



Email Policy #1910.010

INITIAL EFFECTIVE DATE:	LAST REVISION DATE:	RESPONSIBLE UNIVERSITY DIVISION/DEPARTMENT
April 27, 2020	April 27, 2020	Division of Information Technology Information Technology Security Office

POLICY STATEMENT

Florida International University (FIU) provides electronic mail (email) services and accounts for faculty, staff, students, retiree faculty and staff and person of interest (POI). Electronic mail is one of the primary forms of communication used by FIU faculty, staff, students, retiree staff, retiree faculty, and POIs in order to conduct University business.

FIU recognizes and has established the use of email as an official means of communication. All Florida International University faculty, staff, student employees, retiree faculty and staff and POIs must use the University enterprise provided electronic mail service when conducting University business via electronic mail. It is the goal of the University to ensure email communications are being created, maintained, secured, and retained consistent with University Policy and applicable law.

- Florida International University electronic mail may not be automatically forwarded to a non-university email.
- Using Post Office Protocol (POP) to access FIU email is prohibited.
- Florida International University business must be conducted using an assigned fiu.edu email address.
- Sharing of individual FIU email accounts (including passwords) is prohibited. A user who shares their FIU email account will be responsible for all activity sent or received from their account.
- Confidential and Sensitive information should be encrypted, or password protected when transmitted via email.
- FIU email accounts cannot be used to send nuisance email or other online messages such as chain letters, phishing, spear phishing, obscene or harassing messages.
- FIU email cannot be used to send unsolicited email messages to a large number of users unless explicitly approved by the appropriate University personnel.
- Users of the FIU Email system cannot impersonate any other person or group by modifying email header information to deceive recipients.



SCOPE
FIU faculty, staff, students, retiree faculty and staff and POIs.

REASON FOR POLICY
The purpose of this policy is to inform Florida International University faculty, staff, student employees, retiree faculty and staff and POIs that electronic communication, University-issued email accounts, or emails discussing University business, regardless of the email system, are not private or confidential and are subject to disclosure. All University business discussed in electronic communication using email must be done using the University Email System. Furthermore, this policy will help Florida International University faculty, staff, student employees, retiree faculty and staff and POIs on the appropriate and inappropriate use of the email system.

DEFINITIONS	
TERM	DEFINITIONS
University Email System	The enterprise email system managed by the Division of Information Technology used by University faculty, staff, students, retiree faculty and staff and POI. This is the only email system to be used for official FIU Business.
Email Account	The primary identifier assigned to and used for accessing the email mailbox.
Email Address	An email name used to send and receive email.
Email Domain	A domain name that is uniquely associated with a university unit. The primary domain for Florida International University is fiu.edu .
Post Office Protocol (POP)	A method to access email which contacts the email service and downloads all of your messages from it to your computer. Once they are downloaded, they are deleted from the email service. Sent mail is also only stored locally on your computer, not on the mail server.
Departmental Email Accounts	Email accounts which are created for departments, clubs, events, and special groups.
Webmail	Online services to access FIU email mail.fiu.edu and panthermail.fiu.edu .
Email Apps	Programs like Outlook and Apple Mail used to manage your email. These are programs installed on your computer.
User	Any person or entity assigned an email account using the University Email System (e.g. an account ending in @fiu.edu)
Division of Information Technology	DoIT



AskIT	Division of Information Technology help desk portal, knowledge base, and incident request system.
Confidential	Information that if lost, disclosed, or in appropriately modified could cause significant impact to the confidentiality, integrity, availability of university operations, resources or constituent.
Sensitive	Information that in isolation may not present any specific risk to the confidentiality, integrity or availability of university operations, resources, or constituents but if combined with other data could represent inappropriate risk.
Internal	Information that is related to the day to day operations of University departments and services. All internal data is subject to the Florida Freedom of Information Act (FOIA) and if disclosed would have minimal to no impact on the confidentiality, integrity or availability of university data or computer resources.
Public	Information that is intended for unrestricted public disclosure and if disclosed causes no harm.
Public Records as defined by Chapter 119, F.S.	<p>Public records are all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business.</p> <p>Florida International University's public record classifications of confidential, sensitive, internal, or public (see definitions) determine whether and with whom certain records may be shared.</p>
Records Retention Schedule	A standard approved by the Florida Department of State and Office of Records Management, for the orderly retention, transfer or disposal of public records taking into consideration their legal, fiscal, administrative and historical value.
Retention	The minimum time period necessary to retain records before they have met their administrative, legal, fiscal or historical usefulness, as set forth by the Florida Department of State, other regulations and contractual requirements.
Spam	Irrelevant, inappropriate or unsolicited emails that are not directly related to the recipients, an employee's responsibilities, student academic and university experience or other legitimate university-related purpose. Spam is most often sent to a large number of email accounts and may be used to deliver malware and/or links to malicious websites.
Selective Wipes	Is a selective app-level wipe, not a device wipe; FIU email, calendar, contacts and files are removed, but a user's personal email account and information stay intact.
Mobile Device	A portable computing device such as a smartphone, tablet, and laptop.
Faculty Retiree	An FIU faculty member which has retired from FIU.



Staff Retiree	An FIU staff employee which has retired from FIU.
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ROLES AND RESPONSIBILITIES

All Florida International University faculty, staff, student employees, retiree faculty and staff and POIs are responsible for compliance with this policy.

RELATED RESOURCES

- [BOG Regulation 3.0075 Security of Data and Related Information Resources](#)
- [Florida Statutes Chapter 119 Public Records](#)
- [Florida Statutes Chapter 815 Computer-Related Crimes](#)
- [FIU Email Procedure](#)

CONTACTS

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HISTORY

Effective Date: April 27, 2020