



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES EMPLOYEE E-MAIL PROCEDURE

0701

Procedure No.

October 1, 2004

Date

- I. **PURPOSE:** To provide e-mail procedures for employees of Prince George's County Public Schools.
- II. **INFORMATION:** Every Prince George's County Public Schools (PGCPS) employee is eligible for an e-mail account. No other person or entity is entitled to a PGCPS e-mail account unless authorized by the Chief Executive Officer (CEO), or the Chief Information Officer (CIO). All e-mail accounts are the property of PGCPS and, as such, could be reviewed at any time.
- III. **BACKGROUND:** Employees are expected to use technology resources for educational and/or PGCPS administrative purposes only. Any user of the PGCPS Network, Internet, and technologies should always reflect academic honesty, high ethical standards, and moral responsibility. Employees must abide by e-mail procedures as set forth in this Administrative Procedure.
- IV. **DEFINITIONS:**
 - A. A user is defined as a student, staff member, or employee of PGCPS.
 - B. SPAM e-mail is electronic junk mail.
- V. **PROCEDURES:**
 - A. **Mail Access**
 1. Employees have unlimited access to their e-mail accounts either via intranet or access via the Internet through "Web mail".
 2. PGCPS will make every effort to reduce or eliminate SPAM (junk mail) by employing filtering software and scanning each piece of incoming mail.
 3. PGCPS will review and prohibit mass mailings to staff members by either internal or external sources. Internal mass mailings must receive approval from the CEO or CIO. External entities will be limited to sending mailings to 25 recipients or less. Mailings sent to 25 recipients or more will be considered SPAM and be deleted.
 4. PGCPS will attempt to screen and eliminate unsolicited mail and mail with no primary addressee that uses "blind copy" distribution to reach employees.



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES EMPLOYEE E-MAIL PROCEDURE

0701

Procedure No.

October 1, 2004

Date

5. Inbound and outbound e-mail is limited to 10Mb.
6. Internal and external e-mail attachments also have a 10Mb limit.
7. Antivirus procedures may strip or prohibit certain attachment file types. The most notable type prohibited is the Zip file. The IT Division reserves the authority to block any file type deemed by our virus protection software as being harmful or potentially harmful.
8. User mailboxes will be of the following sizes:
 - a. All Board Members, including the CEO will have unlimited mailbox capacity.
 - b. Members of the CEO's Executive Council will have 500Mb mailbox capacity.
 - c. Sasscer-based IT staff will have 250Mb mailbox capacity.
 - d. Central Office administrators and principals will have 100Mb mailbox capacity.
 - e. All other system personnel will have 50Mb mailbox capacity.
9. E-mail records will not be maintained by PGCPS.
10. PGCPS has the right to review e-mail at any time, without notice.

B. User Responsibilities

1. Users must use their Prince George's County Public Schools e-mail address for school system business. Users are advised to acquire and use a "personal" e-mail address for all other e-mail correspondence. Users can get free e-mail accounts from Hotmail, Yahoo, and others that offer a web interface to send/receive personal e-mail, which can be accessed via our Internet connection.
2. Users must clean their "deleted items" and "sent items" bin regularly. Deleted items and sent items will continue to reside on the e-mail server and count against the users allotted mailbox size limit unless the bins are emptied.
3. Users may archive their e-mail messages to either the hard drive on their computer or to a local or system-wide file server. Assistance is available to users for this task through the IT Help Desk.



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES EMPLOYEE E-MAIL PROCEDURE

0701

Procedure No.

October 1, 2004

Date

4. E-mail is to be used in a professional manner, void of foul, abusive or threatening language, and/or language that is of prurient nature or content.

C. Emptying Deleted Items Folder

1. To empty Deleted Items in Outlook 2000, 2002, 2003:
 - a. Click on Tools - Empty Deleted Items Folder.
 - b. Click Yes when it asks "Are you sure you want to permanently delete all the items and subfolders in the Deleted Items folder?"
2. To empty Deleted Items in Web mail:
 - a. Click on the Trash Can icon towards the top of the window.
 - b. Click Yes when it asks "Are you sure you want to permanently delete all the items and subfolders in the Deleted Items folder?"

D. E-Mail Archiving

1. To archive E-Mail in Outlook 2000, 2002, 2003:
 - a. In Outlook, go to Tools – Options.
 - b. Select the Other tab.
 - c. Click the Auto Archive button.
 - d. Check the following boxes:
 - (1) Run Auto Archive every ___ days (we suggest every 14 days)
 - (2) Prompt before Auto Archive runs.
 - (3) Archive or delete old items.
 - (4) Show archive folder in folder list.
 - e. Make sure you change the location under Move old items to. The default location is rather difficult to find. You should click on browse and select My Documents.

VI. **RELATED PROCEDURES:** Administrative Procedure 0700, Information Technology Services-Acceptable Usage Guidelines.



ADMINISTRATIVE PROCEDURE

INFORMATION TECHNOLOGY SERVICES EMPLOYEE E-MAIL PROCEDURE

0701

Procedure No.

October 1, 2004

Date

-
- VII. **MAINTENANCE AND UPDATE OF THESE PROCEDURES:** This Administrative Procedure originates with the Division of Information Technology and will be updated, as needed.
- VIII. **CANCELLATIONS AND SUPERSEDURES:** None. This is a new Administrative Procedure.
- IX. **EFFECTIVE DATE:** October 1, 2004.

Approved by:
André J. Hornsby
Chief Executive Officer

Distribution: Lists 1, 2, 3, 4, 5, 6, 9, 10, and 11