

# Institute Email Policy

ABV-IIITM is an apex institute dedicated to quality education and research in Information Technology and Management. This policy document is to be read in conjunction with email policy. The basic purpose of the Information Technology facilities of the Institute is to support the following.

1. Support and enhance the educational mission of the Institute.
2. Enrich the educational experience of the students, faculty and staff of the Institute.
3. Enhance the research and other academic activities in the Institute.
4. Enable to realize office automation in the Institute.

These facilities are required for research activities, courses and assignments as well as office automation for smooth running of the Institute.

## **1. Purpose**

ABV-IIITM Gwalior currently utilizes a cloud-based system using ABV-IIITM Gwalior's domain name pursuant to an agreement between the Institute and Google, Inc. ("Gmail Accounts"). Collectively this is known as "Institute Email Account."

The purpose of this policy is to ensure the proper use this solution.

Electronic Mail is a tool provided by the Institute and serves as a primary means of communication and to improve education and administrative efficiency. Users have the responsibility to use this resource in an efficient, ethical and lawful manner. Use of Institute Email Accounts evidences the user's agreement to be bound by this policy. In the event a Institute employee holds multiple Institute Email Accounts, the most stringent rules of this policy shall apply.

## **2. Policy Statement**

### **2.1 Account Creation**

Institute Email Accounts are created based on the official name of the staff or faculty member as reflected in Human Resource, Payroll or Director's Office records as well as the specific roles and responsibilities they are assigned. Student accounts are created based on user ID reflective of the roll number, branch and year on file with the academic section. Requests for name changes to correct a discrepancy between an email account name and official Institute records will be processed, in which case the email account name will be corrected. This could be due to error or a person legally changing their name.

Faculty, staff, or departments can request temporary email privileges for users who are not officially on payroll of the institute. Full time Faculty or Staff requesting these types of accounts will be required to submit user information, rationale for account, expiration date, & sponsor information.

## **2.2 Ownership of Email Data**

The Institute owns all Institute Email Accounts. Subject to underlying copyright and other intellectual property rights under applicable laws and Institute policies, the Institute also owns data transmitted or stored using the Institute Email Accounts.

## **2.3 Privacy and Right of Institute Access**

While the Institute will make every attempt to keep email messages secure, privacy is not guaranteed and users should have no general expectation of privacy in email messages sent through Institute Email Accounts. Under certain circumstances, it may be necessary for Faculty In-charge, IT Infrastructure (with sufficient orders from the Director, ABV-IIITM Gwalior) to access Institute Email Accounts. These circumstances may include, but are not limited to, maintaining the system, investigating security or abuse incidents or investigating violations of this or other Institute policies, and, in the case of Gmail Accounts, violations of Google's Acceptable Use Policy or the Institute's contracts with Google. Faculty In-charge, IT Infrastructure (with sufficient orders from the Director, ABV-IIITM Gwalior) may also require access to a Institute Email Account in order to continue Institute business where the Institute Email Account holder will not or can no longer access the Institute Email Account for any reason (such as death, disability, illness or separation from the Institute for a period of time or permanently). Such access will be on an as-needed basis and any email accessed will only be disclosed to individuals who have been properly authorized and have an appropriate need to know or as required by law. All email users are bound by the appropriate acceptable use policy of both ABV-IIITM Gwalior and either Google. Google also retains the right to access to the Gmail Accounts for violations of its Acceptable Use Policy. ([http://www.google.com/a/help/intl/en/admins/use\\_policy.html](http://www.google.com/a/help/intl/en/admins/use_policy.html))

## **2.4 Data Purging**

Gmail, G-suite Accounts (with institute domain)

Email messages held under Gmail Accounts will be subject to Google's storage and retention policies, which may change from time to time, with or without notice.

Individuals should not rely on an email account to archive data and each person is responsible for saving individual messages and attachments as appropriate.

## **2.5 Record Retention**

It is the responsibility of employees to preserve Institute records, including emails or instant messages in particular circumstances:

- Those who have actual knowledge of matters in which it can be reasonably anticipated that a court action will be filed
- A subpoena has been served or notice of same has been given

- Records are sought pursuant to an audit or similar pending or possible investigation

## 2.6 Data Backup

Institute Email Accounts are currently not backed-up. Server room or institute is not responsible for any loss of data.

