

	CITY OF SPOKANE ADMINISTRATIVE POLICY	ADMIN 0620-23-055 LGL 2005-0059
	TITLE: EMAIL ACCEPTABLE USE EFFECTIVE DATE: FEBRUARY 1, 2002 REVISION EFFECTIVE DATE: OCTOBER 18, 2005; JULY <u>11</u> , 2023	

1.0 GENERAL

1.1 The purpose of this policy is to ensure the proper use of the City of Spokane's email system and make users aware of what the City of Spokane deems as acceptable and unacceptable use. This policy outlines the minimum requirements for use of email within the City of Spokane's networks, including the restriction of personal email usage.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

Applicable to all departments and divisions.

3.0 REFERENCES

Center for Internet Security - Critical Security Controls for Effective Cyber Defense Guidelines

City of Spokane's Information Security Policy – ADMIN 6300-17-06

City of Spokane's Public Records Requests Policy – ADMIN 0260-17-03

National Institute of Standards and Technology (NIST) Cybersecurity Framework Guideline - Version 1.1

Payment Card Industry - Data Security Standards (PCI-DSS)

RCW 19.255.010 - Disclosure, notice

RCW 19.255.020 Liability of Processor, businesses, and vendors

RCW 42.56.420 Security

RCW 42.56.590 Personal Information – Notice of security breaches

The Health Insurance Portability and Accountability Act of 1996. Pub. L. 104-191.
Stat. 1936. Web. 11 Aug. 2014.

CIS Critical Security Control Section 9: Email and Web Browser Protections

Chapter 40.14 RCW – Preservation and Destruction of Public Records

Chapter 42.56 RCW – Public Records Act

4.0 DEFINITIONS

- 4.1 “Email” is a system for sending and receiving messages distributed by electronic means from one computer user to one or more recipients via a computer network.
- 4.2 “Information Technology Resources” or IT Resources means hardware, software, and communications equipment including, but not limited to, personal computers, email, internet, mainframes, wide and local area networks, servers, mobile or portable computers, peripheral equipment, telephones, wireless communications, public safety radio services, facsimile machines. Also included are the following: technology facilities (including but not limited to: data centers, dedicated training facilities, and switching facilities), and other relevant hardware and software items, as well as personnel, tasked with the planning, implementation, and support of technology.
- 4.3 “Webmail or web-based email” is an email client that is implemented as a web application running on a web server. Examples of webmail software are Microsoft Outlook (Live Mail and Hotmail), Yahoo! Mail, Gmail, etc.

5.0 POLICY

5.1 Statement of Policy

5.1.1 It is the policy of the City of Spokane to encourage use of electronic communications, including email, as a means of improving the quality of service to the citizens of Spokane, the productivity of the City workforce, and the overall cost effectiveness of City operations.

5.1.2 All records, including email messages, may be public records under Washington State's Public Disclosure Act (RCW 42.56) and the law governing preservation and destruction of public records (RCW 40.14).

5.2 Access Requirements

5.2.1 All users with a City of Spokane issued email address must use extreme caution when opening email attachments received from unknown senders, which may contain malware.

5.2.2 Those who use the City of Spokane electronic communications services are expected to do so responsibly, with professional courtesy and conduct, and to comply with State and Federal laws.

5.2.3 Users are prohibited from using third-party email services and storage servers such as Google, Yahoo, and MSN Hotmail, etc., to conduct City of Spokane business, to create or memorialize any binding transactions, or to store or retain email on behalf of the City of Spokane.

5.2.4 Employees should check their email regularly, respond to those messages that need to be responded to, move messages to email folders for retention if required, and delete those messages that have been read and are no longer pertinent.

5.2.5 The City of Spokane reserves the right to monitor email messages and to access employee email.

5.3 Public Records Requests

5.3.1 Electronic records, including email messages, related to the conduct of City business or transaction of public business are public records under Washington State's Public Disclosure Act (RCW 42.56) and the law governing preservation and destruction of public records (RCW 40.14).

