



Email Policy #1910.015

INITIAL EFFECTIVE DATE: April 27, 2020	LAST REVISION DATE: May 20, 2024	RESPONSIBLE UNIVERSITY DIVISION/DEPARTMENT Division of Information Technology Information Technology Security Office
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POLICY STATEMENT

Florida International University (FIU) provides electronic mail (email) services and accounts for faculty, staff, student employees, students, alumni, retiree faculty, retired 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 without the approval of the IT Security Office.
- 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.
- Sensitivity labels should be used to label confidential and sensitive information, which 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, student employees, alumni, retiree faculty, retired 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, student employees, alumni, retiree faculty, retired staff, and POIs. 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)
DoIT	Division of Information Technology
AskIT	Division of Information Technology help desk portal, knowledge base, and incident request system.
Confidential	Information that if lost, disclosed, or inappropriately 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 (GS1-SL), 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	This 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.
Sensitivity Labels	Sensitivity labels are used to classify data types within the university. These labels provide encryption protection for confidential and sensitive documents and limit the access and transmission of confidential and sensitive files.

ROLES AND RESPONSIBILITIES

All Florida International University faculty, staff, student employees, retiree faculty, retired staff, and POIs.

- RELATED RESOURCES**
- **BOG Regulation 3.0075 Security of Data and Related Information Resources**
 - [Florida Department of State General Records Schedules](#)
 - [GENERAL RECORDS SCHEDULE GS1-SL FOR STATE AND LOCAL GOVERNMENT AGENCIES](#)
 - [GENERAL RECORDS SCHEDULE GS5 FOR PUBLIC UNIVERSITIES AND COLLEGES](#)
 - [GENERAL RECORDS SCHEDULE GS15 FOR PUBLIC LIBRARIES](#)
 - **Florida Statutes Chapter 119 Public Records**
 - **Florida Statutes Chapter 815 Computer-Related Crimes**
 - IT Security Governance [Resources](#)

CONTACTS

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HISTORY

Effective Date: April 27, 2020

Review Dates (*review performed, no updates*): N/A

Revision Dates (*updates made to document*): May 20, 2024

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PROCEDURE STATEMENT

- A. FIU’s Email System and a University-issued email account are made available to faculty, staff, student employees, retiree faculty, retired staff, and POIs in order to conduct University business. All University Email created, delivered, or received through the FIU email system, including those messages of personal nature, are the property of the University. Consequently, FIU Email may be accessed, copied, deleted, or reviewed by the University at any time without the consent of the person creating or receiving the email. Incidental personal use of the FIU’s Email System is permitted, to the extent that it does not interfere with work duties. However, federal and Florida law, as well as University regulations which govern the content of emails (i.e. copies of written documents, trade secrets, etc.), will be applied.

- B. Storage and Retention of University Email as a Public Record
 - Emails created in the course of University business are subject to Florida’s public records laws.
 - Each User of the FIU’s Email System is responsible for the storage, retention, and destruction of their individual emails. FIU Email must be stored and retained in accordance with Florida’s public records laws and Records Retention Schedule. The University Records Management Office will assist users on the retention and destruction of emails on FIU’s Email System and will provide email management guidelines.
 - The Division of Information Technology will assist users on maintaining email archives within the University Email System.

- C. Departmental Email Accounts:
 - a. Accounts not accessed within a period of 2 years will be disabled.
 - b. These email accounts cannot be used in lieu of a user’s email address.
 - c. These email accounts are not to be used for any personal reasons.

- D. Retiree Accounts
 - a. Faculty Retiree Accounts
 - i. Upon retirement there is a continuance of email without the need to request.
 - ii. The existing email address and email mailbox will remain active.
 - iii. Accounts not accessed in a year will be disabled.
 - b. Staff Retiree Account.

- i. Upon retirement staff email mailboxes will be archived.
- ii. Information auto-reply message will be placed on the account for six months after effective date of retirement.
- iii. FIU Mailbox will be selectively wiped from the user's mobile devices.
- iv. Email continuance may be available to retired staff. A request must be submitted prior to retirement requesting continuance of email.
- v. Once approved, same FIU email address will be provisioned on a new mailbox. Contacts are transferred.
- vi. Technical support is available through AskIT by DoIT.
- vii. Accounts without activity for one year will be archived and disabled.
- viii. Account is still subject to adhere to this policy and to the acceptable use policy and security measurements to protect the information.
- ix. Accounts not accessed in a year will be disabled.

E. Closing of email accounts

1. Each user of the FIU's Email System, upon giving notice of their intent to leave their position, shall be responsible for preparing their email account to be retained by the University. This includes enabling an auto-reply message on the mailbox that includes information on alternate contacts.
2. Upon an employee's separation from employment with the University, it is the responsibility of that employee's supervisor to ensure the separating employee's University-issued email account is retained and an appropriate auto-reply is enabled on the mailbox. DoIT shall assist the supervisor in storing and retaining the contents of the separating employee's email account once approval from Employment Labor Relations has been obtained.
3. Upon separation, the former employee's accounts will disabled and their access to the FIU mailbox will be removed. FIU Mailbox may be selectively wiped from the user's mobile devices.