

ICT Policy

GOVERNMENT ELECTRONIC MAIL (e-mail) USAGE POLICY

1.0 Title

Government Electronic Mail (e-mail) Usage Policy

2.0 Effective Date:

7 November 2009

3.0 Introduction

3.1 The government electronic mails are for official use only.

3.2 The Government electronic mail or e-mail system is an effective communication tool used by government officers in their daily work. Appropriate use of the Government e-mail systems will provide timely communication within the government and with external parties.

4.0 Definitions/background

4.1 As used in this these document, the following terms shall have the following meanings, except where the context otherwise requires:

4.1.1 Agency - Any Government ministry or department including educational institutions and statutory board.

4.1.2 Computer Systems - Desktop or Personal computers, notebooks, network computers, pocket PCs, mobile devices and personal digital assistants that are used to store, process or access Government Resources.

4.1.3 Government – The Government of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam

4.1.4 Government Resources - All Government data, hardware or software implemented for official use by the Government and its authorised personnel.

4.1.5 Head of Agency - The term refers to the Permanent Secretary of Government Ministry, Head of Government Department, and CEO of Statutory Board.

4.1.6 Official – This means any business related to the Government and/or agency.

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4.1.7 User - The term encompasses full-time and part-time government employee, consultant, contractor, temporary, volunteer and any other worker at all levels within the government.

4.2 Abbreviations

4.2.1 EGLF – The E-Government Leadership Forum;

4.2.2 EGNC – The E-Government National Centre

4.2.3 EGTAB – The E-Government Technical Authority Body

5.0 Purpose

5.1 This policy establishes the principles and guidelines for the proper use of e-mail systems provided by Government. These rules and guidelines are in place to manage security risk exposure and misuse and to protect the Users and the Government.

6.0 Scope

6.1 This policy applies to all Agencies and Users of the Government e-mail systems.

6.2 This policy covers:

6.2.1 All e-mail systems provided by the Government;

6.2.2 Transactional information associated with e-mail messages, including the contents of the email messages and any attachments, that are created and/or received by Agencies and Users; and

6.2.3 All Government e-mail messages in the possession of the Users.

7.0 Reference

7.1 Laws of Brunei, Chapter 196, Electronics Transaction Act, 2008

7.2 Constitution of Brunei Darussalam Computer Misuse Order, 2000

7.3 Security Manual, Internal Security Department, Prime Minister’s Office

7.4 Laws of Brunei, Chapter 116, Brunei National Archives Act, 1984

7.5 Laws of Brunei, Chapter 83, Public Officers (Conduct and Discipline) Regulations

7.6 Government Network Usage Policy (currently being developed)

8.0 Principles and Guidelines

8.1 The use of Government e-mail systems is not a right, and inappropriate use will result in cancellation of such use and appropriate disciplinary action will

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be taken. The provision of the Government e-mail system is for official purposes only. Only Government e-mail systems shall be used for official correspondences.

8.2 Personal use of the Government-email systems is permissible but shall adhere to the following limitations:

8.2.1 It shall be infrequent and brief, and not have any negative impact on the User's overall productivity;

8.2.2 It shall not incur any additional expense to the User's Agency or the Government;

8.2.3 It shall not interfere with the normal operation of the User's Agency or User's work; and

8.2.4 It shall not compromise the User's Agency or the Government in any way.

8.3 All e-mail messages within Government e-mail shall be the property of the Government of Brunei Darussalam.

8.4 Each user shall have the duty to secure and protect any transmission and storage of e-mail messages according to its Security Classification to prevent unauthorised access.

9.0 Policy Requirements

9.1 Agencies shall have security measures in place for the use of e-mail systems. These security measures shall include:

9.1.1 Assigning an owner to every e-mail account and making both the owner and e-mail sender(s) responsible for e-mails sent from the account;

9.1.2 Establishing a password management policy and procedure;

9.1.3 Implementing tools and processes to handle malicious e-mail attachments; and

9.1.4 Implementing mailbox and server access control to prevent unauthorised access to e-mail messages.

9.2 Only Government E-mail Systems shall be used for all official correspondences. All Agencies and Users shall only use e-mail addresses ending with **gov.bn** domain for all official e-mail correspondences. Only educational institutes are exempted and they may use **edu.bn** domain for all official e-mail correspondences.