5.3.2 The information contained in the City of Spokane's email system is the property of the City of Spokane and should be considered as information that is available to the public. Consequently, information may be "opened," "read," or "inspected" by the City of Spokane without notice and without employee permission.

5.3.3 Under the state public records law, electronic data is treated the same as paper data. Such electronic data is considered public and is nearly always subject to inspection by members of the public. Exceptions to the law, however, apply to electronic communications under the same conditions as paper data. At the time that the City of Spokane is in receipt of a valid request for individual email messages, the system administrator will provide access to requested files to the City's public records officer or designees for review and any required redactions, including meta data, prior to release. If a public records request is received specifically seeking a current employee's emails, the public records officer will, if possible, provide a courtesy notification to the affected employee.

5.4 Confidentiality of Information

5.4.1 Email is not confidential and is nearly always a public record, absent an applicable exemption.

5.4.2 City of Spokane email containing confidential, sensitive or regulated data shall not be forwarded to personal email accounts.

5.5 Because email is a business communications tool, all email messages should be businesslike, professional in tone, and content. Obscene, offensive, illegal or unprofessional communication through email shall be prohibited. This includes but not limited to the following:

5.5.1 Under no circumstances will employees be permitted to use city equipment and email systems for illegal activities, profit-making ventures or political endeavors.

5.5.2 Statement(s) of a political nature.

5.5.3 Obscene, profane, abusive, or threatening language or graphic representations.

5.5.4 Statements or graphic representations may be constructed as harassing, discriminatory, or offensive by reference to race, national origin, gender, religion, age, disability, sexual orientation, or other legally protected status.

5.5.5 The reference to or discussion of any sexual acts, sexual relationships, dates, dating, personal relationships, or sexually related graphics.

5.5.6 Communications that violate the personal privacy of individuals or is disrespectful.

5.5.7 Communications in furtherance of any illegal activity, including but not limited to, football pools and other forms of gambling.

5.5.8 Conducting business transactions of any non-City enterprise, either profit or non-profit, or promulgating electronic literature from these activities.

5.6 Retention of Data

5.6.1 All email, with exception of legal department employees and elected officials, is retained for six (6) years. Email for a legal department employee is retained for seven (7) years. Email for an elected official is retained in perpetuity.

5.7 Server Implementation Requirements

5.7.1 To lower the chance of spoofed or modified emails from valid domains, the following shall be implemented by the City's Innovation and Technology Division:

- a. Domain-based Message Authentication, Reporting and Conformance (DMARC) policy, and verification, starting by implementing the
- b. Sender Policy Framework (SPF) and the
- c. DomainKeys Identified Mail (DKIM) standards.

5.8 Personal Web-Based Email on City-Owned Devices

5.8.1 Malicious individuals often use email when trying to acquire City of Spokane customer data, non-public information and data, or

compromise City of Spokane technology assets. Due to the significant risk email can pose to the City of Spokane, keeping personal and work email separate is essential.

5.8.2 Accessing personal email on any City of Spokane's network, computers/laptop or mobile devices shall not be permitted. Emergency exceptions allowed with supervisor approval.

5.9 Exceptions

5.9.1 Some job responsibilities within the City of Spokane may require access to the internet and the use of other email service providers. Exceptions shall be reviewed and approved by their Division Director and submitted to the IT Security Office for monitoring purposes.

5.9.2 Exceptions to section 5.5 for Spokane Police, Prosecutor's Office, Public Defenders and Muni Court staff conducting investigations as part of the job duties may require access to material that includes sexual or offensive references.

5.9.3 Promulgation of non-profit literature that benefits city staff is allowed under this policy.

6.0 RESPONSIBILITIES

6.1 The Innovation & Technology Services Division, in cooperation with the Information Security Office, shall be responsible for administering this policy.

