



Inter American University of Puerto Rico
President's Office

RULES FOR THE USE AND HANDLING OF E-MAIL

NORMATIVE DOCUMENT 1-0619-022

Introduction

The Inter American University of Puerto Rico uses a large and complex information technology environment to carry out its work. New technologies offer diverse methods to facilitate communication among students, staff, departments, academic units, other universities, and the entire world. Among them, the academic units of the University have electronic mail systems in their computer networks, which allow their students and employees to use these technologies.

I. Legal base

These norms are established by virtue of the authority conferred to the President of the University by the Board of Trustees in the University's Bylaws. They are based on the policy established by the Board of Trustees in the document *Guidelines and Institutional Standards for the Appropriate Use of Information Technology, Computerized Information Systems and Telecommunications*. In addition, they are in harmony with applicable international, federal, and state laws.

II. Purpose

The purpose of this document is to establish that electronic mail constitutes an official medium for the transmission of messages and documents through the institutional network. It also includes the norms for the appropriate use of the University's electronic mail systems to guarantee the best performance and security of the information systems and the users' electronic mail accounts.

Specifically, this document establishes:

- 2.1 Who can authorize the use of electronic mail systems administered by the University.
- 2.2 Responsibilities related to the maintenance and use of e-mail.

- 2.3 The guidelines for maintaining the email security, privacy, and confidentiality.
- 2.4 Improper uses that may cause any kind of civil or criminal liability.

III. Scope

These rules apply to the entire university community that uses the email systems managed by the units' academics of University.

IV. Definitions

For purposes of this document, the following terms and expressions shall have the meanings set forth below:

4.1 Terms and expressions used generally in the University

- 4.1.1 Computer and Telecommunications Center (CIT) - the office of a unit that manages, maintains, and configures applications, information systems, networks, telecommunications, and user accounts.
- 4.1.2 University community - the group of people who work or study at the University.
- 4.1.3 Director of Information Technology and Telecommunications - the person designated in the units to direct or manage a CIT.
- 4.1.4 Chief Executive Officer - the president, the chancellors, and deans of the professional schools.
- 4.1.5 Professional schools - the School of Law and the School of Optometry.
- 4.1.6 Confidential information- All information that may cause harm or prejudice to the individual when disclosed This includes but is not limited to information about social security number, driver's license number, date of birth, credit card number, and bank account number.
- 4.1.7 Board of Trustees - the Board of Trustees of the Inter American University of Puerto Rico, Inc.

- 4.1.8 Central Office - the office of the president, the vice presidents, and their executive directors in charge of implementing institutional policy, preserving the university's systemic integrity, and achieving coordination and articulation of its components.
- 4.1.9 President - the president of the Inter American University of Puerto Rico, inc.
- 4.1.10 Unit - the OC, the campuses, and the professional schools.
- 4.1.11 University - the Inter American University of Puerto Rico, Inc.

4.2 E-mail terms and expressions

- 4.2.1 Attachment - a file that is transmitted with an e-mail message.
- 4.2.2 Potentially harmful file - any file containing executable code intended to cause interruption of service, alteration or loss of data, failure and corruption of applications or operating system of the local or remote computer.
- 4.2.3 Mailbox - area where the e-mail messages are stored.
- 4.2.4 Electronic mail ("e-mail") - is a network service that allows users to send and receive messages through electronic communication systems.
- 4.2.5 Domain - a domain of Internet is a base name that groups together a set of computers or devices It allows to provide equipment names more easily to remember than a numerical Internet address.
- 4.2.6 User - Administrative staff, faculty and students, office, organization, or group of persons to whom the University assigns an e-mail account.

V. Privacy and confidentiality of information

The InterAmerican University of Puerto Rico recognizes the principles of freedom of expression, privacy, and confidentiality of information and offers, in the electronic mail service, levels of protection similar to those provided in other traditional means of communication. The University will not perform monitoring or inspections of an electronic mail box without the user's consent, except in the cases detailed later in this same section.

