

<b>STATE OF ALASKA DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS STANDARD OPERATING PROCEDURES</b>	NO	PAGE 1 of 2
	ISSUED 7/12/2006	EFFECTIVE Upon Issuance
<b>SUBJECT</b> Electronic Mail (E-Mail) Procedures	<b>APPROVED BY:</b> <b>//signed//</b>	
<b>CHAPTER 21</b>	Craig E. Campbell Commissioner	

**PURPOSE:**

This operating instruction establishes the DMVA policy for Electronic Mail (E-Mail) communications.

**DISTRIBUTION:**

All DMVA Divisions.

**POLICY:**

It is DMVA's policy to be as responsive to customers as possible through courteous and efficient E-Mail procedures.

**PROCEDURE:**

1. Guidelines for E-Mail Usage:
  - a. E-Mail capability is provided for the purpose of conducting the business of the Department.
    - (1) At the time of employment, all DMVA employees are required to read and acknowledge by signature, the State of Alaska's Policy Regarding Personal Use of State Technologies. It is expected that the policies outlined in the document will be fully complied with by all DMVA employees.
    - (2) Partisan political messages of any sort are strictly forbidden. Unless expressly allowed in the collective bargaining agreement, use of Department E-Mail is not permitted for union business, except for personal communications between bargaining unit members and their union representatives.
    - (3) The Department E-Mail list should only be used for official Department business.
    - (4) The Department Bulletin Board System/Conferencing should be used for official Department business only.
    - (5) Some E-Mail messages may qualify as state or federal records. These are messages that contain information that serves as adequate and proper documentation of the organization, functions, policies, procedures, and

transactions of the agency. If the E-Mail message fails to meet this definition, then it does not require records management and should be deleted as soon as practical. It is the E-Mail originator's responsibility to determine the disposition and retention of the record.

b. Guidelines for general use:

- (1) E-Mail messages will have a subject that identifies the content of the message.
- (2) E-Mail should be checked at least once each work day. However, individuals are encouraged to check their E-Mail more often: such as upon arrival at work, after lunch, and before the close of the work day to ensure timely response to suspenses and other time-sensitive issues.

2. Training:

- a. Supervisors are responsible for ensuring that all employees are trained in E-Mail procedures.
- b. New employees should receive E-Mail training during their first week of employment.
- c. If additional training or assistance is needed, individuals should contact the Division of Homeland Security and Emergency Management IT Technical Support Staff.

3. Other Helpful Procedures:

- a. Employees are encouraged to use E-Mail, when appropriate, as an alternative to other forms of written communications.
- b. The E-Mail automatic reply feature should be used when an employee expects to be out of the office for an extended period of time. Suggested message would include date of return and alternate point of contact.
- c. When responding to an E-Mail message with multiple addresses, reply only to addressees that require a response.
- d. When possible, use the Email notification capability (First Class includes a mail notification feature that lets you know you have received mail if you are not connected to a server or you are not currently working with the First Class client. More information on these capabilities is contained in the "Help" feature of First Class.).