



Personnel

**ANCILLARY TRAINING – ELECTRONIC MAIL
(E-MAIL) MANAGEMENT AND USE**

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OPR: 446 MSS/SCB (SMSgt Thomas A. Henry)

Certified by: 446 AW/CC
(Col Thomas M. Gisler, Jr)

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This pamphlet implements Air Force Policy Directive (AFPD) 36-22, *Military Training*. It provides a brief overview of electronic mail (e-mail) management and use as provided in AFI 33-119. This fulfills the annual requirement to conduct the E-Mail Management and Use training. It applies to all individuals assigned to the 446th Airlift Wing (446 AW) who maintain a network account.

1. Purpose. The goal of the Electronic Mail (E-Mail) Management and Use Program is to train all personnel (military and civilian) to protect information and communication. It's as easy as applying common sense and thinking before you write!

2. Governing Directives:

- 2.1. Air Force Instruction (AFI) 33-119, *Electronic Mail (E-mail), Management, and Use*.
- 2.2. AFI 33-129, *Transmission of Information via the Internet*.
- 2.3. AFMAN 37-123, *Management of Records*.

3. Roles and Responsibilities:

- 3.1. Major Commands (MAJCOMs). MAJCOMs are required to identify and establish additional or more restrictive policies for e-mail administration, as needed.
- 3.2. Commanders at all levels are required to:
 - 3.2.1. Ensure that the initial and annual refresher training is accomplished in accordance to prescribed directives.
 - 3.2.2. Ensure internal storage and control of e-mail is consistent with AF information security and records management policies.
- 3.3. E-Mail Users are required to:

- 3.3.1. Comply with the Air Force and MAJCOM E-mail policies.
 - 3.3.2. Maintain responsibility for the content of their e-mail and ensure that all e-mail they sent meet Air Force directives regarding acceptable use of e-mail.
 - 3.3.3. Follow records management procedures in accordance with AFMAN 37-123 and AFI 33-119.
 - 3.3.3.1. The Federal Records Act requires the Air Force to identify and preserve records including records created or received on e-mail systems.
 - 3.3.3.2. Maintain e-mail that contains information that serves as adequate and proper documentation of the organization's functions, policies, decisions, procedures, and transactions.
 - 3.3.3.3. Determining Record Status. E-mail messages are records when they meet both of the following requirements:
 - 3.3.3.3.1. They are made or received by an agency of the United States Government under federal law or in connection with the transaction of agency business.
 - 3.3.3.3.2. They are preserved, or are appropriate for preservation, as evidence of the agency's or organization's activities, or because of the value of the information they contain.
 - 3.3.4. Report any suspected violations of e-mail policy to their supervisor, information protection office, or e-mail administrator.
 - 3.3.5. Verify the authenticity of e-mail received if the authenticity of the e-mail message is uncertain.
- 3.4. Security. When dealing with consultants and/or contractors, personnel must protect access to classified as well as unclassified information.

4. Use of E-Mail:

- 4.1. Within the Air Force, all members and employees who use government computers do so understanding that it's for official and authorized use only.
- 4.2. Air Force e-mail systems are provided to support the Air Force mission.
- 4.3. Any other use is prohibited.
 - 4.3.1. Military members who fail to observe this prohibition may be subjected to disciplinary action under Article 92 of the Uniform Code of Military Justice.
 - 4.3.2. Civilian employees who violate this prohibition may face administrative disciplinary action without regard to otherwise applicable criminal or civil sanctions.
- 4.4. All computers are subject to monitoring at all times. By using your e-mail, you've given consent to monitoring.
- 4.5. Monitoring or reading another's e-mail without direction from the commander and/or local law officials is illegal under the Federal Wiretap Law.
- 4.6. E-mail is official communications, regardless if it is formal or informal.
- 4.7. May be used to transmit official taskings.

4.8. The e-mail sent and received falls under the Federal Records Act. In other words, all e-mail sent and receive are considered official records and must be destroyed and/or preserved accordingly.

5. Privacy Act (PA), Freedom of Information Act (FOIA), and For Official Use Only (FOUO) Considerations:

5.1. Privacy Act (PA):

5.1.1. PA information provides safeguards to protect individuals against an invasion of personal privacy.

5.1.2. Protect the privacy of individuals.

5.1.3. Only authorized to transmit to authorized recipients.

5.1.4. If in doubt, contact the 446 AW Privacy Act Manager (446 MSS/SCB).

5.2. Freedom of Information Act (FOIA):

5.2.1. The Air Force discloses its records to the public in accordance with the FOIA.

5.2.2. Do not send information normally exempt under FOIA via e-mail.

5.2.3. Protection of E-mail Addresses.

5.2.3.1. To reduce the risk of attack on Air Force e-mail systems, do not indiscriminately release e-mail addresses.

5.2.3.2. Lists of individual and organizational e-mail addresses are exempt from disclosure under the FOIA as internal information. Disclosure would risk circumventing the directive

5.2.4. If in doubt about sending FOIA material, contact the 446 AW FOIA Manager (446 MSS/SCB).

5.3. For Official Use Only (FOUO) Considerations:

5.3.1. The use of Social Security Numbers (SSN) is considered FOUO.

5.3.2. Encryption.

6. Personal and Unacceptable Uses:

6.1. Some of the personal use authorized of e-mail include: TDY changes, personal communications, and reasonable duration and frequency.

6.2. Basic Standards:

6.2.1. Use common sense, common decency and civility.

6.2.2. Don't send anything you wouldn't want a newspaper to publish!

6.2.3. Traditional military protocols and courtesies apply.

6.2.4. Sending E-mail. Be aware of the following:

6.2.4.1. Use caution when sending e-mail to a large number of recipients. Digital images as well as mass distribution of smaller messages may delay other traffic, overload the system, and subsequently cause system failure.

6.2.4.2. Use caution when sending an e-mail message to mail distribution lists. Use electronic bulletin boards or e-mail public folders for nonmission-related e-mail (e.g., "Squadron Car Wash"). Imprudent use of address lists may clog e-mail accounts and often clutters in-boxes.

6.2.5. All e-mails will have a signature block in accordance with AFI 33-119, para 4.

6.2.5.1. As a minimum, all official and/or unofficial e-mails will have a signature block. They will include: name, rank, duty title, and duty phone.

6.2.5.2. The following is an example of a signature block:

//SIGNED//

JOHN L. DOE, Lt Col, USAF

Chief, Information Systems Flight

DSN 382-2309

6.3. Unacceptable Uses. E-mail use is unacceptable for the following:

6.3.1. Distributing copyright material without consent,

6.3.2. Commercial or personal gain,

6.3.3. Use another's identity or password,

6.3.4. Chain letters,

6.3.5. Political and/or religious lobbying, and/or

6.3.6. Material violating Air Force standards (i.e., harassing, intimidating, abusive, or offensive material to, or about others).

7. Summary. This training can be summarized as follows:

7.1. Official communications can be either formal or informal,

7.2. All e-mail sent and/or received applies to the Federal Records Act,

7.3. It 's your responsibility to protect all e-mail material, regardless of how sensitive it is.

7.4. Some personal use of e-mail is authorized,

7.5. There are unacceptable uses of e-mail, and the bottom line: Use common sense, decency, and civility when sending e-mail. Everyone creates e-mail, but before you hit the send button, keep this in mind, would your want this information published in the newspaper? **THINK BEFORE YOU SEND!**

THOMAS M. GISLER, JR., Colonel, USAFR
Commander