

ORANGE COUNTY SHERIFF'S OFFICE



GENERAL ORDER

Effective Date: October 31, 2020	<input checked="" type="checkbox"/> Amends - GO 13.1.10 (October 20, 2017)	Number: 13.1.10
Distribution: All Personnel	Review Month: August	Reviewing Authority: Undersheriff / Information Technology
Subject: Outlook (E-Mail) Guidelines		

This order consists of the following:

1. Purpose
2. Policy
3. Definitions
4. Procedures

1. **Purpose**

The purpose of this policy is to provide direction on proper use of agency provided e-mail tools.

2. **Policy**

It is the policy of this agency that all employees creating e-mail utilizing the e-mail system provided by Orange County Government shall, in compliance with state and federal law, agency policies and procedures and with normal standards of professional and personal courtesy and conduct.

3. **Definitions**

- A. Animated Graphic File – any computer graphic file that depicts movement or color changes in any way.
- B. Content Manager – an agency employee designated by a Division Commander or equivalent who is responsible for reviewing and posting proposed announcements to the agency bulletin board.
- C. E-Mail – Electronic messaging.
- D. Logon – the unique identifier that is assigned to each user account. The logon usually indicates the name of the person to whom the account is registered.
- E. Outlook – Microsoft software that permits the sending and receiving of electronic messaging. Outlook also contains folders to store mail, a calendar for scheduling, and internet access.
- F. Password – a string of characters, either alpha and/or numeric, created by the account user. A password is required, along with a logon, in order to access a user account.
- G. Server – a high capacity computer that stores and retrieves data.

- H. User account – an account established for agency personnel authorized to use e-mail. Authorized agency personnel shall have a user name and password for accessing their account.

4. **Procedures**

- A. The e-mail utilized by the Orange County Sheriff's Office is provided by Orange County Government. This includes the servers that process and store e-mails, the Outlook licenses, and the daily administration of, and monitoring the usage of each account.
 - 1. The electronic mail services may not be used for: unlawful activities; commercial purposes not under the auspices of the Agency; personal financial gain; or uses that violate other Orange County Sheriff's Office policies or procedures. The Orange County Government mail services may be used for incidental personal purposes provided that, in addition to the foregoing constraints and conditions, such use does not: (i) directly or indirectly interfere with the Orange County Sheriff's Office, or Orange County Government's operation of computing facilities or electronic mail services; (ii) burden the agency with noticeable incremental cost; or (iii) interfere with the e-mail user's employment or other obligations to the agency. E-mail records arising from such personal use may, however, be subject to the Florida Public Information Laws.
 - 2. All e-mail created via the county email system will only contain that art work or graphics essential to convey the intended business message.
 - 3. The signature block of the email may contain all or part of the following:
 - a. Name, Rank, Title
 - b. Work location or assignment
 - c. Work phone
 - d. Cell phone
 - e. Email address
 - f. Agency web site or URL and agency social media hyperlinks
 - g. Job related certifications such as Certified Forensic Computer Examiner or CFCE.
 - 4. No other text or graphic may be included in the email signature block. Please refer to the [Agency Style Guide](#) for additional information.
- B. Requests for e-mail accounts will be to the Information Technology (IT). This may be accomplished by e-mail, inter-office mail, or by calling the IT Service Desk at 407-254-7300. IT shall notify the new user when the account is activated.
- C. Each user account has a fixed size mailbox that can contain a limited amount of data. Agency users shall properly maintain their e-mail accounts by reading their e-mail on a regular basis, deleting messages not needed, filing messages needed to be maintained in folders, and professionally responding to those e-mails requiring a response. All e-mails are subject to the Florida Public Records Statute.
- D. Use of the Sheriff's Office distribution list is restricted to employees authorized by a Division Commander or designee.

