
ELECTRONIC MAIL OPERATIONS PROCEDURE (TEC-P006)

WENATCHEE SCHOOL DISTRICT

1.0 SCOPE:

- 1.1 This procedure describes how electronic mail operations are conducted under the guidance and oversight of the Technology Department.

The online version of this procedure is official; therefore, all printed versions are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Electronic Mail Administrator

3.0 APPROVAL AUTHORITY:

- 3.1 Director of Operational Technology

4.0 DEFINITIONS:

- 4.1 Electronic mail - Messages automatically passed from one computer user to another, often through computer networks and/or via modems over telephone lines.
- 4.2 Acceptable Use Policy – A set of rules that determines how a computer network may be used.

5.0 PROCEDURE:

- 5.1 When an employee is hired or resigns, Human Resources notifies the electronic mail administrator with the employee legal name, building, position, and FTE to establish or remove a district email account.
 - 5.1.1 Once the email account is established, the electronic mail administrator will notify the building office manager and TRA.
 - 5.1.2 Updates occur within two working days after Human Resources notification.
 - 5.1.3 Email account names will follow the district standard of lastname.firstinitial@ mail.wsd.wednet.edu. If there are similar last name first initials, a first name may be used in place of an initial.
 - 5.1.4 User passwords will be provided to the technician or staff member initially configuring the email account. Access will be initially verified through a web browser interface and users will be directed to change their password upon their initial login. For lost or forgotten server passwords, a user may request the reset to the default. For lost or forgotten mail application passwords, the user should contact the primary building support resource.
 - 5.1.5 Contract employees and Student Teachers who are assigned with duty in the Wenatchee School District, either by inter-local agency agreements or approved Human Resources agreements but are not managed by WSD Human Resources are required to read and sign a copy of the WSD AUP (Acceptable Use Policy, Board Policy 2022P), in order to receive an email account. The Director of Operational Technology will keep the copy of the signed acknowledgement on file for the duration of the contract employee tenure and notify WSD Human Resources of this email account creation.
 - 5.1.6 Guests of the Wenatchee School District will not be issued an electronic mail account under any circumstance or condition, but are allowed to use a personal web-based electronic account for access within the Wenatchee School District network. Guests include, but are not limited to Business Consultants, Educational Consultants, Parent or Community Groups and essentially anyone not currently an employee of the Wenatchee School District.

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5.2 Updates will be take place in lieu of this approval under the following circumstances:

5.2.1 Administrative or instructional changes require immediate updating.

5.2.2 During the first three weeks of the school year, beginning with the first full day that certificated staff return for their contract year, buildings may require immediate communications before classes begin. Under this circumstance, updates will take place only after communication with the building/department administration, Technical Resource Assistant, or secretary.

5.2.3 The superintendent, superintendent's cabinet, or administration of the Wenatchee School District makes a special request.

5.2.4 The building/department office manager makes a special request for addition.

5.3 All email account holders, including temporary positions such as long-term substitute teachers, associated grant staffing, contracted individuals (not businesses), or seasonal coaches not employed in an additional capacity by the Wenatchee School District are bound by the district Acceptable Use Policy and the governances therein.

5.4 Electronic Mail Retention: Retention of E-mail Messages:

5.4.1 All E-mail messages will be deleted after 180 days after the message is sent or received from the Wenatchee School District e-Mail server. District employees are encouraged to delete non-essential messages on a daily basis, immediately after reading, replying, or taking other action concerning a particular message if the message has no retention value. If the content of an E-mail message possesses long-term business value, staff and administration are required to print the message and place it in a proper paper file for further retention, or if metadata requirements pursuant of legal or liability means, will be maintained electronically and the email should be filed in a local folder on within the users local email folder and any attached file (attachment) should be converted to .pdf format and placed in a secure file location (district LAN server or user backup/backup image on district LAN server). Four record categories are described below to assist users in determining the retention requirement of E-mail messages. **It is important to note that an estimated 90% of E-mail messages typically fall under the categories of non-record materials, notices with no business value, or transitory messages and therefore should be deleted by both the sender and receiver immediately after the administrative value is lost.**

5.4.1.1 CATEGORY #1 - Non-Record Materials (delete at will)

The following examples are materials (not records) that may not be appropriate for E-mail and may be deleted at any time:

- Personal (birth/death/funeral) announcements.
- Party announcements (baby shower, wedding shower, retirement, bon voyage, etc.)
- Any E-mail not received or created in the course of School District business

5.4.1.2 CATEGORY #2 - Notices with No Business Value (delete at will)

This category includes information with no business value after receipt and review. Examples include internal office announcements such as:

- "Joe Smith called, please call back"
- "Is this afternoon's meeting still on?"

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- "Tomorrow's staff meeting location has been changed to room #202."