6.2 Division Directors

6.2.1 All Division Directors are responsible to ensure that their staff are aware of this policy.

6.3 Enterprise Administrators and the IT Security Office

6.3.1 Inspection and monitoring may occur of electronic communications as necessary to comply with state and federal law and City of Spokane policies and compliance requirements.

7.0 APPENDICES

7.1 Information Security Policy

7.1.1 <https://my.spokanecity.org/opendata/documents/administrative/>

APPROVED BY:

James Richman
City Attorney
James Richman

7/10/2023
Date

David Moss
Director – Human Resources
David Moss

7/10/2023
Date

michael sloon
Acting CITO – ITSD
Michael A. Sloon

7/10/2023
Date

Garrett Jones
Acting City Administrator
Garrett Jones

7/11/2023
Date

Certificate Of Completion

Envelope Id: A067FADA203840E7A331E5054A99C432

Status: Completed

Subject: ADMIN POLICY - 0620-23-055 (Email Acceptable Use)

Source Envelope:

Document Pages: 7

Signatures: 4

Certificate Pages: 5

Initials: 0

AutoNav: Enabled

Enveloped Stamping: Enabled

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Envelope Originator:

Stephen Williams

808 W. Spokane Falls Blvd.

Spokane, WA 99201

swilliams@spokanecity.org

IP Address: 155.190.3.5

Record Tracking

Status: Original

Holder: Stephen Williams

Location: DocuSign

7/7/2023 3:37:22 PM

swilliams@spokanecity.org

Signer Events**Signature****Timestamp**

James Richman

jrichman@spokanecity.org

Assistant City Attorney

Security Level: Email, Account Authentication
(None)*James Richman*Signature Adoption: Pre-selected Style
Using IP Address: 155.190.3.7

Sent: 7/7/2023 3:41:29 PM

Viewed: 7/10/2023 8:38:35 AM

Signed: 7/10/2023 8:38:45 AM

Electronic Record and Signature Disclosure:

Accepted: 7/10/2023 8:38:35 AM

ID: 1792d13e-9819-41ca-9c73-30a2a264d30d

David Moss

dmoss@spokanecity.org

HR DR

Security Level: Email, Account Authentication
(None)*David Moss*Signature Adoption: Pre-selected Style
Using IP Address: 155.190.3.7

Sent: 7/10/2023 8:38:46 AM

Viewed: 7/10/2023 9:13:16 AM

Signed: 7/10/2023 9:14:17 AM

Electronic Record and Signature Disclosure:

Accepted: 7/10/2023 9:13:16 AM

ID: 84f96288-eb84-4c29-9440-0437ec637525

michael sloon

msloon@spokanecity.org

ITSD Director

City of Spokane

Security Level: Email, Account Authentication
(None)*michael sloon*Signature Adoption: Pre-selected Style
Using IP Address: 198.1.39.252

Sent: 7/10/2023 9:14:19 AM

Viewed: 7/10/2023 9:23:34 AM

Signed: 7/10/2023 9:24:13 AM

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

Garrett Jones

gjones@spokanecity.org

Director, Parks and Recreation

City of Spokane Parks

Security Level: Email, Account Authentication
(None)*Garrett Jones*Signature Adoption: Pre-selected Style
Using IP Address: 174.215.116.49
Signed using mobile

Sent: 7/10/2023 9:24:14 AM

Viewed: 7/11/2023 12:27:05 PM

Signed: 7/11/2023 12:27:28 PM

Electronic Record and Signature Disclosure:

Accepted: 7/11/2023 12:27:05 PM

ID: a8c060ea-e7e9-4676-bf03-a5f2c8dd0233

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	7/7/2023 3:41:29 PM
Certified Delivered	Security Checked	7/11/2023 12:27:05 PM
Signing Complete	Security Checked	7/11/2023 12:27:28 PM
Completed	Security Checked	7/11/2023 12:27:28 PM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

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