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- 9.3 E-mails shall be the electronic equivalent of hardcopy letters sent with an official letterhead, and shall be recognised and accepted in the same manner as official hardcopy letters. *[refer to ETA]*
- 9.4 Emails are to be properly classified, declassified and handled in accordance to with the Security Classification as stated in the Security Manual, published by the Internal Security Department of the Prime Minister’s Office.
- 9.5 Agencies are responsible for the proper storage, retention and deletion of e-mail records in compliance with the Brunei National Archives Act.

10.0 [Intentionally left blank]

11.0 Ownership and Use of E-Mail Systems

- 11.1 All e-mail messages residing in the Government e-mail systems are the property of the Government of Brunei Darussalam. Only authorised users shall have the right to access and disclose any e-mail messages composed, sent or received using Government e-mail systems.
- 11.2 Agencies shall have an incident reporting framework to report misuse of e-mail systems.
- 11.3 Agencies shall appoint an approving authority for access and disclosure of e-mail messages when required.
- 11.4 Agencies shall refrain from sending e-mails to the general public in a way that can be viewed as spamming.
- 11.5 If agencies send marketing e-mails to the general public, they shall mark unsolicited marketing e-mails as advertisements by inserting <ADV> in the subject line and provide an electronic option in the e-mails so that recipients can remove themselves from the distribution lists for future e-mails, and have processes in place to remove them promptly.

12.0 Secure Transmission and Storage of E-mails

- 12.1 Agencies shall educate Users on the security classification of information when handling and composing e-mail messages.
- 12.2 Agencies and Users shall not use any e-mail system to transmit documents that are classified TOP SECRET and SECRET.
- 12.3 Agencies and Users shall only use Government Secure E-mail system or e-mail systems with proper encryption product approved by the government

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security authority to transmit e-mail messages classified as CONFIDENTIAL and RESTRICTED.

- 12.4 If there is a need to maintain data integrity, Users shall render all messages and its attachments non-editable.
- 12.5 Users shall not compromise the privacy and integrity of individuals, and the security and integrity of Agencies when sending e-mail messages.

13.0 Prohibited and Unacceptable Uses

- 13.1 Users shall not misuse the Government E-mail Systems. Any misuse of the Government E-mail Systems shall result in notification to the Head of Agency and revocation of the access. In addition, subject to disrepute under Regulation 29 of the Public Officers (Conduct and Discipline) Regulations and result in disciplinary actions. Any unlawful violation of this policy may result in civil or criminal liability.

The following are the activities which are, in general, prohibited:

- 13.1.1 Using the Government E-mail Systems for any personal activities in a commercial manner such as buying or selling commodities or services with a profit motive or for personal gain;
- 13.1.2 Engaging in illegal activities or using the Government E-mail Systems for any illegal purposes, including spreading of viruses, malicious use and hacking;
- 13.1.3 Using the Government E-mail Systems for sending materials that are fraudulent, harassing, embarrassing, intimidating, defamatory, racially abusive, sexual orientated, or otherwise reasonably likely to be perceived as offensive or disparaging to others.;
- 13.1.4 Distributing personal information which constitutes an unwarranted invasion of privacy or integrity of individuals;
- 13.1.5 Using abusive or objectionable language in the messages;
- 13.1.6 Sending emails fraudulently by forging e-mail headers of other Users;
- 13.1.7 Using another User's email account without authorisation or permission to do so;
- 13.1.8 Sending or forwarding chain letters or unsolicited commercial e-mails; and
- 13.1.9 Any other activities that will cause congestion, disruption of any network or system.

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- 13.2 Users shall not use their personal e-mail accounts from non-government systems for official correspondence on behalf of the Government of Brunei Darussalam. These include email systems from Microsoft Corporation (hotmail.com), Google Incorporated (gmail.com), Yahoo! Incorporated (ymail.com or rocketmail.com), Telekom Brunei Berhad (brunet.com) and any other email systems from commercial providers or private organisations.

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