



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY

HEADQUARTERS, U.S. ARMY ALASKA
600 RICHARDSON DRIVE # 5000
FORT RICHARDSON, ALASKA 99505-5000



APVR-RIM

JUN 17 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Email Policy (CG/CofS Policy Statement #0-37)

1. Purpose. This memorandum establishes guidance and mandatory procedures for the use of Official Email in United States Army Alaska (USARAK). These procedures will provide for more efficient use of email as a means of communication and effectively use USARAK network resources.

2. References.

- a. CG/CofS Policy Statement #0-03, USARAK Policy on Use of Government Communications Resources, November 15, 2002.
- b. DISC4, Electronic Naming Conventions, October 26, 2000.
- c. DoD 5500.7-R, Joint Ethics Regulation (JER), August 30, 1993, as amended.
- d. Executive Order 12674, Principles of Ethical Conduct for Government Officers and Employees, April 12, 1989, as amended.
- e. 5 C.F.R §§2635.703-705, Standards of Ethical Conduct for Employees of the Executive Branch.
- f. USARAK Pamphlet 25-32, Information Management Distribution Formula, June 30, 2001.
- g. DA memorandum, Army Knowledge Management Guidance Memorandum Number 1, August 8, 2001.
- h. DA Regulation AR 25-400-2, Army Records Information Management System (ARIMS), March 18, 2003.

3. Scope. This policy letter applies to all personnel utilizing the USARAK Email System and network.

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4. Policy general.

- a. Disclosure Risk. Email affords no user privacy. Originators must remember that emails can be forwarded to recipients not necessarily intended.
- b. Monitoring. The U.S. Army will monitor email to identify usage patterns and/or abuse.
- c. Use of Electronic Mail. Individual Email use is subject to the same official U.S. Army business constraints as the postal and telephone services. Misuse or abuse can be addressed under the UCMJ for military personnel, or civilian disciplinary procedures for civilian employees. Personnel shall ensure that their use of email supports U.S. Army mission objectives or is beneficial to the health, safety or welfare of the personnel within the organization.
- d. Email Federal Records. Email made or received by the U.S. Army in connection with organization, functions, policies, procedures, operations, or other Government activities is considered a Federal record. By law, the U.S. Army is required to maintain these Federal records in accordance with reference h.
- e. Freedom of Information Act (FOIA). When a requester seeks FOIA records, the U.S. Army is obligated to include email in its search of responsive records.
- f. Auto-Forwarding of Electronic Mail over the Internet. The Auto-Forwarding feature in email applications shall not be used to forward email to commercial or home Internet addresses. email may only be Auto-Forwarded to another “.mil” email address. This will keep For Official Use Only (FOUO), Encrypt For Transmission Only (EFTO), and privacy act information out of the uncontrolled world of the public Internet.
- g. Attachment File Formats. File transfer formats for other recipients should be based on the computer environment in which the target addressees are working. Also some attached files may be automatically stripped from an email message if there is a potential that it could contain a macro virus. Limit attachments in emails to the pertinent data required by the addressee.
- h. Email Size Limitations. Large files (i.e., files larger than two Megabytes) should not be attached to an email message. Video files and graphic files can often exceed this limit. If the recipient is a member of the USARAK network, large files should be placed in a unit/directorate public/shared folders or a website and a hyper-link or shortcut to the data should be included in the email. This will improve the efficiency and speed of the network by reducing network data storage usage and the amount of data passed over the network.

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5. USARAK Individual Email.

a. This category comprises email communications between individuals. Individual Email can be referenced in correspondence, record messages, or Organizational Email. Individual Email is not approved to promulgate policy.

b. The primary email account in USARAK will be the Individual Email Account. For example: john.smith@richardson.army.mil.

c. Use the individual account on most Email Distribution Lists and Official Email.

d. Army Knowledge Online (AKO) Individual Email address: Every soldier, Army National Guard, Army Reserve and Department of Army civilian is required to have an AKO account. Procedures for obtaining an AKO account can be obtained by connecting to www.ako.us.army.mil or from unit Information Management Officers (IMOs). Once established the individual AKO Email account should be autoforwarded to the employee's local USARAK (@richardson.army.mil or @wainwright.army.mil) Individual Email address.

6. Defense Message System (DMS) and Organizational Email Accounts.

a. DMS Email Accounts. Units/directorates will continue to maintain DMS Email Accounts in accordance with HQ DA and United States Army, Pacific (USARPAC) guidance. Organizations/directorates have the ability of obtaining additional DMS-compliant organizational accounts for their personnel as needed. For example: 59s3oic@richardson.army.mil. DMS requires an Organization Email Account using the standard DMS naming convention. The DMS Email Account will be different than the Individual Email Account described in this memorandum. If you have a DMS account, do not use it for day-to-day business – use it for DMS encrypted and AUTODIN Email only.

b. Organizational Email. Organizational Email is defined as email between organizational elements that requires approval by officials with signature authority. Organizations shall ensure their DMS Organizational Email Accounts are monitored with the same vigilance applied to postal mail.

