



# NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

## CHAPTER: 82.2.6

### TITLE: DEPARTMENT ELECTRONIC MAIL

**EFFECTIVE: 12/17/2017**

**REVISED: Replaces Policy 212**

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#### PURPOSE

The purpose of this Chapter is to establish guidelines for the proper use and application of the electronic mail (e-mail) system provided by the Department.

#### POLICY STATEMENT

1. E-mail is a communication tool available to employees to enhance efficiency in the performance of job duties.
2. It is to be used in accordance with generally accepted business practices and current law (e.g., RS: 44 - Louisiana Public Records Law).
3. Messages transmitted over the e-mail system must only be those that:
  - (a) Involve official business activities of the New Orleans Police Department,
  - (b) Involve official business activities of the City of New Orleans,
  - (c) Contain information essential to members for the accomplishment of tasks, or
  - (d) Are directly related to the business, administration or practices of the Department.

#### DEPARTMENT E-MAIL AND MEMBER'S RIGHT OF PRIVACY

4. All e-mail messages, including any attachments, transmitted over the department computer network or accessed through a web browser accessing the department system are considered department records and therefore are the property of the Department.
5. The Department reserves the right to access, audit and disclose for any lawful reason, any message, including any attachment that is transmitted or received over its e-mail system or that is stored on any department system.
6. The e-mail system is **not a confidential system** since all communications transmitted on, to or from the system are the property of the Department.
7. The e-mail system is not appropriate for confidential or personal communications.
8. If a communication must be private, an alternative method to communicate the message should be used instead of e-mail.

9. Employees using the department e-mail system have **no expectation of privacy** concerning communications transmitted over the system.
10. Employees shall not use personal accounts to exchange e-mail or other information that is related to the official business of the Department.
11. The use of any computer, Internet service, telephone service or other wireless service to send or receive information that may be related to public business may be subject to review or disclosure.

#### **PROHIBITED USE OF E-MAIL**

12. Composing, sending or forwarding derogatory, defamatory, obscene, disrespectful, sexually suggestive, harassing or other inappropriate messages on the Department e-mail system is prohibited and shall result in discipline.
13. E-mail messages addressed to the entire Department (**NopdAll**) are only to be used for official business-related items that are of particular interest to all users.
14. Members are reminded that **all e-mail is subject to review and scrutiny** with regard to appropriate content or violation of any prohibitions.
15. In the event that a user has questions about sending a particular e-mail communication, the user should seek prior approval from his/her supervisor or unit commander.
16. **Personal advertisements or announcements are not permitted.**
17. It is a violation of this Chapter to transmit a message under another member's name or e-mail address or to use the password of another to log into the system.
18. Members are required to log off the network or secure the workstation when the computer is unattended. This security measure will minimize the potential misuse of a member's e-mail, name and/or password.

#### **MANAGEMENT OF E-MAIL**

19. Members must check the department e-mail system and read new messages each workday.
20. The end user e-mail system is not designed for, nor does it support, long-term retention and archiving of messages, e-mail that an employee desires to save or that requires retention should be **printed and/or stored in another database** designed for long-term storage and retrieval.
21. Members are solely responsible for the management of his/her email mailboxes.

#### **E-MAIL RECORD MANAGEMENT**

22. The department e-mail system used by members of the New Orleans Police Department is managed by the City of New Orleans Office of Information Technology and Innovation.
23. Messages **may** be automatically archived at regular intervals from the system, as

determined by the City of New Orleans Office of Information Technology and Innovation.

#### **E-MAIL PROTOCOL**

24. Department members, sending e-mails to NOPDAll, are required to place a description of the subject matter in the subject line of the heading.