



Email Acceptable Use Standard

Introduction

Electronic mail is a highly efficient form of communication media and, when used appropriately, provides people with a means to facilitate business contact. However, this convenience also tempts users to experiment or take advantage of this media, resulting in email of unwelcome types (collectively known as net abuse). The improper use of email technology may jeopardize the integrity of state systems, security and service levels. Access to email is provided to employees and contractors to assist with conducting state business, and the use of email must not jeopardize the operation of systems or the reputation and/or integrity of the state.

Email is a critical mechanism for business communication at the State of Oklahoma. Use of state email systems and services is a privilege, not a right.

Purpose

This document outlines acceptable email use for State of Oklahoma employees and contractors.

Standard

As with other state resources, email is made available to employees and contractors in support of each agency's mission. Use of state email services is intended to be in furtherance of such goals and mission.

Personal use of email is not permitted. Users shall have no expectation of privacy in any personal information sent, received or stored by a user using a state email account.

Users shall respect the purpose and charters of email distribution groups. It is the responsibility of any user of an email distribution group to determine the purpose before sending messages to the group or receiving messages from the group.

The state provides email services to support each agency's mission, and email is used as an official form of communication. All users are expected to demonstrate good taste and sensitivity to others in their communications. However, the state cannot protect individuals against the existence or receipt of material that may be offensive, and users are warned they may willingly or unwillingly come across, or be recipients of, material they find offensive. Individuals can report offensive material by emailing servicedesk@omes.ok.gov.

Users should be aware the state's officers and employees are subject to the provisions of the Oklahoma Open Records Act unless specifically exempted under Title 51 O.S. §§ 24A.1–24A.29 (e.g., legal emails and certain chief information officer level communications). There is no privacy associated with use of state email resources. The state owns, and has right of access to, for any purpose, the contents of all computing information transmitted through or stored on its systems. The state may access and disclose any, or all, of the following:

- Data transmitted through or stored on its email and Internet access systems, regardless of the content of the data,
- Information related to the use of electronic communication.

Compliance

This standard shall take effect upon publication and is made pursuant to Title 62 O.S. §§ 34.11.1 and 34.12 and Title 62 O.S. § 35.8. OMES IS may amend and publish the amended standards policies and standards at any time. Compliance is expected with all published policies and standards, and any published amendments thereof. Employees found in violation of this standard may be subject to disciplinary action, up to and including termination.

Rationale

To ensure efficient, secure, and cost-effective delivery of essential public services, all state agency IT purchases and projects must receive central approval. This allows the Chief Information Officer to evaluate agency needs and capabilities, strengthen data protection and security, and streamline and consolidate systems to reduce costs for taxpayers.

References

- [Oklahoma Open Records Act \(Title 51 O.S. §§ 24A.1–24A.29\).](#)

Revision history

This standard is subject to periodic review to ensure relevancy.

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