In such cases, the University may, through established procedure, inspect and close a mailbox or copy information from it to prevent alteration, destruction, and loss of information, without the consent of the e-mail user, in accordance with applicable law.

These cases include but are not limited to:

- 5.1 Any legal requirement.
- 5.2 Suspicion of violation of the internal politics policy of the institution or local, federal, or international laws.
- 5.3 Emergency circumstances, where failure to act could have serious repercussions on the general service to the university community.

VI. Responsibilities

- 6.1 The President and chief executives of the units, or their designees, have the responsibility for:
 - 6.1.1 Determining which external persons will be authorized to have a university e-mail account and authorize the same.
 - 6.1.2 Determining which office in their unit will be responsible for the administration, security, and procedure for monitoring the e-mail system.
 - 6.1.3 Approving an e-mail administration procedure in harmony with the general guidelines.
 - 6.1.4 Approving, if necessary, other domains for students and other services.
- 6.2 The IT and Telecommunications Centers are responsible for:
 - 6.2.1 Assigning an e-mail account to users to receive this service.
 - 6.2.2 Preparing and complying with the e-mail administration procedure established by the unit that administers the e-mail.
- 6.3 The users of e-mail from the University have the responsibility of:

- 6.3.1 Knowing the University's policy, as expressed in the document *Standards and Institutional Guidelines and Norms for the Appropriate Use of Information Technology, Computerized Information Systems, and telecommunications*.
- 6.3.2 Complying with the Rules for the Use and Handling of Electronic Mail, established in this document.
- 6.3.3 Using the e-mail account assigned by the University to request services and receive official University information by e-mail.
- 6.3.4 Providing services requested by e-mail by university users, only if they have been requested with an official e-mail account.
- 6.3.5 Notifying, in writing, any improper use of electronic mail to the Director of Informatics and Telecommunications of the unit that manages the electronic mail.
- 6.3.6 Complete the email access request for faculty or administrative staff requiring a password; this must be documented in writing using the request for Network/Email Access form.

VII. Rules for the use and handling of electronic mail

- 7.1 The domain established by the University is inter.edu The campuses will add the acronym that identifies the campus.
- 7.2 Institutional e-mail shall be used only as a tool for communication and exchange of official information and shall not be used as a tool for indiscriminate dissemination of information.
- 7.3 The user is responsible for the content sent using e-mail.
- 7.4 E-mail will not be used to send confidential information, there are other means of transmitting confidential information.
- 7.5 The University, in case of misuse of e-mail, may provide the evidence to the entity that requires it for investigation.

VIII. General guidelines for the e-mail administration

The units that administer an e-mail system, taking into consideration their particular needs, will prepare an e-mail administration procedure following the systematic parameters *established in the current normative document, Norms for the Normative Document System of the Inter American University of Puerto Rico, the document Guidelines and Norms for the Appropriate Use of Information Technology, Computerized Information Systems and Telecommunications*, and this document.

This procedure should include the following parameters:

- 8.1 The University will provide an e-mail account to each user.
- 8.2 The number of recipients of an e-mail message shall be limited as determined by the Director of Information Technology and Telecommunications of each unit that administers its e-mail.
- 8.3 The size of user accounts and attachments to be sent or received will be limited as determined by the Director of Information Technology and Telecommunications of each unit managing its e-mail.
- 8.4 The University may set a maximum time for the retention of the e-mails. This limitation will be established as determined by the Director of Information Technology and Telecommunications of each unit that administers its e-mail.
- 8.5 Any exception to these parameters would require the approval of the chief executive of unit.

IX. Improper use of electronic mail

Misuse (which can be also illegal uses) of the University's e-mail may result in institutional sanctions. These uses include, but are not limited to the following:

- 9.1 Send unsolicited messages or materials that are fraudulent, defamatory, discriminatory, offensive, intimidating, tormenting, or threatening in nature.
- 9.2 Attempt to or take over other users' passwords.
- 9.3 Attempting to access and/or modify another user 's messages.
- 9.4 Use the University's e-mail service for non-work purposes, fraudulent, commercial, or advertising purposes.