5.4.1.3 CATEGORY #3 - Transitory Messages (delete after administrative value is lost)

This includes a record series category that covers a large percentage of typical E-mail messages. Transitory Messages has the following definition:

"This records series consists of those records that are created primarily for the communication of information, as opposed to communications designed for the perpetuation of knowledge. Transitory messages do not set policy, establish guidelines or procedures, certify a transaction, or become a receipt. The informal tone of transitory messages might be compared to the communication that might take place during a telephone conversation or a conversation in an office hallway. Transitory messages would include, but would not be limited to: E-mail messages with short-lived, or no administrative value, voice mail, self-sticking notes, and telephone messages."

The retention requirement for all transitory messages is "retain until obsolete, superseded or administrative value is lost."

5.4.1.4 CATEGORY #4 - Official Records (retain as required)

The purpose of the Wenatchee School District email server is only for transmission of information and not retention or storage of required documents. E-mail messages that pertain to a particular Wenatchee School District business transaction, project/case file, board action, or student/personnel issue must be retained for the required duration as all other documentation that pertains to the same transaction/project/case/action/issue. The [GENERAL RECORDS RETENTION SCHEDULE FOR SCHOOL DISTRICTS AND EDUCATIONAL SERVICE DISTRICTS](#) [PDF Document] and the associated [Records Category: ELECTRONIC INFORMATION – GENERAL](#) [PDF Document] must be referenced to determine the specific retention requirement for E-mail messages that fall under this category. Primary record copies of completed drafts and documents should be filed in compliance with the appropriate records series and retained in hard copy or electronic form (not associated with the WSD email system) according to the minimum retention periods approved by the Office of the Washington Secretary of State and the Washington State Archives for those records series. Questions relating to which record series are applicable for a particular E-mail message should be directed to the Wenatchee School District Business and Finance, Human Resources, or Student Services whichever is applicable for the type of record requiring retention.

5.4.2 Backup of E-mail Messages

- 5.4.2.1 For disaster recovery purposes, Wenatchee School District will conduct weekly backup of E-mail to offsite security storage. These "snapshot" security backup procedures are not designed to meet records retention requirements. The retention period of E-mail data resident on these images will not exceed 30 days. See Section I "Retention of E-mail Messages" for information on user responsibilities and compliance to E-mail retention requirements.

5.4.3 E-mail Distribution Lists

- 5.4.3.1 When sending the same message to a group of users, distribution lists are encouraged.

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Distribution should not be considered a source for retention in any form, and requirements for proper retention are the responsibility of the building/department. The following rules should be adhered to when using distribution lists:

- Maintenance of distribution lists is the responsibility of the department that requests the creation of the list.
- Think carefully before using a large distribution list. Ask yourself, "Do all E-mail users really need to know this information?"
- Do not use the return receipt when sending a message to a large distribution list.
- When printing a message sent to a distribution list for retention in a paper file, print and file the distribution list along with the E-mail message.

5.4.4 User Email Account Termination

5.4.4.1 All email accounts will be revoked immediately upon a staff member's termination of employment with the District or upon the termination of whatever status gave the user access to the E-mail system. Within 6 months, the data associated with that user ID will be deleted including all files electronic mail that may reside within that email account.

The staff member's former supervisor is responsible for:

- Notifying electronic mail administrator of the user's termination of relationship
- If necessary, requesting access to the former employee's stored E-mail to review for required retention of any official record material.

5.4.4.2 Upon the termination of the staff member's relationship with the District, the former staff member should no longer attempt to access the system.

6.0 ASSOCIATED DOCUMENTS:

6.1 [WSD Acceptable Use Policy](#)

6.2 <http://www.sos.wa.gov/archives/recordsretentionschedules.aspx>

6.2.1 School Districts and Educational Service Districts Version 7.2 (Sept 2011)

6.3 RCWAC 434-622-150 E-mail management.

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Sent Mail	Electronic	180 days	Deletion	N/A

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8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
06-June-03	A	Original Release
13-Oct-04	B	Updated 5.1.3 and 5.3 to reflect changes in server names
16-Sept-05	C	Added 5.2.4
01-May-06	D	Updated Human Resources information in 5.1.2 and 5.2; updated name of server in 5.3
15-Sept-06	E	Changed responsibility and approval authority; added definition for Acceptable Use Policy; clarified notification procedure in 5.1; Clarified 5.2.5.
24-July-07	F	3.0 Authority change, title change, account update change
19-Mar-08	G	Section 5.4, email retention added
25-Apr-08	H	Section 5.1.5 added, contract employees
20-Nov-08	I	Section 5.1.4 modified to reflect password defaults.
19-Feb-09	J	Section 5.4.1, retention changed to 180 days.
21-Jan-10	K	Section 5.1, 5.1.1, 5.1.3 account creation/removal authorization
14-Oct-11	L	Section 5.0-5.4, replaced all occurrences of "mail administrator" with "electronic mail administrator", replaced all occurrences of "account" with "email account". Added Section 5.1.6, modified Section 5.1.5 for temporary accounts.

**** End of Procedure ****