



## Employee Email Policy

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### 1. Purpose

This policy defines the acceptable use of electronic email as a method of communication at the Ontario College of Art & Design and provides guidelines for effective practices and process in the use of the university email system.

### 2. Scope

This policy applies to all tenured, probationary, Continuing, CLTA, and Sessional faculty, academic staff and managers, and administrative staff and managers employed by the Ontario College of Art & Design.

### 3. Policy

#### 3.1 Eligibility

Tenured, probationary, Continuing, CLTA and Sessional faculty, academic staff and managers, and administrative staff and managers are assigned an OCAD email account associated with an OCAD network account. All users must adhere to the "OCAD IT Acceptable Use Policy" posted at:

[http://www.ocad.ca/Assets/PDF\\_MEDIA/IT+Services/OCAD+Acceptable+Use+Policy.pdf](http://www.ocad.ca/Assets/PDF_MEDIA/IT+Services/OCAD+Acceptable+Use+Policy.pdf)

#### 3.2 Email Account Creation

Email accounts will be generated for faculty and staff upon notification from the OCAD Human Resources office to create network and email accounts for new employees. Each employee will be provided with one OCAD email account.

#### 3.3 Email Address

Email accounts are uniquely created based on first and last name, where applicable. The email address are:

For faculty and academic staff: **accountname@faculty.ocad.ca.**

For administrative staff, and academic and administrative managers: **accountname@ocad.ca.**

### **3.4 Quota and Size Limits**

All email mailboxes are limited in size to 500MB. This limit applies to all mail items stored on the server (inbox subfolders, sent items, etc.). A warning message will be issued to the account holder via email when the account mailbox exceeds 350MB. When the mailbox reaches 500MB, the email server will restrict the account from sending emails until the mailbox size is reduced.

Email attachments are limited to 6MB for both sending and receiving.

### **3.5 Support Email Software**

OCAD IT Services only supports Microsoft Outlook and Entourage as an email client. IT Services will be evaluating new email clients on an ongoing basis and will communicate support for additional mail clients as it becomes available.

A web-based version of the OCAD Outlook email system is offered and can be accessed from any computer with Internet access. This web-based version of Outlook OCAD email service works with all internet browsers but provides the most functionality through Internet Explorer.

Support and service for hand-held devices is primarily focused on Blackberries receiving email through the OCAD Blackberry Enterprise Server (BES), authorized through contracts negotiated by OCAD on behalf of specific OCAD faculty, staff and managers. Support for other mobile hand-held devices, such as iPhones and Blackberries not using the OCAD BES service, may be available but is limited.

### **3.6 Forwarding**

Forwarding to non-OCAD email addresses from OCAD email addresses is not supported for OCAD employees.

### **3.7 Email Account Privacy and Responsibility**

OCAD IT Services strives to protect the privacy of system users, and respects the privacy of correspondence between individuals. IT Services will not examine, interrupt, or monitor the contents of e-mail except for troubleshooting purposes. In the event OCAD is required to review the contents of individual email accounts, procedures defined in the "OCAD IT Acceptable Use Policy" will be adhered to.

All account holders must adhere to relevant university policies, procedures, guidelines, and regulations, including the "OCAD IT Acceptable Use Policy". Users are responsible and accountable for their actions while using the OCAD network. All OCAD employees should familiarize themselves with and understand OCAD's compliance with the Freedom of Information and Protection of Privacy Act (FIPPA) by visiting:

[http://www.ocad.ca/about\\_ocad/governance/info\\_privacy.htm](http://www.ocad.ca/about_ocad/governance/info_privacy.htm)

### **3.8 Password and Security**

OCAD IT Services strives to provide the strongest possible security for OCAD computing and network resources.

Users are expected to create e-mail account passwords, which adhere to security best practices. Users should not share their e-mail password with anyone. OCAD IT Services staff will never ask a user for his or her e-mail password. Users who believe that their e-mail account may have been compromised should change their password immediately, and contact the IT Helpdesk (ext.277).

Mandatory password resets may be required or recommended by OCAD IT Services for individual users or for all email system users. Password protection policies and processes will be

implemented on an ongoing basis including password retry restrictions, password aging, password strength assessment and guidelines for password creation

### **3.9 Email Account Expiry and Deletion**

#### ***Termination of Employment***

OCAD employee email accounts will be disabled and emails will be deleted based on instructions provided to OCAD IT Services by the OCAD Human Resources office.

#### ***Long Term Leave***

Email accounts will be disabled by OCAD IT Services upon notification from Human Resources for an employee leave of over six months, including sick leave, maternity leave and sabbatical leave. Emails will be retained. The email account will be re-activated upon the employee's return to work.

Requests to maintain the email account as active during an employee long-term leave must be submitted to the Human Resources Office by the Managerial Supervisor for approval.