

ICT E-MAIL POLICY



APPROVED BY:

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MUNICIPAL MANAGER

DATE: 21/06/2023

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DATE: 21/06/2023

1. POLICY BACKGROUND

Mbhashe Local Municipality E-mail is a critical facility for business communication. Adherence to this policy will help minimise disruption of services as well as ensure compliance with applicable government policies and laws. Users are required to make themselves familiar with the provisions of this policy to ensure that the e-mail facility is not disobeyed. Mbhashe Local Municipality reserves the right to amend this policy at its discretion. In the case of amendments, users will be informed accordingly.

This policy should be read in conjunction with the Electronic Communications and Transactions Act (ECT Act), and the Regulation on the Interception of Communication and provision of Communication-related information Act (Act 70 of 2002) (RICA).

2. POLICY PURPOSE

The purpose of this policy is therefore to ensure the proper use of the municipality's email system and make users aware of what the municipality deems as acceptable and unacceptable use of its e-mail system.

Proper use of the e-mail solution by the municipal employees as a tool of trade.

Proper allocation of account and best system requirements to address municipal issues on communication.

3. DEFINITIONS

ICT – Information Communication Technology

TTP – Targeted Threat Protection

DLP – Data Leak Prevention

URL – Uniform Resource Locator

PST – Personal folder file

E-mail – Electronic mail

4. APPLICATION AND SCOPE

The policy applies to all e-mail systems and services owned by the Mbhashe Local Municipality, all e-mail account users in the municipality (both temporary and permanent) and all municipality e-mail records.

5. LEGISLATIVE FRAMEWORK

5.1 Constitution Act 108 of 1996

5.2 Electronic Communications and Transactions Act (ECT Act)

5.3 Regulation on the Interception of Communication and provision of Communication-related information Act (Act 70 of 2002) (RICA)

6. POLICY PROCEDURE

6.1 E-MAIL ACCOUNT ACTIVATION/TERMINATION

E-mail access in the municipality is controlled through individual accounts and passwords. Each user of the e-mail system is required to read and sign a copy of the "Email Acceptable Use Policy" prior to receiving an e-mail account and password. It is the responsibility of the user to protect the confidentiality of his/her account and password information.

All eligible employees of the municipality will receive an e-mail account and use of personal email for municipal communication and information sharing is not allowed. E-mail accounts will be granted to third party non-employees on a case-by-case basis, approved by the Municipal Manager. Possible non-employees that may be eligible for access include:

- Councillors and Traditional Leaders
- Contractors
- Interns and trainees
- Volunteers

Applications for these temporary accounts must be submitted by the supervisor who is a fulltime employee of Mphashe Local municipality

E-mail access will be terminated when the employee or third party terminates their association with the municipality within 24 hours, unless other arrangements are made. Mphashe Local Municipality is under no obligation to store or forward the contents of an individual's e-mail inbox/outbox after the term of employment has stopped.

7. GENERAL POLICY PROVISIONS

7.1 E-mail System Requirement

- Manage all the risks of email with security and cyber resiliency. Get targeted threat protection, archiving and continuity- all in an integrated service.
 - Make email safe for business
 - Archiving
 - Continuity
 - Secure messaging
 - Email security
 - Easy Administration
 - Additional Add-Ons (Secure Messaging: A secure, private, service to share sensitive information without the need for additional hardware and software for senders and recipients. Large File Send: Send and receive

large files up to 2GB in size. Legacy Archive Data Management: Make legacy email, mailbox and PST data rapidly searchable in a single integrated cloud archive)

- Attachment Protection.
 - Multi-layered protection
 - Flexible deployment
 - Additional protection from malicious URLs, impersonation attack and internal threats
- Cloud email security that help to protect your organization from advanced email threat like spear- phishing and impersonation.
 - Targeted Threat Protection (TTP)
 - Content Control and Data Leak Prevention (DLP)
 - Spam and Virus protection
 - Always on security
 - Advanced threat protection
 - Security email gateway
 - End-user self service
- Impersonation Protect
 - Instant and comprehensive protection from the latest malware-less social engineering-based email attacks, often called CEO fraud, impersonation, whaling or business email compromise.
 - Protect employees from the breed of email cyberattack.
 - Additional protection from malicious URLs and weaponized attachments
- URL Protect
 - Instant protection from malicious URLs in phishing attack
 - Every URL, every click, every device
 - Administrator control
- E-mail Branding- for standardization of corporate identity, Legal Protection and accurate target of marketing messages e.g Municipal Mission, Vision and Value.

8. PROCEDURES FOR IMPLEMENTING POLICY

8.1 General expectations of end-users

Mbhashe Local Municipality often delivers official communications via e-mail. As a result, employees of the municipality with e-mail accounts are expected to check their e-mail in a consistent and timely manner so that they are aware of important municipality announcements and updates, as well as for fulfilling municipality and role-oriented tasks.

E-mail users are responsible for mailbox management, including organising and cleaning. If a user subscribes to a mailing list, he/she must be aware of how to unsubscribe from the list and is responsible for doing so in the event that his/her current e-mail address changes.

