

[ICT Memorandum Circular No. 2015-002, April 27, 2015]

**PRESCRIBING THE GOVMAIL SERVICE GUIDELINES FOR
PHILIPPINE GOVERNMENT AGENCIES**

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Section 1. General Policy Statement

The GovMail is provided to government employees and officials to assist in the operation of the government and deliver effective and efficient service to the general public.

E-mail has reached a level of importance, from its speed and convenience, that there is a need to ensure that risks are minimized from either intentional or unintentional misuse. Hence, the Agency has opted to make use of the GovMail Service for the exchange of information and in other official communications, in order to ensure the safety and security during e-mail transactions.

This policy instrument shall ensure that the use of this system does not infringe on the rights of government employees and citizens; Is not used for purposes prohibited under the laws, rules and regulations of the country; and does not legally compromise the Government of the Republic of the Philippines.

Section 2. Purpose

The purpose of this policy guidelines are as follows:

1. To create a policy guideline that defines the proper use of the GovMail Service;
2. To promote awareness of the benefits of a paperless communication system; and
3. To provide the basis for appropriate disciplinary action on the prohibited use of the GovMail Service.

Section 3. Scope

1. The provisions of this policy shall apply to all officials and employees of the Agency where GovMail is implemented, as well as other personnel that may be authorized by the Head of the Agency.
2. It shall apply to all communications and exchanges, whether internal or external, within or outside the government, using GovMail. This policy shall

also apply to any other acts using features or services provided by or attached to GovMail, such as the calendar, Briefcase, and Contacts.

3. It shall also apply to the use of the GovMail Service accessed through various devices including, but not limited to, computers, tablets, and mobile phones.

Section 4. Definition of Terms

1. **Account Holder**- refers to one or more of the following: (1) government employees; and (2) individuals authorized by the Head of the Agency to use the GovMail Service for a specific purpose and duration.
2. **Attachments** - textual, graphical, visual or executable files that are attached in e-mail messages.
3. **Bulk Mail** - an e-mail message sent to a large list of recipients.
4. **Chief Information Officer (CIO)** - a person responsible for information systems planning and implementation of the Agency's strategic direction in ICT governance.
5. **Community Edition e-mail** - GovMail accounts that have the following features: AJAX email, address book, calendar, tasks, briefcase application, desktop client for Windows, Mac and Linux, POP/IMAP email, and CardDAV, iCal, and CalDAV for contacts and calendars.
6. **Counterfeit or Forged e-mail** - e-mail account that makes use or may contain invalid or forged headers, invalid or non-existent domain names or other names that are deceptive.
7. **E-mail** - refers to the exchange of digital messages through a network using software and servers.
8. **E-mail Account Administrator** - a person in charge with the agency e-mail account administration.
9. **Employees** - refers to all current employees of Agency whose appointment may be permanent, casual or contractual in nature.
10. **HTTPS** - a communications protocol for secure communication over a computer network.
11. **IMAP** - a protocol for e-mail retrieval and storage.
12. **Internet** - a system of linked computer networks, global in scope, that facilitates data communication services, such as remote log-in, file transfer, electronic mail and newsgroups. The Internet is a way of connecting computers and computer networks, greatly extending the reach of each participating system.
13. **Log-in** - an operation that enables the Account Holder to access the mailbox, such as the act of typing information, which consists of the username and password or other mechanism to gain access to the GovMail Service.
14. **Log-Out** - an operation that terminates access to the GovMail Service to prevent unauthorized access.
15. **Mailbox** - a function unit that contains stored messages for a specific Account Holder.
16. **Mailing List, Distribution List, or Group List**- e-mails that need to be distributed and made accessible to a set of people are sent to the mailing list, distribution list, or group list, which will not have its own account inbox.
17. **Password** - a character string that is used as authentication to access GovMail Service.

18. **Personnel Head** - a person in charge of the human resource management and development of the Agency.
19. **Public Key Infrastructure (PKI)** - refers to the system that uses digital certificates to identify, verify or sign documents and procedures.
20. **Spam** - electronic junk mail or an unsolicited bulk e-mail received that is unrelated to work and not otherwise justified.
21. **Standard Edition e-Mail** - GovMail accounts that have the following features: AJAX email, address book, calendar, task, briefcase application, advanced search and file indexing for large inboxes, S/MIME, integration with unified communication, POP/IMAP email, CardDAV, iCaI, and CalDAV for contacts and calendars, real-time backup and restore, clustering/high availability, multi-tenancy, domain administration and role-based delegate, community support.

Section 5. Policy

1. Division or Non-Personnel Account

- a) Division or Non-Personnel Accounts shall be provided to divisions, sections, units, projects and the like, and shall be used as the means for communication between the government and the general public as a channel for first contact.
- b) Heads of divisions, sections, units and projects shall submit a request for an e-mail account to the Agency Chief Information Officer (Agency CIO). Upon approval of the Agency CIO, the account shall be created by the Agency E-Mail Account Administrator.
- c) The e-mail address shall be named in compliance with Section 5.4.b.i.
- d) The Division or Non-Personnel Accounts shall be published in the government Agency website as part of its compliance to Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007.

