



## Email Acceptable Use Guidelines

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Email is a critical mechanism for communications at the City of Littleton. However, use of the City of Littleton's electronic mail systems and services are a privilege, not a right, and therefore must be used with respect and in accordance with the goals of the City of Littleton.

The objectives of these guidelines are to outline appropriate and inappropriate use of the City of Littleton's email systems and services in order to minimize disruptions to services and activities, as well as comply with applicable policies and laws.

- Email users are expected to remember that email sent from the city's email accounts reflects on the city. Please comply with normal standards of professional and personal courtesy and conduct.
- Individuals at the City of Littleton are to use email to further the goals and objectives of the City of Littleton. The types of activities that are encouraged include but are not limited to: communicating with fellow employees, business partners of the City of Littleton, and citizens to further such goals and objectives.
- Excessive personal use of the City of Littleton email resources is deemed as an inappropriate use of the City of Littleton's email systems and services. The City of Littleton allows limited personal use. The City of Littleton prohibits personal use of its email systems and services for unsolicited mass mailings (e.g. sending personal advertisements to "All City" employees), personal commercial activity, political campaigning, dissemination of chain letters, and use by non-employees.
- Email access at the City of Littleton is controlled through individual accounts and passwords. It is the responsibility of the employee to protect the confidentiality of their account and password information.
- The City of Littleton often delivers official communications via email. As a result, employees of the City of Littleton with email accounts are expected to check their email in a consistent and timely manner so that they are aware of important announcements and updates, as well as for fulfilling city and role-oriented tasks.
- Email users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to unsubscribe from the list, and is responsible for doing so in the event that their current email address changes.
- All city employees, contractors, officials, and volunteers who have been assigned an email account on the city's email system shall use a standardized email signature for all outgoing emails including new emails, replies, and forwards. No additional personalization or customization of the signature area will be permitted unless authorized by the Information Services and Communications Departments. This includes fonts, colors, logos, icons, images, themes, background images, expressions, quotes or promotions of any kind.
- The City of Littleton's email systems and services are not to be used for purposes that could be reasonably expected to strain storage or bandwidth (e.g. emailing large attachments).
- Individual email use will not interfere with others' use of the City of Littleton's email system and services.



- Email use at the City of Littleton will comply with all applicable laws and all City of Littleton policies including, but not limited to the City of Littleton Personnel Policies.
- There shall be no expectation of privacy while using the City of Littleton's electronic mail systems. By using such systems, Employees expressly waive any right of privacy in anything they create, store, send, or receive using the city's email systems. All written and/or electronic records created, received, stored in, or sent from any city technology or telecommunication devices are public records, and are subject to disclosure to the public under the Colorado Open Records Act. The contents of electronic communications sent by, between and/or to employees may be disclosed within or outside the city without the permission of the employee at any time as deemed necessary by the city and for any purpose not specifically prohibited by law. The city reserves the right to randomly monitor all electronic communication systems.
- Any allegations of misuse should be promptly reported to the Human Resources Director and the Information Services Director. If you receive an offensive email, do not forward, delete, or reply to the message. Instead, report it directly to these two individuals.

## Account Activation/Termination

All employees of the City of Littleton will receive an email account. Email accounts will be granted to third-party non-employees on a case-by-case basis. Applications for these temporary accounts must be submitted to the city's Information Services (IS) Department.

Email access will be terminated when the employee or third party terminates their association with the City of Littleton, unless other arrangements are made. The City of Littleton is under no obligation to store or forward the contents of an individual's email inbox/outbox after the term of their employment has ceased.

Please contact the IS Help Desk if you have any questions regarding these **Email Appropriate Use Guidelines**. The IS Help Desk can be reached by calling extension 3773 or by sending an email message to [help@littletongov.org](mailto:help@littletongov.org).

## Violations

Violations of these guidelines will be treated like other allegations of wrongdoing at the City of Littleton. Allegations of misconduct will be handled in accordance with the City of Littleton Personnel Policies. Sanctions for inappropriate use on the City of Littleton's email systems and services may include, but are not limited to, one or more of the following:

1. Temporary or permanent revocation of email access;
2. Disciplinary action up to and including termination according to applicable City of Littleton policies; and/or
3. Legal action according to applicable laws and contractual agreements.