c. Correspondence via Email. U.S. Army Organizational Email is the most cost effective and preferred method to deliver official intra-U.S. Army memos and letters. When Organizational Email is used to send correspondence, including memos, letters, or messages, a signed paper copy must be retained on file at the point of origin.

d. Classified Information. Classified information and classified record messages may only be transmitted via email on accredited systems, via properly accredited networks (SIPRNET),

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operating at the appropriate security classification level. Contact the unit Information Management Officer if you are not sure of your network or email system's security level.

e. Sensitive But Unclassified (SBU) Information. Record messages, correspondence, and information that is unclassified may have markings requiring additional handling or transmission safeguards (e.g., EFTO and FOUO). The EFTO caveat is applied to record messages that must be transmitted over encrypted telecommunication systems. The FOUO caveat can be applied to any information and shall, as a matter of policy, be transmitted by secure or protected means whenever possible. When no secure or protected circuit is available to deliver FOUO information, delivery by any available circuit is authorized.

f. Record Messages on Internet Web sites. Record messages, Organizational Email, and Individual Email shall not be posted on Internet Web sites unless so stipulated by the originator by including the phrase "INTERNET RELEASE AUTH" or upon specific authorization from the originator. EFTO, FOUO, classified and privacy information is never authorized for Internet release.

7. Public Key Infrastructure (PKI) integration. PKI is an encryption scheme that the Director of Information Management (DOIM) will implement on all standard (i.e., non-DMS) email accounts. The encryption uses an alphanumeric "code" which is associated with the Individual Email Account. This allows sensitive material to be transferred via the Internet. The DA convention is to associate the PKI code with the user's name in the email account. The format set out in this memorandum subscribes to standards set for future PKI integration.

8. Email users will utilize the following format:

a. Font: Font type will be Arial, Courier New or Times New Roman, 10, 11, or 12 pitch. A font of 12 pitch is recommended for readability. Do not write in all capital or bold letters. Backgrounds will be white; font color will be automatic (black) or blue. You may use other colors, bold or italics or caps to highlight selected items.

b. Subject line: Include in the subject line the specific topic of discussion, and suspense if applicable. Example: USARAK Email Policy S: 20 Jun 03.

c. Signature block: If used, should contain only pertinent information: name, grade, position, unit, and phone numbers.

d. Graphics: Do not include embedded graphics into the basic email. This prohibition includes individual or unit logos as part of the signature block.

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9. Out of Office Assistant. Use the Outlook Out of Office Assistant tool when gone from the workplace for more than 24 hours during normal duty days. Use auto reply messages to guide senders to appropriate personnel to contact in lieu of the original addressee.

10. Email distribution lists.

a. Command-wide email distribution lists will be established by the DOIM and will be maintained by the unit or directorate that requested the list.

b. Units/directorates may establish Email Personal Distribution Lists (PDL) as required.

11. Personal use.

a. Approved personal use of Army Email is when an employee needs to make a brief communication with a family member while on TDY or for brief communications to spouses, children, schools, repair persons, doctors, etc., which could only be reasonably performed during work hours. There cannot be any costs chargeable to the government (i.e., long distance fees) and, when possible, employees should make all personal communication during their personal time.

b. Complete regulations are in USARAK Policy on Use of Government Communications Resources (CG/CofS Policy Statement #0-3).

12. The enclosure includes guidelines on email courtesy, etiquette, and format.

FOR THE COMMANDER:

Encl



DAVID A. WOOD
COL, GS
Chief of Staff

DISTRIBUTION:

A

Guidance on Email Courtesy, Etiquette and Format

- a. Be courteous and conscientious. Be professional and careful regarding what you say about others. Remember, it is very easy to forward messages and what you say today can be seen in tomorrow's newspaper.
- b. Always use a short descriptive subject line. If you reply to a message, but talk about a different subject, change the subject line to reflect the new subject matter.
- c. Write complete sentences, but be concise. Do not use all capital letters when writing – this is normally construed to be shouting at the recipient.
- d. Your opening comments should state the purpose of the email, e.g., “FYI-For Your Information...”, “RFI-Request for Information...”.
- e. Use spell checker.
- f. Use discretion in forwarding email from general officers or senior executive service members.
- g. Address your email only to those who need to respond to the message. Courtesy copy (cc) anyone who needs to be kept informed but does not need to respond.
- h. As a general rule, do not use the “Reply All” button when answering a message sent to a large group.
- i. Follow the chain of command unless specifically asked for a direct reply.
- j. Answer messages within a reasonable time.
- k. Do not send chain letters or forward virus warnings. It is the responsibility of the mail administrator to forward email concerning viruses.
- l. Remember that all laws governing copyright, defamation, discrimination and other forms of written communication also apply to email. Never transmit classified email or attachments on unclassified systems.
- m. When preparing an email note that will go forward, put it in as final a form as possible. Do not make another person do the work of assembling, reformatting or adding additional endorsements.
- n. In addition to the content of your email, draft the endorsement words for each person who will be sending the note forward. For example, if you are preparing email for your directorate head to send to the command group, you need to prepare draft comments for your division chief and the directorate head.