- 9.5 Sending destructive messages, obscene, or containing opinions that are against the dignity or honor of third parties.
- 9.6 Send attachments that are potentially harmful.
- 9.7 Use e-mail for subscriptions to external mailing lists that are not related to their functions at the University.
- 9.8 Use any mechanism that attempts to conceal the identity of the e-mail sender.

X. Disciplinary actions

When it is determined that there has been a violation of the Institutional *Guidelines and Standards for the Appropriate Use of Information Technology, Computer Information Systems* and Telecommunications or the provisions of this document, the necessary corrective and disciplinary measures will be applied according to the seriousness of the infraction and in accordance with the standards established in the official documents. In the event that the user is not a regular employee of the University, the President or his/her designee will receive the pertinent advice to determine the action to be taken.

XI. Separability

If any part or section of these standards is declared null and void by a competent authority, such decision shall not affect the remaining parts.

XII. Repeal or amendment

These standards amend the normative document 1-0419-021 and any other directives that are in force at the time of the conflict with the provisions of herein. This document may be amended or repealed by the President of the University.

XIII. Validity

These regulations shall be effective immediately upon approval and signature by the President.

XIV. Approval

" " "
Manuel J. E. President

Date(D-M-A)

INTER AMERICAN UNIVERSITY OF PUERTO RICO
 CENTER FOR INFORMATICS AND
 TELECOMMUNICATIONS

Request to Access the Web / E-mail

Date: _____

RED	EMAIL
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Account Creation	Account Cancellation	Temporary Account
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⁴Changes

Description of changes

5. Indicate the group you belong to

Administration	Faculty	Other:
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6- Name of the Employee	
7- Number of identification	
8- Position	
9- Office	
10. Extension Number	
11. Employee's Signature	
12- Name of the Supervisor	
13. Supervisor Signature	

14. The University has available on its WEBSITE all the normative documents, with the matters classified in two categories. One for public use, which can be accessed through <http://documentos.inter.edu> and another for use by university employees, under the restricted category, which it is accessed through the Inter Web. I promise to comply with the policies, Norms, and Procedures established by the University and by the Units.

OFFICIAL USE OF THE COMPUTERS AND TELECOMMUNICATIONS

1. User account assigned: _____ 3- Expiration date: _____	2-Start date: _____ 4. Cancellation Date: _____
5- Given by: _____ 6. Initial Password: _____	Assigned email: _____
8. Network Administrator Name: _____ 9. Network Administrator Signature: _____	

INSTRUCTIONS

1. Indicate the date you completed the application.
2. Indicate if it applies to the NETWORK or Electronic Mail (Email).
3. Indicate with a if it is account creation or account cancellation on the NETWORK or E-mail. If the account is temporary, indicate until when the user will have the account active
4. Indicate with a if there are changes and indicate a brief description of the change.
5. Indicate with a to the group to which the applicant belongs: Administration, Faculty, CIT or Others.
6. Enter the name of the employee. (Administrative employee or Faculty)
7. Indicate the employee identification number. (Administrative employee or Faculty)
8. Enter the employee's job title. (Administrative employee or Faculty)
9. Indicate the name of the office to which the employee belongs. (Administrative employee or Faculty)
10. Enter the employee's extension number.
11. Employee signature required. (Administrative employee or Faculty)
12. Indicate (in print) the name of the employee's Supervisor. (Administrative employee or Faculty)
13. Supervisor's signature is required.
14. The employee must indicate with a his/her commitment to comply with the Policies, Norms, and Procedures established by the University and the Units. (Administrative employee or Faculty)

OFFICIAL USE OF THE COMPUTER AND TELECOMMUNICATIONS CENTER

1. Indicate the username assigned.
 2. 2. Indicate the date the account was created.
 3. 3. Indicate the expiration date of the account, until when the account will be active. Applies to temporary users.
 4. Indicate the date the account was cancelled.
 5. 5. Indicate the name of the person who granted the account.
 6. Indicate the initial password.
 7. Indicate the email address assigned.
 8. 8. Indicate (in print) the name of the Network Administrator.
 9. The signature of the Network Administrator is required.
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