

ZIAUDDIN UNIVERSITY

GUIDELINES, POLICIES AND PROCEDURES

Policy Title	ZU Policy on Email
Prepared By	Furqan Ali (Assistant Manager IT Operations)
Reviewed By	Waqas Khan (Head of IT)
Policy Number	009
Approved By	Capt. Waqar (Registrar)/ Dr. Nida Hussain (Pro Chancellor)
Date Approved	Jan 15 2020
Date of Revisions	Jan 2021
Contact	IT Department

INTRODUCTION:

This email policy applies to all ZU employees and students when using the electronic mail at Ziauddin University and on behalf of Ziauddin University.

This email policy describes the rules governing email usage of the Ziauddin University. It also sets out how staff members and students are expected to behave when using electronic mail.

PURPOSE:

This email policy applies to implement the appropriate usage of emails among all the ZU employees and students who have access to use the University email system.

SCOPE:

- This policy applies to all employees and students who use the University email system
- It applies no matter where that email usage takes place: on university premises, while traveling or while working from home
- It applies to use of company email on any device, no matter whatever owned by the University or employee/student

RESPONSIBILITIES:

Every employee and student has a responsibility to maintain the University image, to use this electronic resource in a productive manner and to avoid placing the University at risk of legal liability based on their use.

ZIAUDDIN UNIVERSITY

EMAIL POLICY 2020

For ZU Employees and Students

POLICY STATEMENT:

The email policy regulates the use of official email within or outside of ZU. The policy restricts the employees to use email for any unauthorized purpose.

Official Email Usage:

Ziauddin University recognizes that email is a key communication tool. It encourages its employees to use email whenever appropriate.

- Communicate with colleagues
- Communicate with academic institutions
- Communicate with Vendors and suppliers

Personal Use of Emails:

Ziauddin University recognizes email is an important tool in many people's daily lives. As such, it allows employees to use their official email account for personal reasons with the following stipulations.

- Personal email usage should be of a reasonable level.
- Personal email use must not affect the email service available to other users for instance sending exceptionally large files by email could slow access for other employees

Appropriate Use of Official Email System:

All messages distributed via the University email system, even personal emails, are Ziauddin University property. The employee / student must have no expectation of privacy in anything that you create, store, send or receive on the University email system

- Employees / Students emails can be monitored without prior notification having approval from relevant authority, if Ziauddin University deems this necessary. If there is evidence that an employee / student is not adhering to the guidelines set out in this policy, the University reserves the right to take disciplinary, legal action.
- Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less

formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of email

- Email is a fast form of communication. Often messages are written and sent simultaneously, without the opportunity to check for accuracy. If you send emails with any libelous, defamatory, offensive, racist or obscene remarks, you can be held liable
- Email messages can carry computer viruses. If you send an attachment that contains a virus, you can be held liable. By opening emails and attachments from an unknown sender you may introduce a virus into University computer operations generally.
- All personal data contained in emails may be accessible under Data Protection legislation and, furthermore, a substantial portion of emails to Government and other public bodies may be accessible under country government law.

In-appropriate Email Content & Use:

Ziauddin University email system must not be used to send or store inappropriate content or materials. It is important for employees and students to understand that viewing or distributing inappropriate content via email is not acceptable under any circumstances.

User Must Not:

- Write or send emails that might be defamatory or incur liability for the University
- Create or distribute any inappropriate content or material via email. Inappropriate content includes: pornography, racial or religious slurs, gender-specific comments, information encouraging criminal skills or terrorism, or material relating to clots, gambling and illegal drugs.
- The definition of inappropriate content or material also covers any text, images or other media that could reasonably offend some on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.
- Send messages or material that could damage Ziauddin University's image or reputation.
- Any user who receives an email they consider to be inappropriate should report this to the IT department.

Bulk Email & Email Disclaimer:

- All email Campaigns must be authorized by authority and implemented with taking ITD in loop
- The standard University email template includes an email disclaimer. Users must not remove or change the disclaimer when they send messages.

Email Security:

Email is often the medium of hacking attacks, confidentiality breaches, viruses and other malware. These issues can compromise Ziauddin University reputation, legality and security of our equipment.

User must:

- Select strong passwords without using personal information (e.g. birthdays.) Remember passwords instead of writing them down and keeping them secret.
- Change their email password every two months.
- Also, users should always be vigilant to catch emails that carry malware or phishing attempts.
- Avoid opening attachments and clicking on links when content is not adequately explained (e.g. "Watch this video, it's amazing.") Be suspicious of click bait titles.
- Check email and names of unknown senders to ensure they are legitimate.
- Look for inconsistencies or style red flags (e.g. grammar mistakes, capital letters, excessive number of exclamation marks.)
- If an employee or student isn't sure that an email they received is safe, they can ask IT service desk support for assistance.

Email ID Creation Suspension:

- All ZU employees and students shall have access to an email account which can be acquired on submission of the prescribed form.
- HR is the primary authority to notify ZU ITD for new inductions and email form endorsement. ITD will accordingly revert back to HR with successful creation. However, passwords will only be shared with the user.
- All hospitals related email IDs will be created by ZU ITD through hospital HR department consent.
- All new student's IDs to be notified through the registrar office to ZU ITD.
- The email ID naming convention to be carried out as the first and last name of an employee. However, for student email IDs, first name and student ID will be considered.
- ITD will accordingly create the user email ID based on first, middle and last name in case the same name already exists on the email system.
- ZU HR department will notify ZU ITD for suspension of employee email IDs prior 3 days of last working day via email, similarly the clearance form will be submitted by HR department along with the email suspension notification. Further, for resigned/terminated staff email forwarding, HR department will intimate ZU ITD with duly consent of departmental head.

- Student's email ID will be suspended from getting notification from the registrar office.
- Email passwords will only be reset upon user written request or an email through departmental HOD to avoid any security breach.

Waiver:

If a user believes that a waiver of this policy is necessary or appropriate, including, but not limited to any potential Non-compliance, deviation from the policy or actual conflict of interest, a request for a waiver and the reasons for the request must be submitted to the Head of IT, whom may approve the request for a specific period only.

Future Changes:

Any amendment, change in this policy shall be carried out with the approval of Pro Chancellor. All forms, SOPs will be duly endorsed by the Head of IT.

Signing Authorities:

Furqan Ali
Assistant Manager IT Operations



Waqas Khan
Head of Information Technology



Engr. Capt. S. Waqar
Registrar



Dr. Nida Hussain
Pro Chancellor

