

STATE OF ALABAMA

Information Technology Policy

POLICY 540-00: E-MAIL COMMUNICATIONS

The creation of Alabama Centralized E-mail (ACE) and the consolidation of 45 separate email systems throughout state government resulted in increased e-mail availability, lowered the overall cost of operating several disparate systems, and provided a mechanism to reach a large percentage of state employees with informational and emergency notices via mass e-mailing. In the years since e-mail consolidation, the proliferation of smart phones and other portable communications devices have resulted in a mobile government that can conduct business from almost anywhere. While efficiently advantageous, the practice of conducting state business using portable and personally-owned devices has also led to increased use of private and commercial e-mail accounts for business communications. Using private and commercial e-mail accounts prevents these messages from being subject to beneficial security and data retention controls (such as virus-scanning and message archival) provided by ACE and raises questions about the transparency of government actions.

OBJECTIVE:

To improve the efficiency of electronic communications and to ensure transparency in the actions of State government.

SCOPE:

This policy applies to all Executive Branch agencies, boards, and commissions except the Board of Education and educational entities.

RESPONSIBILITIES:

Individual Information Technology User:

- All state employees who use e-mail for business communications must use a .gov e-mail address provided by the state.
- Adhere to all state and agency policies pertaining to the use of state (.gov) e-mail systems.
- If it is necessary to use a non- .gov e-mail address to send a state business message, the sender shall send a copy of the message (cc) to their .gov e-mail address.

Agency Management, Information Technology Organization:

- Ensure that every agency employee who requires an e-mail address to send or receive state business communications, including emergency and informational mass e-mail notifications, is issued an individual .gov e-mail address.
- Unless established by exception (by written agreement with Alabama Department of Finance) all organizations shall use ACE for their e-mail accounts.

Information Services Division (ISD):

- Maintain the Alabama Centralized E-mail system.
- Establish policies that ensure the security (availability, integrity, and confidentiality) of the state e-mail system.

By Authority of Director, Information Services Division, Department of Finance

DOCUMENT HISTORY:

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