Transport for Greater Manchester

Transport for Greater Manchester Policy

IS Electronic Communications Policy

Warning:

Printed copies of this document are uncontrolled

Check issue number on Intranet before using.

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Version No.	8.0	Prepared by:	Catherine Burke
Equality Impact Assessment	Validation of Initial Screening Equality Officer: Muhammad Karim		Full Impact Assessment completed: YES **Validated by Equality Officer signature:** **Date:**
Authorisation Level required:	Executive Group/Director		Staff Applicable to: All Staff
Authorised by: Date:	Head of IS (Malcolm Lowe) 31st March 2019		Implementation date: 31st March 2019
			Annual review date: 31st January 2020

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1 Policy Aims

This document describes Electronic Communications requirements for;

Electronic Messaging: Any form of communication of a message, visual image or data file by electronic means, including, but not limited to E-Mail , Voicemail, SMS text, postings in chat rooms and newsgroups, use of instant messaging services, bulletin boards, blogs, web casting and social networking sites.

TFGM Databases: Any system which holds TfGM Information (non-public information pertaining to TfGM, its clients, customers, staff, or third parties) e.g. SAP, CMS, AS400.

TFGM Information: Non-public information pertaining to TFGM, its clients, customers, Staff, workers or third parties.

2 Policy Scope

This policy applies to any use of Electronic Communications.

3 Policy Delivery

This policy will be delivered to all staff by internal communication and will be situated on the TfGM Intranet.

4. Accountability

- Responsible to the Board: Head of IS
- Compliance: IS Staff
- Awareness: All

5. Enforcement / Monitoring / Compliance

a) This policy will be enforced by the Executive.

b) Information including logon dates, times, usage duration and device identity will be logged and maybe used for monitoring purposes, and disciplinary proceedings.

c) Should a breach or violation of this policy be identified, it may result in disciplinary action in accordance with **TfGM** disciplinary policy.

d) In extreme circumstances Audit & Assurance may access equipment or information to help support investigations.

6.   Policy

The electronic mail facility (both internal and external) is available for business use. E-mail usage will be monitored and if there are specific concerns about an individual's use or contents of electronic messaging, then TFGM reserves the right to undertake detailed monitoring of an individual's messaging. In the event that a breach of these guidelines is discovered then disciplinary action, up to and including dismissal, may be taken. TfGM reserves the right to withdraw access to electronic communications at any time.

Staff must not use Electronic Communications for:

- Sending communications that are abusive, aggressive or deliberately anti-social. This includes messages that are harassing, upsetting, discriminatory (on the basis of sex/gender, religion, age, race or disability), defamatory, obscene, bullying, rude, sexually or racially unacceptable or unduly sarcastic, offensive or sexually explicit material.
- Transmitting political, obscene, threatening or harassing materials.
- Transmitting program files without the written permission of the IS department.
- Transmitting information owned by TfGM to individuals or organisations except in the normal execution of their duties.
- Transmitting material that is confidential or infringes copyright law.
- Contributing to personal or unauthorised work related blogs, message boards, chat-lines, pod casts, web casts or social networking sites, at any time.
- Opening electronic attachments (e.g. EXE files) from non-trusted sources. These should either be deleted immediately upon receipt without being opened or be validated and approved by Serviceline.
- Unauthorised downloading or installation of software.
- Accessing, using, disclosing TfGM information without proper authorisation.
- Participating in chain or pyramid messages or similar schemes.
- Auto-forwarding e-mails to non-TfGM e-mail addresses.
- Representing personal opinions of TfGM.

- Bringing TfGM's reputation into disrepute.
- Representing yourself as another person.

Best Practice:

- Do conduct housekeeping on a regular basis, which includes deleting items that are no longer required in INBOX, SENT ITEMS and DELETED ITEMS. This will help to improve the performance of your system.
- Do not keep unread emails in your inbox as these do not get archived and could hinder the performance of your system.
- Do mark Personal emails in the Subject Line (this will prevent them being opened should a manager require access to your Mailbox in your absence).
- Do check electronic messages on a regular basis (at least twice a day) and respond to messages quickly. If you don't have time to send a full reply, send a brief one and follow it up later.
- Do not let Electronic Messaging replace; the day to day management of your team , face-to-face communication, telephone communication or the handling of difficult and sensitive matters.
- Do not send electronic messages rashly, out of anger (or in capital letters or in red/underlined).
- Do not send too many electronic messages. Copy only to those who need or want to know.
- Be aware that E-mails are easily forwarded and the same laws of libel apply as they do to written correspondence. It is, therefore, important that your electronic messages do not contain opinions that could be considered to be defamatory.
- Do refer any abusive, aggressive or deliberately anti-social communications immediately to your Manager.

- *Change control record: complete each time there is a change*

Policy/Procedure:				
Version	Change	Reason for change	Date	Name
3.0	Date and version	Annual Review	31/03/2014	C Burke
4.0	Date and Version	Annual Review	30/04/2015	C Burke
5.0	Date and Version	Annual Review	31/03/2016	C Burke
6.0	Date and Version	Annual Review & new Head of IS	31/03/2017	C Burke
7.0	Date and Version	Annual Review	31/03/2018	C. Styler
8.0	Date and Version	Annual Review	31/03/2019	C. Styler