

Idaho Technology Authority (ITA)

ENTERPRISE POLICY – P1000 GENERAL POLICIES

Category: P1040 – EMAIL AND ELECTRONIC MESSAGING

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I. AUTHORITY

Authority: Idaho Code § 67-833(3)

II. ABSTRACT

The purpose of this policy is to ensure proper and efficient use of the State of Idaho's email and electronic messaging systems.

III. DEFINITIONS

See [G105 – ITA Glossary of Terms](#) for related definitions.

IV. POLICY

1. Email and electronic messaging are tools intended for business communications. Users have the responsibility to use these resources in an efficient, effective, ethical, and lawful manner. Email and electronic messaging communications must comply with all applicable laws, regulations, and generally accepted business etiquette.
2. State employees may occasionally use email and electronic messaging for individual, nonpolitical purposes on their personal time if such use does not violate the terms and conditions of this policy or interfere with State business.
3. All email and electronic messaging accounts are the sole property of the State of Idaho. The State entity has the right to monitor any employee's email and electronic messaging account. Any unauthorized or inappropriate use discovered during such monitoring activities shall be formally reported to department

management for determination of appropriate action.

4. Users should not expect their email and electronic messaging communications, documents, or other information sent or received via State of Idaho email or electronic messaging systems to be private and should not use the email or electronic messaging systems for matters that are not intended for public disclosure. Confidential matters, permitted by law, should be so marked and include a warning regarding accidental transmission to a third party.
5. Email and electronic messaging content are considered State property and may constitute official records of the State of Idaho and are subject to each agency's existing document retention policy. Electronic mail and messages are subject to the public records law insofar as these records are retained by an agency. Sending data via electronic mail and electronic messaging may be construed the same as sending correspondence on official memo or letterhead.
6. Use of the State's email and electronic messaging systems as described below is **strictly prohibited**. Violations of these policies should immediately be reported to department management and IT Security as necessary for proper action.
 - A. Knowingly or intentionally creating, publishing, transmitting, and/or exchanging email and electronic messaging content that is inappropriate, offensive, harassing, obscene, or threatening;
 - B. Creating or distributing electronic mail and electronic messaging containing defamatory, false, inaccurate, abusive, threatening, racially offensive or otherwise biased, discriminatory, or illegal material;
 - C. Requesting or distributing email or electronic messaging that is obscene, pornographic, or profane except in situations where working with emails or messages meeting these criteria is specifically part of the individual's job duties;
 - D. Using email or electronic messaging to violate laws, rules, or regulations prohibiting sexual harassment;
 - E. Using email or electronic messaging to encourage the use of controlled substances for criminal or illegal purposes;
 - F. Using email or electronic messaging to engage in any activities for personal gain;
 - G. Using email or electronic messaging to distribute copyrighted information without permission;
 - H. Using email or electronic messaging to distribute advertisements for commercial enterprises, including but not limited to goods, services, or property unless such advertisements are part of requested vendor information to be used in carrying out State business;

- I. Using email or electronic messaging to violate or infringe upon the rights of others;
 - J. Using email or electronic messaging to conduct business unauthorized by the department;
 - K. Using email or electronic messaging to transmit incendiary statements, which might incite violence or describe or promote the use of weapons;
 - L. Using email or electronic messaging to conduct any fundraising or public relations activities not directly supported by the department;
 - M. Using email or electronic messaging to exchange proprietary information, trade secrets, or any other privileged, confidential, or sensitive information that is not authorized;
 - N. Using email or electronic messaging to create or exchange solicitations, chain letters, and other unsolicited email or electronic messaging;
 - O. Registering for email lists that are not related to State business. Subscription to such services can result in an overload of received messages directly impacting the performance of State email or electronic messaging systems;
 - P. Using email or electronic messaging to engage in any prohibited political activity;
 - Q. Using email or electronic messaging systems for any illegal purpose.
 - R. Knowingly or willfully creating or propagating any computer virus, malware, or other destructive program code;
 - S. Accessing another's email or electronic messaging system content without authorization from that user or an authorized agency representative;
 - T. Automatically forwarding or redirecting state-issued emails outside of the state-controlled service is strictly prohibited. Users may manually forward individual messages after determining the risk or consequences are low, and forwarding will not violate any security controls; and
 - U. Users are prohibited from conducting State business, creating or memorialize any binding transactions, or storing or retaining email on behalf of the State of Idaho with an email or messaging account that is not provided or authorized by the department. When authorizing email or messaging account use departments must ensure that all policy and retention requirements are met and documented.
7. Individual use of the email and electronic messaging systems is subject to monitoring by the respective State entity or, upon request by the State entity, by authorized Information Technology Services (ITS) staff.

8. Violations of this policy may result in disciplinary action.

V. EXEMPTION PROCESS

Refer to ITA Policy [P1010](#) (Information Technology Policies, Standards, and Guidelines Framework).

VI. PROCEDURE REFERENCE

Standards for employee email and electronic messaging use are detailed in ITA Standard [S2120](#) (Email and Messaging).

VII. CONTACT INFORMATION

For more information, contact the ITA Staff at (208) 605-4064.

VIII. RESPONSIBILITY

Employees using email or electronic messaging systems are deemed to have accepted the responsibilities and obligations imposed by federal, state, and local laws and regulations as well as ITA and department-adopted policies, procedures, standards, and guidelines.

REVISION HISTORY

08/20/24 – Definitions moved to G105 ITA Glossary; title changed from “Employee Email and Messaging” to “Email and Electronic Messaging”; added new requirements under Section 6, 6.S, and 6.T.

05/30/19 – Modernized terminology and definitions.

07/01/18 – Updated Idaho statute references.

07/16/14 – Updates Section I. Authority to be consistent with Idaho statute.

07/01/13 – Changed “ITRMC” to “ITA”.

06/16/09 – Added Exemption Process and Procedure Reference to this policy; changed the layout and deleted Timeline.

11/15/06 – Updated Authority section to reference Executive Order 2005-22.

Date Established: October 17, 2001