APPENDIX H

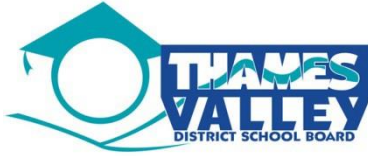|	
Title: **Corporate Email**	Procedure No.: **9037** Effective Date: **2002 Feb, 26**

Department: Learning Support Services

Reference(s):   -   Computer Security Procedures

Outlook is the corporate email platform used in TVDSB. Email services are provided for the purposes of furthering Board objectives and must be consistent with the Computer Security Procedures.

Exercising professional judgement regarding the appropriateness of email messages sent out and material posted to Groups will ensure that the system works efficiently and in the best interest of everyone.

1.0   Email Accounts

Email accounts will be set up and maintained for the purpose of communications. Each school will have a school account and, where determined necessary for Board purposes, other generic types of accounts will be established (e.g., Custodian Westmount). All employees are provided with email accounts to facilitate the exchange of information.

Once employment with the Board ceases, email accounts will be terminated. Human Resources is responsible for notifying the Manager of Information Technology Services when a person is leaving the organization so that accounts can be terminated in a timely way.

Email accounts will be made available to non-Board employees (including retirees) only in exceptional circumstances with Associate Director approval. Accounts granted to non-Board employees must be for a specific period and renewed annually.

2.0   Best Practices in Email Communications

2.1   Email Signatures
All email accounts shall have a signature. Account signatures shall include the user's name, job title, school/site, telephone and email address.

2.2   Sending Messages
To reduce the volume of unwanted electronic communications, users of email and Groups are asked to consider carefully the audience for the message and

target the message using the appropriate Group, email, distribution list or by sending to individuals. In replying to messages, consider whether a reply is best sent to an individual, a group of individuals or to a Group.

2.3 System Distribution Lists
TVDSB will continue to provide email distribution lists for the convenience of Outlook users. Membership on system distribution lists will be based on job function and or/location. The ability to send to Urgent News is restricted to individuals based on their job function.

3.0 The Advantages of Groups

There are several advantages to posting messages to shared Groups instead of sending email messages to individuals or using an email distribution list. These benefits include the following:

- individuals participating in a Group are not burdened with the task of saving messages;

- there is no risk of deleting an important message or losing a piece of the discussion; and

- new members in a discussion group can review the discussion to date.

4.0 Using Groups

Groups provide areas for schools/departments to hold group discussions and post information.

4.1 Types of Groups
Public Groups will be open to all Outlook users.

Some Groups will be "read only". For example, the contents of the Job Postings Group can be viewed by any TVDSB staff member but only designated Human Resource Services staff will be able to place postings in the Group.

Private Groups may be established for very specific purposes where warranted (e.g., a department, cross-department, or project working group requires a common electronic forum to share information, to exchange ideas or post minutes).

4.2 Procedure for Initiating a Group
A list of existing Groups can be obtained from the Directory by selecting People, Directory, All Groups. A proliferation of Groups can become a barrier to communication by making it difficult to find information; therefore, Outlook users are asked to consider whether any existing Group will meet their needs before initiating a new one. If after reviewing the existing Groups, a department, school or a group of staff wish to initiate a new Group, then completion of the Group Request Form (http://www.tvdsb.ca/newoutlookgroup) is required.

On the Request Form, outline the purpose of the Group and the intended audience. The purpose information will be posted to the Group résumé when the Group is created. All Groups are required to have a résumé. Requests and approval for Groups will be processed by ITS.

4.3 Group Facilitators/Contact Persons

4.3.1 Private Groups

A Private Group shall have a facilitator who shall be responsible for:

- reviewing materials posted to the Group and removing dated or inappropriate materials;

- handling requests for access to the Group.

- ensuring that their name and contact information are posted to the résumé area of the Group;

- updating the Group résumé as necessary;

- deleting members from the Group where necessary (e.g., where they are no longer involved in a project or part of that work group); and

- informing the Outlook Administrator when a Group should be deleted.

4.4 Content in Groups

Individuals with concerns about the content of messages can inform the Group owner who, based on existing Board policies and professional judgement, can request that an individual remove an inappropriate message from a Group. In an extreme case, the Group owner or any other Board employee can request that the Manager of Information Technology Services remove a message that poses a threat to the protection of individuals or property, or appears to be inconsistent with Independent Procedures, or to violate the law.