E-mail services at Umeå University

This document, which has been approved by the Vice-Chancellor, regulates how e-mail services for employees are run at Umeå University.

1 Target group

Everyone who uses e-mail in her or his work shall know which responsibility is involved in sending and receiving electronic mail.

2 General

The working pattern we have developed within the University presupposes that employees can be reached via electronic mail. All employees shall have a primary work e-mail address and it is assumed that they all use this service. The University has a central e-mail office (central mailserver) that ITS has been detailed to look after. Umeå University also has a webmail service which makes it possible for employees to read their e-mail wherever they may be, assuming that they have access to a computer with a web browser.

Connected to each e-mail address there is an e-mail mailbox. The aim is that the scope should be unlimited but by default the limit has been set at 2 GB.

For the description and ordering of e-mail services, you are referred to the IT-service catalogue on the university intranet.

3 Regulations

The e-mail address provided by the University is a work address. It is part of the IT resources that the University makes available so that employees will be able to carry out their assignments well. The employee is responsible for informing itself about the regulations for how these resources may be used.

Normally each employee will have one, and only one, personal e-mail mailbox. For employees there is also the possibility – if necessary – of linking alias addresses to her or his account. Alias addresses going to several recipients shall be replaced by a distribution list.

In order to be given an e-mail address, it is a requirement that a person is employed by or affiliated to a department or unit and that the person has a central username. When a person is employed or affiliated he or she must also be included in the concern catalogue.

A personal e-mail mailbox may not be passed on to or used by another person.

Work-related letters should be sent to the employee’s e-mail address at the University.
3.1 Dealing with incoming email
The same regulations apply to e-mail as to other documents received by the University. Please also see the decision concerning Umeå University’s handling of mail etc. received in the absence of the employee, Reg. No. FS 1.1.2-1109-14.

3.2 Access to e-mail communication
As a rule, all e-mail should be seen as general documents and the University has the right to read e-mails in certain situations. In certain cases, internal e-mail messages can be seen as working-materials. System administrators, who must observe professional secrecy, can get to see sections of a person’s e-mail mailbox, as part of their job. Wrongly addressed e-mails for example end up with the responsible system administrator at the recipient e-mail server.

3.3 Processing of sensitive data
Sensitive personal data may not be sent by e-mail.

It is prohibited to process personal data that discloses race or ethnic origin, political opinions, religious or philosophical convictions and membership of trade unions. It is also prohibited to process personal data relating to health or sexual life.

3.4 Access in case of sickness/death
In connection with sickness or death it is the head of department’s responsibility to appoint a person to deal with the e-mail mailbox of the person in question.

3.5 When an appointment is terminated
1. When an appointment ends, the e-mail mailbox must be gone through. Work-related documents must be sent to the records or to staff involved, and after that the mailbox is closed.

2. During a transitional period, a message of absence appears stating that the person concerned has left her or his appointment and that e-mail to the department shall be sent to the departmental address.

3. The e-mail account is closed.

If the person concerned transfers to another organizational unit within the University, items 1, 2 and 3 are dealt with according to which new unit the person is now a member of.

3.6 Log list
All transactions in the e-mail server, not the messages but the information about how they have been dealt with, is logged so that it is possible to trace how correspondence has been received and forwarded.

The log in the e-mail server stores the following:
Received messages: Time, sender, subject box, sender computer, size, number of recipients,
message ID.

Outgoing and delivered messages: Time, recipient, subject box, recipient computer, status (if it went well or not).

None of the contents or appendices are logged. The logs are saved for several weeks.

### 3.7 The composition of the e-mail address

Personal address: The primary e-mail address shall be firstname.surname@umu.se. It is also possible to have a secondary e-mail address which will be firstname.surname@unit.umu.se.

If the e-mail address firstname.surname@umu.se is already in use by another employee shall firstname.secondnameinitial.surname@umu.se be used. If the person has no second name shall digit serial number be used, firstname.surname01@umu.se.

Function address: In general, the rule is that function addresses shall be function.unit@umu.se. For function addresses valid for the University as a whole, the address shall be function@umu.se.

The official mailbox of the units shall normally be unit@umu.se.

The function and unit shall be the whole name or an understandable or broadly accepted abbreviation of the unit or function (that is more a name than an abbreviation, e.g. SAS or JÄMO).

The diacritical signs in å,ä and ö cannot be used. These must be left out or replaced by o and a.

### 3.8 Function mailbox

A function mailbox is not linked to a particular person but to a function or a unit within the University. Functions common to the whole University shall have function mailboxes just like departments and units.

Please note that a function mailbox is an official mailbox that will be monitored in the same way as the ordinary mailbox for paper mail. This is so that mail will be opened even when someone or other is on holiday.

A function address in English is normally also to be recommended, leading to the same function mailbox.

In exceptional cases for specific roles, such as for example the Director of Studies or similar, a separate account can be created with the aim of transferring all e-mail correspondence in those cases when one person is replaced by another.

### 3.9 Reporting abuse

There is a group at UMDAC which has been assigned by the IT unit to handle incidents, e.g.: attacks against our systems; abuse of e-mail etc. that affects an employee or a student; incidents in which our systems, employees and students are suspected of behaving unethically or illegally. Report suspected abuse and similar to the Incident Response Team at
UMDAC (irt@umu.se) or to the IT unit (it-enheten@umu.se).

3.10 E-mail should be handled as paper mail

E-mail to all the university’s e-mail addresses shall be handled like any other mail. Which means that it must be saved and attended to according to the same rules. A consequence of this is that anyone can for example demand to see a list of the mail you have in your e-mail mailbox and even to be allowed to see the letters in it that are public documents. If such a demand is made you may be allowed a brief spell of time to eliminate the messages that are not covered by this regulation. You may have received personal messages for example. You only have the right to claim one or two hours to do this, so this elimination process in your e-mail mailbox should be included in your daily routines.

It is to be recommended that you have a private e-mail address and that you always use the private e-mail address in your personal communications.

4 Please also note

In the documents below, which have been sanctioned by the Vice-Chancellor, there is also supplementary information about the handling of e-mail.

IT security plan at Umeå University, Ref. No. 100-3305-10.

Regulations for the use of Umeå University’s IT resources, Ref. No. 100-3304-10.

Liability for systems administrators for IT systems, Ref. No. 100-3315-10.

Umeå University’s handling of received mail etc. in the absence of an employee, Reg. No. FS 1.1.2-1109-14.