2.1 Email Usage and Management Policy

2.1.1 Introduction

This policy is intended to guide both staff and students on proper use and management of email system so as to improve its security, availability and reliability.

2.1.2 Scope

The policy will affect all users of MU email system, including staff, students and authorized stakeholders. It covers rules, procedures and guidelines to be followed in email communication processes for sustainable management of the university email system so as to ensure its availability, reliability and security.

2.1.3 Policy Issues

a) Lack of rules and procedures to enforce proper and responsive use and handling of official and personal email communication.

b) Lack of a mechanism to promote the use of email communication for official internal communication and discouraging traditional paper method.

c) Lack of controls over the use and management of university mailing lists.

d) Lack of a mechanism to enforce ethical use of email communication

e) The need to have rules and procedures on MU email accounts management.

f) Lack of legal framework to mainstream secure email communication within and beyond the university.

g) Lack of proper system documentation.

2.1.4 Policy Objectives

a) To ensure MU email system is always secure, reliable and accessible.

b) To ensure MU email system serves as the main platform for internal and external communication.

c) To formulate and communicate proper rules, guidelines, procedures and best practices pertaining MU email system.

d) To maintain and promote good image of MU both internally and externally through promotion of ethical use of the system.

e) To establish controls over the use and management of university mailing lists and user accounts.

f) To formulate legal framework for mainstreaming secure email communication within and beyond the university.

g) To formulate rules and procedures for handling system documentation of all manual and configuration files.

2.1.5 Policy Statement

Mzumbe University will:

a) Enforce the use of email system as the main communication platform for internal communication.

b) Formulate and communicate proper rules, guidelines, procedures and best practices pertaining MU email system

c) Implement legal framework for mainstreaming secure email communication within and beyond the university.

d) Implement controls over the use and management of university mailing lists and user accounts.

e) Implement rules that enforces signing of service level agreement contract with providers of email services to ensure confidentiality, integrity and authenticity of emails.

CHAPTER FOUR
ISIP RULES AND REGULATIONS

4.1 Introduction
4.1.1 Purpose
The ICT investment made by Mzumbe University aims to deliver quality services through ICT environment. The ICT solutions range from infrastructure, hardware, software, data, human resources, processes, etc. These rules and guidelines are meant to ensure development of sustainable ICT environments.

4.1.2 Scope
This document comprises rules and guidelines dealing with ICT infrastructure, acceptable usage of e-mails and Internet services, ICT security, data backup and disaster recovery, and website maintenance. The rules and guidelines are applicable to all staff, students and other university stakeholders.

4.8 E-Mail and Internet Services
4.8.1 E-Mail
1. Mzumbe University official e-mail system is a core business communication tool which should not be used for political, business or commercial purposes unrelated to official work.
2. It is compulsory for every Mzumbe University employee and student to own and use university email account for all official communication.
3. Mzumbe University email accounts (belonging to staff, students and units) should not be distributed to third party without the consent of the owner(s) of the account(s).
4. Mzumbe University e-mail system should not be used to send illegal abusive or inappropriate contents.

5. Mzumbe University electronic mail systems including user email accounts are to be used for official activities; but limited personal use of e-mail is permitted.

6. All official electronic communication to/from respective units should be channelled through the said unit's email account than individual email account. Example the email account vc@mzumbe.ac.tz can be used instead of joeljohn@mzumbe.ac.tz .

7. It is mandatory that respective unit's accounts are accessed regularly. It is the responsibility of the head of the said unit to arrange for proper management of the account.

8. It is strictly prohibited for any individual or authority to access someone's or unit's email account without consent from owner of the account

9. Global distribution lists shall be used appropriately, and e-mail to all staff shall be used only when appropriate.

10. The DICT if required should define maximum e-mail quotas based on available resources.

11. Staff shall utilise the archiving facility within the e-mail system to optimise the e-mail system.

12. Mzumbe University reserves the right to access and view all e-mails sent and received by the e-mail system when necessary. This right will be exercised through the DICT or appointed committee on the authorisation of the Vice Chancellor in writing.

13. On termination of employment, the e-mail account of the employee should be ceased by DICT upon the receipt of formal directives from responsible authority.

14. In case of interruption or failure of e-mail system, Mzumbe University should not be liable for damage.

15. E-mail etiquette must be observed by all staff.

16. It is responsibility of the DICT to train users on best practices of the email systems

17. View and contents communicated through the MU email system shall not necessarily represents the MU opinions.