E-mail signatures of the municipality shall be standard across all users with Mphashe Local Municipality vision as a corporate identity. Standard E-mail signature must be designed by Communications as branding of the municipality.

E-mail users are expected to remember that e-mail sent from the municipality's e-mail accounts reflect on Mphashe Local municipality. Users are expected to comply with normal standards of professional and personal, courtesy and conduct.

8.2 Appropriate use

E-mail users must ensure that e-mail is used primarily for the conducting official municipal business and is not used in any illegal, offensive, or unethical manner. The municipality prohibits such access as conducting non-municipal commercial transactions and excessive personal use. Staff members are prohibited from unauthorised access of other employee's e-mail account. The municipality reserves the right to access any staff member's e-mail and also for inspection of the staff member's e-mail for disciplinary or legal actions.

Individuals in the municipality are encouraged to use e-mail to further the goals and objectives of Mphashe Local Municipality. The types of activities that are encouraged include:

- Communicating with fellow employees, business partners of the municipality and clients within the context of an individual's assigned responsibilities.
- Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
- Participating in educational or professional development activities.

8.3 Inappropriate use

Mphashe Local Municipality's e-mail systems are not to be used for purposes that could be reasonably expected to strain storage or bandwidth (e.g. e-mailing large attachments instead of pointing to a location on a shared drive). E-mail use in the municipality must comply with all applicable laws, including municipal policies and municipal contracts.

The following activities are deemed inappropriate uses of the Mphashe Local Municipality's systems and services and are prohibited:

- Use of e-mail for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses)
- Use of e-mail in any way that violates the Municipality's policies, rules, or administrative orders
- Viewing, copying, altering, or deletion of e-mail accounts or files belonging to the Municipality or another individual without authorized permission.

- Sending of unreasonably large e-mail attachments. The total size of an individual e-mail message sent (including attachment) should be 50mb (large file) or less.
- Opening e-mail attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
- Sharing e-mail account passwords with another person, or attempting to obtain another person's e-mail account password. E-mail accounts are only to be used by the registered user.
- Excessive personal use of the municipal e-mail resources. The municipality allows limited personal use for communication with family and friends, independent learning and public service so long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a trivial amount of resources. The municipality prohibits personal use of its e-mail systems and services for unsolicited mass mailings, non-municipal commercial activity, political campaigning, dissemination of chain letters and use by non-employees.
- Registering on social media, online shopping, web subscriptions and etc.

8.4 Monitoring and confidentiality

The e-mail system used by the municipality is owned by the municipality. This gives the Municipality the right to monitor e-mail traffic passing through its e-mail system. This monitoring may include, but not limited to, inadvertent reading by staff during the normal course managing the e-mail system, review by the legal team during the e-mail discovery phase of litigation, observation by management in cases of suspected abuse or to monitor employee efficiency.

In addition, archival and backup copies of e-mail messages may exist, despite end-user deletion, in compliance with the municipality's records management policy. The goals of these backup and archiving procedures are to ensure system reliability, prevent business data loss, and meet regulatory, litigation needs and provide business intelligence.

If the municipality discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, e-mail records may be retrieved and used to document the activity. All reasonable efforts will be made to notify an employee if his/her e-mail records are to be reviewed. Notification may not be possible, however, if the employee cannot be contacted, as in the case of employee absence due to vacation.

Use extreme caution when communicating confidential or sensitive information via e-mail. Keep in mind that all e-mail messages sent outside the municipality become the property of the receiver and reflects image of Mbhashe Local Municipality. A good rule is to not communicate anything that you wouldn't feel comfortable being made public. Demonstrate particular care when using the "Reply" command during e-mail correspondence to ensure the resulting message is not delivered to unintended recipients.

8.5 Reporting misuse

Any allegations of misuse should be promptly reported to the ICT Manager via email or extension number. If you receive an offensive e-mail, do not forward, delete, or reply to the message; instead, report it directly to the ICT Manager.

8.6 Disclaimer

Mbhashe Local Municipality assumes no liability for direct and/or indirect damages arising from the user's use of the municipality's e-mail system and services. Users are solely responsible for the content that they disseminate. The municipality is not responsible for any third-party claim, demand, or damage arising out of the Municipality's e-mail systems or services.

8.7 Failure to comply

Violations of this policy will be treated like other allegations of wrong-doing at Mbhashe Local Municipality. Allegations of misconduct will be adjudicated according to established procedures. Sanctions for inappropriate use of the municipality's e-mail systems and services may include, but are not limited to, one or more of the following:

- Temporary or permanent revocation of e-mail access
- Disciplinary action according to applicable municipality policies
- Termination of employment; and/or
- Legal action according to applicable laws and contractual agreements.

8.8 E-mail user agreement

I have read and understand the "E-mail Acceptable Use Policy". I understand that if I violate the rules explained herein, I may face legal or disciplinary action according to applicable laws or municipality policy.

Name :

Department :

Designation :

Signature :

Date :

9. IMPLEMENTATION

2023/2024

10. REVIEWAL

Annually