

SNU Electronic Mail Policy

Policy # IT303 SNU Electronic Mail Policy V1.0

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Policy Details

1. OBJECTIVE

Shiv Nadar University (SNU) recognizes electronic mail (email) as means of communication for sending official information related to its academic and administrative functioning. The purpose of this policy is to ensure that this critical service remains available, reliable and is used appropriately at all times.

2. SCOPE

This policy is applicable to all schools and institutions of the SNU unless specified otherwise. It applies to faculty, staff, students and other affiliated classes of individuals (including alumni and official visitor members) and it relates to emails, the contents of emails, electronic attachments to email and information associated with such communications. At any given point in time, users of SNU email services have to comply with local, state, central, applicable international laws and University polices.

3. EMAIL ADDRESSES AND ACCOUNTS

3.1. Faculty and Staff

Email services are provided to faculty and staff members for the tenure of their engagement with University. Once the tenure is over, members will not have access either to email services or to the content stored in their respective mailboxes. IT services will create and discontinue individual member email addresses basis inputs provided by Human Resources. This is the official email addresses of members which will be listed in University Directory and other appropriate publications.

3.2. Students

Email services are available to students for supporting learning and for communication by and between the University and themselves. Email services are provided to students for the duration of their enrolment in a course or programme with the University. Once a student's course or programme is completed, they will not have access either to the email services or the content stored in their respective mailboxes. IT services will create and discontinue individual student's email addresses basis inputs provided by Registrar and/or Dean Students' Welfare.

3.3. Alumni and Others

Individuals having special relationships with SNU, such as alumni or official visitors, who are neither engaged as faculty, staff nor enrolled as students, may be granted limited email privileges, including an email address, commensurate with the nature of their special relationship. SNU reserves the right to discontinue these privileges as appropriate. IT services will create and discontinue these email addresses basis inputs provided by Human Resources, Dean Students' Welfare or Registrar.

3.4. Generic Email Addresses (Shared Mailbox):

Generic email addresses provide a single point of contact to members of a department or University body for effective service delivery. For example: helpdesk@snu.edu, adminhelpdesk@snu.edu.in, hr@snu.edu.in etc. IT services will create or discontinue a generic email address basis authorization from the VC or the President. All owners or administrators for generic email addresses have to be active individual members on the SNU domain.

4. ACCEPTABLE USE OF ELECTRONIC SERVICES

Email users have a responsibility to learn about and comply with SNU's policies on acceptable use of electronic services. Examples of prohibited use of email include:

- Intentional and unauthorized access to other individual or group email id's;
- Sending "spam", chain letters, or any other type of unauthorized widespread distribution of unsolicited mail;
- Use of email for commercial activities or personal gain (except those approved by authorized offices);
- Use of email for partisan political or lobbying activities;
- Sending of messages that constitute violations of acceptable behaviour from faculty, staff or students;
- Creation and use of a false or alias email address in order to impersonate another member or send fraudulent communications;
- Use of email to transmit materials in a manner which violates copyright laws;
- Sending messages which are derogatory or offensive in nature towards an individual member, group of members in the University or a demographic unit of the society;

Abuses of SNU's email services should be reported to IT Services at helpdesk@SNU.edu.in.

5. BEST PRACTICES IN USE OF EMAIL

- 5.1. Confidential Information:** When sending SNU restricted information, the user must encrypt the message in an approved method.
- 5.2. Viruses and Spyware:** SNU email users should be careful not to open unexpected attachments from unknown or even known senders, nor follow web links within an email message, unless the user is certain that the link is legitimate. Following a link in an email message could execute a code that may install malicious programs on the workstation.
- 5.3. Identity Theft:** Forms sent via email from an unknown sender should never be filled out by following a link. This can result in theft of one's identity.
- 5.4. Password Protection:** SNU's policy requires the use of strong passwords for the protection of email. A strong password should contain digits, punctuation characters as well as letters.
- 5.5. Forwarding Emails:** SNU email users may choose to have their emails delivered to an IT-managed mailbox or forwarded to another email address within the SNU domain. Faculty or staff email users on an extended absence should create an Out Of Office message, with the contact information of another faculty or staff member who can respond while the user is away from the University.
- 5.6. Staying Current:** Official University Communications sent from authorized offices and uploaded on official forums should be read on regular basis as these communications may affect day-to-day activities and responsibilities of faculty, staff and students.
- 5.7. Email Signatures:** Usage of standard and consistent email signature by members will help in presenting a professional appearance for the University. An email signature should maximize contact information and promote SNU website. It should preferably not be longer than 6-8 lines or use heavy images or logos.

