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# Lahore University of Management Sciences

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## Electronic Messaging Policy

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**Policy Owner:**

Director – Information Systems & Technology

**Approval Authority**


**Signature:**

Director – Information Systems & Technology

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APPROVALS:

Name	Designation	Signature	Date
Faisal Kheiri	Director IST		July 10, 2024

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## 1. Purpose

The purpose of this policy is to lay the ground rules for the use of the University's electronic mail system. It describes the acceptable e-mail etiquette and the procedures for sending broadcast messages (or mass emails) on the LUMS network.

## 2. Scope:

This policy is applicable to all University students, faculty, staff and others granted access to the LUMS e-mail system.

## 3. Policy Guidelines

Following are the general guidelines and rules for using this policy.

### 3.1 Electronic Messaging

All members of the LUMS community are encouraged to use electronic mail for university-related activities and to facilitate the efficient exchange of useful information. However, access to e-mail is a privilege, and certain responsibilities accompany that privilege. People who use e-mail are expected to use it in an ethical and responsible manner, following general guidelines based on common sense, common decency, and civility applied to the networked computing environment.

1. Messages sent as electronic mail should meet the same standards for distribution or display as if they were tangible documents. Identify yourself clearly and accurately in all electronic communications. Concealing or misrepresenting your name or affiliation to dissociate yourself from responsibility for your actions is never excusable.
2. All electronic mail files should be assumed to be private and confidential unless the owner has explicitly made them available to others, or making them public is required by law.
3. Civil discourse is at the heart of a university community free of intimidation and harassment. It is based upon respect for individuals as well as a desire to learn from others. While debate on controversial issues is inevitable and essential, bear in mind that it is your responsibility to do so in a way that advances the cause of learning and mutual understanding.

### 3.2 Usage of Email System

1. No e-mail may be sent or forwarded through the LUMS e-mail system for purposes that violate University regulations or for an illegal or criminal purpose.
2. Electronic mail, like user files, is kept as private as possible. Attempts to read another person's electronic mail will be treated with the utmost seriousness. The University and its e-mail system administrators will not read mail unless necessary in the course of their duties – during an investigation of a Disciplinary Committee case, or a case reported by law enforcement agencies, for instance, or while troubleshooting issues with the email system that necessitate opening-up email logs and files.

3. Users should be aware that their "deletion" of electronic information will often not erase such information from the system's storage until it is overwritten with other data and it may, in any case, still reside in the University's network on various back-up systems, and even if erased, may still exist in the form of print-outs.
4. Nuisance e-mail or other online messages such as chain letters, obscene, harassing, or other unwelcome messages are prohibited.
5. Unsolicited e-mail messages to multiple users are prohibited unless explicitly approved by the appropriate University authority (see section 3.2).
6. All messages must show accurately from where and from whom the message originated, except in the rare, specific cases where anonymous messages are invited – by authorized individuals and University departments. For instance, a faculty member engaging students in a software programming exercise.
7. The University reserves the right to refuse mail and other connections from outside hosts that send unsolicited, mass or commercial messages, or messages that appear to contain viruses, and to filter, refuse or discard such messages.

### **3.3 Mass Electronic Messaging**

Mass emailing unsolicited messages is prohibited in general.

1. Mass mailing during office hours will slow down the entire email system considerably. As a general guideline, all mass mails should be scheduled for delivery from 5 pm onwards on weekdays.
2. Using attachments in broadcast messages is prohibited in general, since mass emails with large attachments can completely choke the email system, and increase the chance of spreading a virus and possible incompatibility with a recipient's system. There are alternate mechanisms in place to publish attachments and enable users to download them from a central location. With the introduction of Sakai (our campus-wide learning management system) and the impending rollout of the SharePoint Portal, users can upload attachments from their desktops to central locations via a simple-to-use interface
3. Exceptions and emergencies need to be catered for. If a mass email must be sent during office hours or must contain an attachment, it should be approved by the Head of the Department.

## **4. Waiver of Policy**

The Vice Chancellor may waive a part or whole of the policy subject to any conditions or restrictions as they may deem fit and appropriate.

## **5. Exemptions and Revisions**

The University, its officers, or any other person or entity associated with them shall have no liability whatsoever for any losses, damages, claims, legal costs, or other expenses that a person may suffer or incur, whether directly or indirectly (including any loss of profit or damage to reputation) by reason of any proceedings instituted or measures taken pursuant to these procedures.

The provisions of this Policy may be revised or amended by the University from time to time in its sole and absolute discretion provided that any such revision or amendment in the Policy shall not apply to any

proceedings that have commenced or affect the validity of any decision made, action taken, direction given, proceedings taken, instrument executed, penalty or punishment imposed or anything done lawfully and conclusively prior to the said revision or amendment.

## 6. Roles and Responsibilities of Policy Implementation

Roles and responsibilities with respect to the personnel involved in policy are described in **Sections 3.1.1**

## 7. Title of Position with Maintenance Responsibility

The Compliance Manager shall be responsible for maintenance of the Policy including its periodic review and approval of any subsequent modifications to the said policy.

## 8. Non-Compliance with Policy

Disciplinary process by the University shall be initiated in case non-compliance of policies and procedures is identified.

## 9. Related Documents/Policies

**Annexure - Electronic Messaging Policy Users**

## 10. Distribution and Physical Security

Access to policies and procedures on the intranet portal shall be restricted and access shall be provided by the Policy Owner through the LUMS Access Management Process. For further information, refer to the Access Management Policies and Procedures. However, in case a hard copy is required, printing rights shall be granted to the respective stakeholder as part of the standard Access Management Process. The System shall track the number of hard copies printed against each Login ID and maintain a log as well.

Where there is a change in responsibility of an employee, the copy/access that the employee has of the policy document should be handed over to the new employee and this action shall be documented in the previous employee's handing over notes. When an employee leaves the employment of LUMS, then the copy of/access to the policy document should be returned to/revoked by the Head of Department/IST Department prior to their departure.

## 11. Contacts

Contact	Designation	Email