



Standard Title	Email And Instant Messaging Standard & Procedure
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Responsible Office	Office of the Vice President of Information Technology and Chief Information Officer
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### **Account Standards:**

***The Email Usage and Instant Messaging Standard and Procedure governs the use of @kennesaw.edu e-mail accounts and Microsoft 365 messaging (e.g. MS Teams). This document does not apply to the use of @students.kennesaw.edu email accounts.***

### **Account Acceptable Use:**

Policies and regulations that apply to other forms of communications at the University also apply to electronic mail and instant messaging (IM). In addition, the following specific actions and uses of university e-mail and IM accounts are inappropriate:

1. Use of e-mail and IM for private, non-University, matters.
2. Concealment or misrepresentation of names or affiliations in e-mail and IM messages.
3. Alteration of source or destination address of e-mail and IM.
4. Use of e-mail and IM for commercial or private business purposes.
5. Use of e-mail and IM for organized political activity or political solicitation.
6. Use of e-mail and IM to harass or threaten other individuals.
7. Use of e-mail and IM that degrades or demeans other individuals.
8. Use of email and IM to transmit financial account numbers or credit card information.

No one shall deliberately alter or attempt to conceal their true return e-mail or IM address, or the origination location of the message. No one shall deliberately set forth to interfere with the reception of e-mail or IM by an individual. No one shall deliberately set forth to intercept or receive, and/or view another individual's email or IM without that user's consent.

### **E-mail and Instant Messaging Account Management Procedures:**

Accounts will be generated for all faculty at the beginning of the semester in which they are hired to teach, and for all staff employees upon completion of the Human Resources process. Additional accounts for users may be generated as needed by notifying the KSU Service Desk via email: [service@kennesaw.edu](mailto:service@kennesaw.edu).

Accounts for Visitors may be obtained by completing the sponsored account process (Non-Paid Affiliate (NPA)/Long- Term Visitor (LTV) Form), available from KSU Card Services.

E-mail and IM will be preserved for no longer than 30 days after deletion by user. This does not guarantee recovery of accidental deletions even within the 30 day window.

### **Expiration of Accounts:**

Faculty and Staff accounts will be "deactivated" 1 day after the employee leaves or is terminated. User data associated with the account (example: email) will be deleted 30 days after the account is deactivated.

### **E-Mail and Instant Messaging Retention and Disposal:**

E-mail and instant messaging (IM) users have the capability to "archive" e-mail items to files. This effectively allows users to save messages for any length of time.

E-mail and IM correspondence and associated attachments are considered official university records and, as such, need to be retained based on guidelines established by the Board of Regents. It is the responsibility of the sender and recipient of these e-mail messages to determine the required retention period, to comply with applicable policies and procedures regarding record retention, and to preserve these e-mail records either electronically or in printed form with all of the associated header and transmission information. No e-mail or IM, in any form, shall be retained for longer than its established retention cycle, unless directed to do so by the KSU Department of Archives and Records Management.

Malicious emails may be deleted from University email servers and accounts as a function of the incident response process.

### **External email flagging**

In alignment with best practices and recommendations of the University System of Georgia, KSU appends the subject line of external emails to clearly denote an email as originating externally. Some Kennesaw State University services use cloud systems which are not physically located on campus. In some cases, it may be appropriate for these systems to be excluded from the external tagging because they are a trusted and contracted service and meet the guidelines below.

Guidelines for this process:

- Service is a contracted campus-wide platform that has gone through the applicable IT approval process, and which serves a significant majority of the institution.
- Service provides a facility to ensure validation of sender's relationship to institution.
- There is a low risk of abuse for the exclusion.
- Service has a justifiable business need for the exclusion.

Exclusions are granted at the discretion of the Vice President of Information Technology and Chief Information Officer. Exclusions are subject to regular review and may be revoked if any conditions of approval change.

### **Exceptions:**

Request any exception to this standard via a service ticket to the KSU Service Desk at <https://service.kennesaw.edu>

### **Review Schedule:**

The Email and Instant Messaging Usage Standard and Procedures will be reviewed annually by the Office of the Vice President of Information Technology and Chief Information Officer or his/her designee.