reviewed and updated annually, on an as needed basis, or if there is a breach in protocol and procedures. OTECH shall initiate the review process on the first day of each Fiscal Year – 1st of October, or next business day. Policy review and updates shall be documented in the policy's Revision History section. The review process shall be completed before the end of the Fiscal Year's first quarter and the updated policy shall be disseminated (via OTECH website, Agency Memo or email) by December 31 of each year.

Resources

Government of Guam Request Forms:

- Active Directory & Email User Request: <https://otech.guam.gov/wp-otech-content/uploads/2020/02/OTECH-19-005-AD-and-Email-Request.pdf>
 - Attachment for multiple user requests: <https://otech.guam.gov/wp-otech-content/uploads/2019/07/190701-OTECH-19-005-MURAttachment-for-Multiple-User-Requests.pdf>
- Shared Mailbox/Distribution List Request: <https://otech.guam.gov/wp-otech-content/uploads/2021/06/OTECH-21-001-Shared-Mailbox-Distribution-List-cr.6.22.2021.pdf>