6. SECURITY AND PRIVACY OF EMAIL

SNU attempts to provide secure, private and reliable email services by following sound information technology practices and it doesn't routinely monitor or screen electronic mail. However, the CIO reserves the right to access and audit electronic data like email services, contents of any equipment, files on University network in order to ensure compliance to local, state, central, applicable international laws and University policies. All email users, are advised to exercise caution in using email to communicate confidential, sensitive matters and for

personal use. Violation of any kind will result in disciplinary action, including and up to termination from University, dependent upon the nature of the violation.

7. ACCESS TO MEMBERS' ACCOUNTS AND INFORMATION

Legitimate reasons will arise that require access to information held on SNU workstations, servers or peripherals. These exceptions may be required based on legal action (such as a court order), may involve the safety of an individual or group or be prompted by an urgent need for conducting University affairs. These exceptional circumstances supersede the members' right to privacy. University may access information, with or without the owner's permission.

7.1. Emergency Information Access of Members' Email Addresses and Accounts during Absence

Continuity in conducting of University affairs may require access to a members' electronic information whether stored in a personal mailbox, personal network space, personal hard drive or backups of these and when the information owner is unavailable to provide consent. University member requesting such access may approach the CIO, who will review all such requests in consultation with authorized offices and allow the specific access, as necessary. The authorized offices in the University to approve access to accounts are the Vice Chancellor, the President and / or the CIO.

Examples of a member's inability to provide consent include, but are not limited to the following:

- A member proceeds on leave unexpectedly and ends up on a prolonged absence;
- A member is terminated or suspended for a cause;
- A member is incapacitated for some reason and emergency access is required;

7.2. Accessing Existing Members' Email Addresses and Accounts

During the course of work (or study), compliance to University polices or investigative proceedings may require accessing individual members' electronic data on the University network and resources. All such requests will be initiated by concerned Head of Department, Reporting Manager or University body with the CIO, who will review the request in consultation with authorized offices and allow the specific access, as necessary.

7.3. Emergency Information Access In Response To A Court Order Or Other Compulsory Legal Process

Any request for access to electronic information at SNU in support of legal actions must be immediately forwarded to SNU legal team and the President. They will guide on further actions and steps to be taken.

7.4. Procedure For Accessing Members' Email Addresses And Accounts

The member requesting access should send an email to CIO with the name of the member whose information has to be exported with appropriate reasoning. The CIO will establish the necessity of the request in consultation with authorized offices. On approval, the CIO will work through an assigned IT services team member to export and provide access to the requested information and arrange for a transfer of the information to the requestor. The CIO in consultation with authorized offices will decide on preservation and archival of such requested data. IT services will document all requests received, disclosure details, name, title of the requestor and the reason for the emergency request with confidentiality.

7.5. Creating an "Out Of Office" Message for an Unavailable Member

When a member is unavailable to receive and respond to email and urgent work requires continuity of communication, the members' Head of Department or Reporting Manager may request that an "Out of Office" message be placed on the member's email account.

The requestor needs to send an email to helpdesk@snu.edu.in mentioning the name of the email account owner for whom the Out of Office message has to be added and the text of that message. The duration for which the message needs to be added has to be also specified. The CIO will review the request and obtain necessary approval through authorized offices and thereafter initiate the confidential access to mailbox through an IT services member for the sole purpose of creating and enabling the Out of Office message.

For separated (exited) members, departments may request an out office to be placed with contact details of the member assuming the concerned responsibility. Such messages are in place usually for 15 to 30 days.

8. GROUP EMAILING

Large scale emailing is intended for use where the message is of common importance to the receiving group of members and is not easily conveyed via any other media. The purpose of having guidelines around group emailing is to protect faculty, staff and students from mailbox clutter caused by unwanted or unsolicited large scale emailing.