- E. Training shall coordinate and/or provide Outlook instruction and/or training to authorized users.
- F. Background wallpaper used to provide background on messages will not be used for routine daily messages.
- G. Agency users away from their workstation shall confirm that their PC is locked or logged out to prevent unauthorized use of their e-mail account.
- H. Public Information Requests
 1. All requests from the public or media for information regarding an employee's use of e-mail will be referred to Legal Services. After review, Legal Services may forward the request to the Orange County Sheriff's Office IT Security Manager for action, or refer the request directly to Orange County Government's Security Administrator.
 2. Orange County Government's Security Unit (ISS) shall be responsible for retrieving such data.
- I. Abuse of e-mail messages or failure to properly maintain mailboxes may result in suspension of the user's account as well as disciplinary action.
- J. IT shall create and maintain an agency electronic bulletin board or web site for the agency. The purpose of the bulletin board or web site is to reduce the number of e-mails sent agency-wide, thereby improving the efficiency of the Outlook system. The agency bulletin board will provide a mechanism, other than agency-wide e-mail to disseminate certain kinds of information. Except as discussed in Section K of this policy the types of notices and e-mails listed below must be posted on the agency bulletin board and not sent via agency-wide e-mail. Content Managers are responsible for approving, posting and removing items, as follows:
 1. Internal and external job posting – Human Resources
 2. Law enforcement related off-duty jobs – Human Resources
 3. Internal and external training courses – Training
 4. Retirement luncheons or similar events – division of applicable employees
 5. Union or fraternal organization meetings or notices – Human Resources
 6. Meetings and organizational announcement not related to unions or fraternal organizations – any content manager.
 7. Official public notices (e.g. Disciplinary Appeal Board Hearing) – Human Resources
 8. Business advertisements or discounts – Human Resources
 9. Birth, wedding or other personal events – Division of applicable employee

10. Death notification of non-immediate family members – Division of applicable employee.
 11. Authorized medical status or other personal health information – Human Resources
 12. Lost and found – any content manager
 13. Items for sale or trade – any content manager
 14. State or federal mandated notices (e.g. workers' compensation, OSHA) – Human Resources
- K. Agency personnel shall not send an agency-wide e-mail on any of the above subjects without specific authorization from a Division Commander or equivalent, who shall carefully consider such request.
- L. Authorized medical status or other personal health information – Human Resources Division Commander or an Administrative Assistant to a Division Commander equivalent or higher, a Communications Section supervisor, or Watch Commander may distribute the information via pager or email, on a need to know basis.

Agency-wide e-mails relating to the medical status or personal health information of an employee may not be sent without written permission obtained from the employee, his or her spouse, or when necessary, a parent or other representative legally authorized to speak on behalf of the employee. Agency wide e-mails regarding the notification of the death of an employee's immediate family member may be authorized by a Division Commander with the employee's permission. Immediate family member shall include spouse, child, father, mother, adopted parent or legal guardian of employee.

In those situations where a serious accident resulting in significant or serious injuries to an agency employee or deputy involved shooting has occurred, a staff page can be authorized by a watch commander or higher, or Communications supervisor in order to notify general staff personnel of the event without the affected employee's permission. Information should be limited and general in nature avoiding diagnosis.

The person who obtains permission from the employee or other authorized person shall document the authorization including the date, time, name of individual giving the authorization, and information approved for release.

Information to be released should be limited to basic information such as:

1. was the employee transported to the hospital or treated on the scene;
2. will the employee be out of work due to illness or injury;
3. are visitors or phone calls encouraged or discouraged; and

4. the employee's general status, e.g. "good," "fair," poor," or "serious" or "life threatening" or "non life-threatening."

Individuals with questions about the appropriateness of the information to be sent out are strongly encouraged to contact the Human Resources Division Commander or Assistant Director of Human Resources, or the agency HIPPA Coordinator (Assistant General Counsel).

- M. Notices or e-mails posted to the e-mail system must be courteous, respectful, and otherwise appropriate for a professional setting. Examples of inappropriate notices or e-mails include, but are not limited to, personal attacks on agency members; sexually suggestive or racially inappropriate comments (e.g. jokes, stories); obscenity; hate messages; unauthorized personal information; and contents that discredit the agency, bring the agency into disrepute, or impair the operation or efficiency of the agency or personnel. If a content manager is concerned about the propriety of posting a particular item, he or she may contact the Human Resources Division Commander or designee for assistance. A person or organization may appeal a content manager's decision to not post an item by contacting the Human Resources Division Commander or designee, whose decision shall be final.
- N. First Amendment principles apply to the agency bulletin board, so content managers shall be careful to respect varying affiliations and viewpoints. For example a content manager shall not reject a notice or e-mail posting simply because it refers to a church, political party or professional organization he or she does not support.
- O. The agency maintains discretion to remove a notice posted to the agency bulletin board at any time.