

Procedure Identifier: Guidelines for the use of email/messaging services & internet facilities

Procedure Title:	Guidelines for the use of email/messaging services and internet facilities in Marino Institute of Education
Description:	Guidelines on the Use of Email/Messaging facilities or the Internet
Author (Position):	Director, IT & eLearning
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Approved By:	Quality Committee
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Revision History		
Previous Version no.	Summary of Amendments <i>Inc. date of approval of the update</i>	Reviewed Version no.
New	New Guidelines on the use of MIE email & internet by staff (and students)	n/a

Policy for the use of email/messaging services and internet facilities in Marino Institute of Education.

1. Context

Use of email, messaging and internet services are provided to staff and students in MIE for the purposes of their work, studies and other activities. These services are provided in good faith and on the premise that they will not be misused by staff and students. A full list of policies and procedures that apply to use of all IT services in MIE are provided on our website at https://www.mie.ie/en/about_us/policies_and_procedures/it/. This document provides guidance on use of these services, to all who work and study in MIE.

2. Purpose

The purpose of this document is to provide guidance regarding the usage of email/electronic messaging or the Internet which will ensure efficient communications, project a good image of MIE and reduce the risk of legal issues.

Security of such resources cannot be guaranteed. Care must be taken in composing messages or posting content on the Internet as they could subsequently for example be the basis for a legal agreement between parties or could be deemed to be defamatory or detrimental to an individual or organisation.

It is important also to note that e-mail messages, like other documents, and content posted on the Internet might be subject to disclosure/challenge under the Data Protection Act(s), the Freedom of Information legislation and/or in the event of legal proceedings.

3. Best Practice

- E-mail/Messaging and Internet facilities are provided to Staff and Students to support the normal activities of the MIE, in particular for educational, research and administrative purposes.
- Incidental personal use is permissible provided it does not consume more than a trivial amount of resources, does not interfere with productivity, is not for private business activities and does not involve any illegal or unethical activities.

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- Each user is responsible for the content and use of their own account. Passwords should not be shared with others. See MIE's [IT Code of Conduct](#) for more information.
- All outgoing email from MIE must include the following disclaimer, and is inserted into outgoing email traffic by the IT & eLearning department:

"This e-mail and any files transmitted with it are confidential and are intended solely for use by the addressee. Any unauthorised dissemination, distribution or copying of this message and any attachments is strictly prohibited. If you have received this e-mail in error, please notify the sender and delete the message. Any views or opinions presented in this e-mail may solely be the views of the author and cannot be relied upon as being those of MIE".

- E-mail "lists" (e.g. allstaff, campus, classlists) should be used for genuine MIE business only. They should be used sparingly and only when absolutely necessary - thus avoiding irritating people with unsolicited and unwanted e-mail and avoiding clogging up the network. They should not be used as a forum for political debate or for the promotion of ideological, charitable and/or religious beliefs.
- The e-mail facilities should not be used for "classified advertisements"(e.g. accommodation wanted, articles for sale etc).
- The general use e-mail "lists" (e.g. campus, foireann, etc) should not be used as a forum for debating particular issues.
- Users of MIE IT systems should exercise extreme caution when using Internet facilities to transmit confidential or sensitive information. Whereas MIE will do its utmost to ensure privacy when using MIE's network, confidentiality cannot be guaranteed. Users of the MIE IT systems should be aware of the possibilities that electronic communications might be intercepted, copied, forwarded, printed or stored by others.
- Each user is responsible for the content and use of their own account. Passwords should not be shared with others and should be maintained in accordance with MIE's [IT Code of Conduct](#).
- Access to the Internet is provided via a proxy server and users should note all internet traffic is monitored.
- Users of the MIE IT systems must exercise extreme caution to ensure that there is no breach of copyright or of other intellectual property rights, and the use of MIE IT

systems conforms to all relevant policies and procedures including, but not limited to [IT Code of Conduct](#) and [respect and dignity](#) in MIE.

- Where there is a genuine need to access web sites that would normally be considered to be inappropriate, for example for particular genuine research, teaching or learning activities, the authorisation of the Head of School and Dean, or Head of Unit, is required and the Director of IT & eLearning is to be informed via the IT Helpdesk, to ensure an audit trail of the particular request.
- MIE cannot guarantee users of MIE IT systems that they will be protected from the receipt of material that may be offensive to them.
- Users accessing MIE IT systems using a mobile device must ensure that the appropriate security settings have been configured on the device. Use of mobile devices is covered by the BYOD Policy.
- Use of the MIE IT systems is also subject to HEAnet Acceptable Usage Policy (See <http://www.heanet.ie/about/aup>).
- Access to E-mail records can always be requested under [Data Protection](#) and Freedom of Information legislation.
- It is prohibited to send or forward e-mails/messages or post content which may be offensive or disruptive., This includes, but is not limited to, defamatory, harassing, offensive, racist, obscene or threatening remarks. If you receive any content of this nature, you should inform one of the following as appropriate: your Head of School/Unit, your lecturer, Director of IT & eLearning, Director of Human Resources or the President.

It is Prohibited To

- Access, create, display, copy or transfer web pages or other material accessible across the Internet that is illegal, offensive, harassing, defamatory, obscene, racist, sexist or threatening, or in breach of copyright or other intellectual property rights.
- Exchange proprietary information, trade secrets or any other privileged, confidential or sensitive information
- Create, copy or transfer unauthorised advertisements, solicitations for charity or other types, or viruses
- Play games on computing facilities available for general access except where required formally as part of research work, course work, MIE sponsored events or other MIE approved activity
- Use MIE IT systems for betting and gambling type purposes
- Copy a trademark or logo belonging to another party
- Publish material which is an incitement to commit crime or an instruction on how to carry out illegal activities
- Use MIE IT systems to promote personal political, ideological and/or religious beliefs
- Use MIE's name or logo to imply the endorsement by MIE of other organisations' products or services without written permission from the President's Office.

Recommended Good Practice for E-mail Messaging and Internet Usage

- Do not use e-mail to discuss confidential information.
- Avoid sending unnecessary attachments with emails.
- Only use "Reply All" when really necessary. When replying to mail received as a member of a mailing list, take care to note whether your reply is to the individual sending the message or to the whole list.
- If you send an email to a large group or a Mailing List, it is advisable to **BCC (blind carbon copy)** everyone in the email distribution list, to ensure people do not 'reply all' in their responses, as necessary.
- Never reply to spam or junk e-mails or click on hyperlinks embedded in them - you are merely confirming your existence to the spammers.
- Only print web pages when really necessary. Think GREEN.
- Further information on e-mail usage for staff and students is available at:
www.mie.ie/telmieaboutit.

Scope of Guidelines and Regulations for E-Mail/Electronic Messaging and Internet Usage

The scope of these guidelines and regulations includes but is not limited to:

- E-mails generated using any e-mail systems, e-mail client software and webmail connected to or via MIE's network (including the networks of linked colleges).
- E-mail generated with "from addresses" of mie.ie, regardless of where they originated.
- Other messaging systems including but not limited to news, chat, instant messaging, VLE message boards etc.
- Students and Staff of MIE and linked colleges using the above facilities.
- Use of Internet Facilities while on MIE campus - whether or not such facilities are provided by MIE.
- Students and Staff of MIE and linked colleges using the above facilities.

4. Responsibility

Director IT & eLearning

Director, Human Resources

Leadership Team

5. Related Documents

Links to IT & Human Resources policies and procedures.