8.1. Type of Group Email Addresses:

8.1.1. University Wide Group Email Addresses: The following group email addresses are defined as University Wide Groups and members will get included in these groups by virtue of their enrolment status with the University.

- All.snu@snu.edu.in
- Faculty.all@snu.edu.in
- all.staff@snu.edu.in
- all.students@snu.edu.in

8.1.2. Smaller Group Email Addresses: These are group id's like departmental groups, schools group, student batch groups, various student clubs etc. It is necessary for each group to have a named moderator(s) who would be responsible for addition or deletion to the group(s) and also oversee email traffic and take decision to expunge those members who are putting objectionable material in the group mails. For smaller groups the group moderator will decide the emailing policy consistent with University group email policy, keeping in mind the interests of the group and ensuring that this University asset provided to everyone is used for the purpose of promoting interests of the University Community.

8.2. Access to University Wide Group Email Addresses: This is granted to Authorized Titles (List 1, Annexure 1) and Authorized Individuals (List 2, Annexure 1). All others should send their request for emailing on University Wide Group to Internal Communications (Shalvi.dutta@snu.edu.in) for validation and release at least 1 day in advance.

8.3. Best Practices in University Wide Group Email Messages:

- 8.3.1.** Message should be concise, clear and self-explanatory and verification of dates, content, spelling and grammar is the responsibility of the requestor;
- 8.3.2.** The requestor should use judgement in deciding the intended recipient members, every email may not necessarily be sent to all students, faculty and/or staff;

- 8.3.3.** The requestor should take the timing of the email into consideration and give enough advance notice in case of event notifications, timelines for recipients' responses etc.;
- 8.3.4.** Use of graphics and attachments should be limited in nature;
- 8.3.5.** Messages should have contact details, email address and extension number of a member from the sending department. This is essential to direct all queries, clarifications and noting's to a relevant member. Most group email messages are released by Internal communications on behalf of others and it may not be best suited to handle responses;
- 8.3.6.** Messages sent on University Wide Group Email Addresses should not be forwarded to addresses outside the University domain. External Communications is managed through the President's office and it should be contacted when there is a need to release such communications;

8.4. Appropriate Content For University Wide Group Email Messages:

Emailing on University Wide groups is appropriate for messages that

- Directly relate to carrying out of University work;
- Relate to changes in University policy or time sensitive issues;
- Announcements on travel, transport, construction related interruption, downtime on University network and resources,
- Relate to University events;
- Announcements on formulation of internal committees, their working, outcomes, response gathering for action planning;

Members are advised to seek the opinion of Internal Communications for release of any other type of message. In due course of time Internal Communications will design alternate platforms to group emailing like Newsletters, Event Calendar etc. for announcements that are not urgent and/or critical and for collaborating messages to avoid redundancy.

Inappropriate use of Group emailing includes, (but is not limited to):

- Messages those are personal in nature;
- Messages those are commercial in nature (e.g. advertising for service providers external to the University);
- Solicitations for contributions, charities, or participation in personal activities not related to University or not sponsored by the University;
- Distributing surveys to members for research;

- Announcements for lectures, seminars or other similar programs outside the University;
- Expressing grievances, instead members should choose redressal handling procedures formulated by the University for appropriate action on their areas of concern;

9. RELATED POLICIES

- IT301 IT Acceptable User Policy

Annexure 1

LIST 1: AUTHORIZED TITLES (ROLES):

- VC's Office
- President's Office
- Director, School of Engineering
- Director, School of Humanities and Social Sciences
- Director, School of Management and Entrepreneurship
- Director, School of Natural Sciences
- Registrar
- Controller of Examination
- Dean Students Welfare
- Associate Dean Students Welfare
- Chief Information Officer, CIO
- Head HR

LIST 2: AUTHORIZED INDIVIDUALS:

- SN Balakrishnan
- Nikhil Sinha
- Rajiv Swarup
- Madan Gopal
- Shubhashis Gangopadhyay
- Shekhar Chaudhuri
- Rupamanjari Ghosh
- Amit Ray