

Information Technology Services

Email Use Standard

Approved: February 11, 2020



Standard Statement

University information resources are strategic assets and as such must be managed as valuable state resources. Since a large portion of Tarleton State University (Tarleton) business is conducted using email, it is important that email services function in an efficient and reliable manner. This standard, therefore, addresses expected standards for university email usage.

Reason for Standard

This standard provides information regarding the use of email through university owned information resources. The purpose of the implementation of this standard is to provide a set of measures that will mitigate information security risks associated with email use. There may also be other or additional measures that will provide appropriate mitigation of the risks. The assessment of potential risks and the application of appropriate mitigation measures are to be determined by the information resource owner or their designee. In accordance with Texas Administrative Code 202 - Information Security Standards, each department and/or resource owner may elect not to implement some or all of the risk mitigation measures provided in this standard based on information security risk management decisions and business functions. Such risk management decisions must be documented and reported to the designated information security officer (ISO). The intended audience of this standard is any university employee, student, guest, or visitor that may use any university information resource that has the capacity to send, receive or store email.

Standards and Responsibilities

1. The following activities are prohibited:
 - Sending email that is intimidating or harassing
 - Using email for conducting personal business
 - Using email for purposes of political lobbying or campaigning
 - Violating copyright laws by inappropriately distributing protected works

- Posing as anyone other than oneself when sending email, except when authorized to send messages for another when serving in an administrative support role
 - The use of unauthorized email software
2. The following activities are prohibited because they impede the functioning of network communications and the efficient operations of electronic mail systems:
 - Sending or forwarding chain letters
 - Sending unsolicited messages to large groups except as required to conduct university business
 - Sending excessively large messages
 - Sending or forwarding email that is likely to contain computer viruses
 3. All sensitive and/or confidential Tarleton material transmitted over external network should be encrypted.
 4. All user activity on Tarleton information resources assets is subject to logging and review.
 5. Electronic mail users must not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of Tarleton or any unit of the university unless appropriately authorized (explicitly or implicitly) to do so. Where appropriate, an explicit disclaimer will be included unless it is clear from the context that the author is not representing Tarleton. An example of a simple disclaimer is: "the opinions expressed are my own, and not necessarily those of my employer."
 6. Individuals must not send, forward or receive confidential or sensitive Tarleton information through non-Tarleton email accounts. Examples of non-Tarleton email accounts include, but are not limited to: Hotmail, Yahoo mail, AOL mail, and email provided by other Internet Service Providers (ISP).
 7. Auto-forwarding, including mailbox or smtp forwarding, shall not be used to send or forward any email from internal staff/faculty/student worker email accounts to non-Tarleton email accounts.

Definitions

Information Resources (IR): the standards, equipment, and software that are designed, employed, operated, and maintained to collect, record, process, store, retrieve, display, and transmit information or data.

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