2. Employee E-mail Account

- a) Employee E-mail Accounts shall be established and used for official purposes only to provide individual employees a faster, efficient, and transparent communication with other government employees, offices and the general public.
- b) Employees shall submit to the Agency Personnel Head a request for the creation of an Employee E-mail Account.
- c) The Agency Personnel Head shall prepare a list of the employees who have submitted requests for Agency E-mail Account and submit it to the Agency Chief Information Officer for confirmation.
- d) Upon confirmation of the Agency Chief Information Officer of the request, the Agency E-mail Account Administrator shall create the Employee E-mail Account.
- e) The e-mail account shall be named pursuant to Section 5.4.b.ii
- f) The Agency E-mail Account Administrator shall provide the instructions to the employee on how to access the e-mail account. A copy of this Policy shall be provided to the employee.
- g) The Agency employees who shall use the GovMail Service shall be given a copy of this policy document to ensure awareness of the policies governing the use of the said facility.
- h) Before requesting for new e-mail accounts from the ICT Office, the

Agency E-mail Account Administrator must issue certification that 100% of the e-mail accounts are active. E-mail accounts are considered active when the account holder logs in and accesses the account at least once a week.

3. Mailing lists

- a) Mailing lists or group distribution lists may be created in lieu of division or non-personnel e-mail accounts.
- b) Division heads, project managers, component team leaders and employees who need mailing lists shall write a request containing:
 - i. the purpose of the mailing list;
 - ii. the desired mailing list name; and
 - iii. the e-mail addresses of the employees who shall be included in the mailing list.
- c) The aforementioned request shall be sent to the Agency Chief Information Officer who shall approve the request and instruct the creation of the said mailing list to the E-mail Account Administrator.
- d) The mailing list shall follow the naming policy prescribed in Section 5.4.b.i. by analogy.

4. E-mail Naming Convention

- a) The Official Agency E-mail domain shall be @_____.gov.ph;
- b) The naming convention for Office and Employee Account shall observe the following rules:
 - i. The general syntax of the e-mail address shall include the name of the division / section / unit / project of the Agency followed by the domain @_____.gov.ph.

Component or Division	E-mail Address Name
Records	records@_____.gov.ph
Internal Planning	planning@_____.gov.ph

- ii. In case of Employee E-mail Account, the general syntax of the e-mail address shall include the first name or nickname in which the government employee is professionally known, followed by a period (.) and the last name of the government employee, followed by the domain name of the Agency.

Sample Employee Account: juan.delacruz@_____.gov.ph

- iii. In case of employees with the same first and last names, the employee hired first shall follow Section 5.4.2.2. The succeeding employees will have e-mail addresses named from the following options:
 - a) Spell out the first name + initial of middle name followed by a period (.) and the last name, followed by the domain name (juanb.delacruz@_____.gov.ph);

- b) Initial of the first name + spell out the middle name followed by a period (.) and the last name, followed by the domain name (jbautista.delacruz@_____.gov.ph); and
- c) Initial of the first and middle names followed by a period (.) and the last name, followed by the domain name (jb.delacruz@_____.gov.ph).

5. Acceptable Use of the GovMail Service

- a) As a rule, any e-mail sent using the GovMail Service is permitted for as long as the same is used in performance of official duties and responsibilities of the government employee. When using the GovMail Service, the Account Holders shall act professionally and shall be bound by the provisions of the Code of Conduct and Ethical Standards for Public Officials and Employees (R.A. 6713).
- b) All e-mails sent through the GovMail Service not related to the performance of official duties and responsibilities of the government employee shall fall under Section 5.6, or the Prohibited Use of the GovMail Service, and may be subject to administrative and other actions.
- c) Messages sent through the GovMail Service shall follow the government communication protocol or the rules stipulated in individual agency communication policies.
- d) The E-mail Account Holders, in creating e-mails, shall observe E-mail etiquette attached in Annex 4.

6. Prohibited Use of the GovMail Service

- a) No e-mail shall be sent through the GovMail Service for purposes outside of the performance of official duties and responsibilities. It shall not be used to send out jokes, rumors, gossips or opinions that are not delivered in the performance of official duties and responsibilities.
- b) E-mail Account Holders shall be prohibited from accessing, copying or deleting the e-mail of another Account Holder without the consent of the latter.
- c) Account Holders shall not disclose their passwords to other persons, unless the Agency requires it.
- d) The GovMail Service shall not be used for the creation or distribution of messages that are disruptive or offensive to other persons, including offensive comments and statements about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practices, political beliefs or national origin.
- e) The GovMail Service shall not be used for personal or commercial purposes and for the promotion of business or other matters outside of the government.
- f) As a rule, the sending of bulk mail shall be prohibited unless such bulk mail is formally solicited. Users should send e-mail messages and copies thereof only to those with a legitimate need to read the message.
- g) Attaching files in the e-mail message is discouraged. File attachments shall be implemented through a file sending service, as specified in Section 5.10.
- h) Any document covered by Memorandum Circular No. 78, entitled "Security of Classified Matter in Government Departments and