## 2.7 Expiration of Accounts

Individuals may leave the Institute for a variety of reasons, which gives rise to differing situations regarding the length of email privileges or expiration of accounts. The policy governing those privileges are set forth below. Notwithstanding the guidelines below, the Institute reserves the right to revoke email privileges at any time.

Invariably, an email account is deactivated/suspended within one month of the member leaving the Institute (with due notification to the user).

## 2.8 Appropriate Use and User Responsibility

1. No data that is classified as Protected shall be stored in or transmitted via email. This includes but is not limited to personally identifiable information, aadhaar number, bank account information, passwords, pins, tax forms, background checks, sensitive research data, or other Protected Data.
2. Users who use email communications with persons in other countries should be aware that they may be subject to the laws of those other countries and the rules and policies on others systems and networks. Users are responsible for ascertaining, understanding and complying with the laws, rules, policies, contracts and licenses applicable to their particular uses.
3. Approval and transmission of email containing essential Institute announcements to students, faculty, and /or staff by staff or students must be obtained from the responsible Institute official noted as follows:
  - For sending to all faculty or, staff, or all students by students/staff, approval from the Faculty In-charge, IT Infrastructure is required
4. Wherever duties are delegated; students should follow the steps in routing letters to the concerned authorities. All emails should be directed to these authorities who will be the interface for the students. Applications not routed through proper channel will not be considered. The route for sending emails by students are as follows:

Sr. No.	Complaints regarding	Whom to send emails	Related Email ids (@iiitm.ac.in)
1	Academic Matters	Respective Course Instructor, Class Committee	
2	Sports	Faculty Incharge, Sports	ficsports
3	Library	Faculty Incharge, Library	ficlibrary

4	Network/Email related /institutional software/hardware	Server room complaint register -> Faculty incharge networking	ficitinfra
5	Academic Administration	AR/ DR academics	aracad, dracad
6	Finance matters, Fees	AR/DR Finance	arfinance, drfinance
7	Student Council	Faculty In-charge	ficsac
8	Hostel related, Maintenance	Hostel Office -> Warden -> Chief Warden	chiefwarden,hostelof fice
9	Security, Inviting guests	Faculty In-charge	ficsecurity
10	Electricity, Power, civil	Engineering section-> Electrical Engineer	jeelectrical,jecivil
11	Any other Grievances	Grievance cell	grcell

An individual student may send email directly to the academic section, hostel wardens, and essential services in charges and not indulge in group emailing and chain emailing. In case they have some grievances which do not fall under any of the categories defined above, they may send their emails to grievance cell. They shall not carbon copy (cc) unnecessary email ids sending unsolicited emails to inboxes of those not officially concerned. Students shall not use group email ids. Defaulting students will be strictly dealt-with by having their official computer/email accounts suspended, pending completion of enquiry.

5. Use of distribution lists or 'reply all' features of email should be carefully considered and only used for legitimate purposes as per these guidelines.
6. Any use of an Institute Email Account to represent the interests of a non-Institute group must be authorized by In-charge SAC.
7. In order to prevent the unauthorized use of email accounts, the sharing of passwords is strictly prohibited. Each individual is responsible for his/her account, including the safeguarding of access to the account. All email originating from an account is assumed to have been authored by the account holder, and it is the responsibility of that holder to ensure compliance with these guidelines.
8. Server room maintains the Institute's official email systems; faculty, staff and students are expected to read email on a regular basis and manage their accounts appropriately. An email message regarding Institute matters sent from an administrative office, faculty, or staff member is considered to be an official notice. Faculty, staff, or students who choose to use another email system (apart from the Gmail Accounts) are responsible for receiving Institute-wide broadcast messages and personal mail by checking the Institute's official email system and the Institute's World Wide Web Homepage.

## 2.9 Personal Email Accounts

In order to avoid confusing official Institute business with personal communications, employees must never use non-Institute email accounts (e.g. personal yahoo, gmail, Bsnl, hotmail etc.) to conduct ABV-IITM Gwalior business.

## 2.10 Inappropriate Use

With respect to Institute Email Accounts, the exchange of any inappropriate email content outlined below and described elsewhere in this policy, is prohibited. Users receiving such email should immediately contact Server Room or write to [ic\\_itnw@iiitm.ac.in](mailto:ic_itnw@iiitm.ac.in). Complaints of severe nature will be probed and if appropriate, such violations will be handed over for further probing and action will be taken according to the law of the land.

The exchange of any email content as outlined below is prohibited:

1. Generates or facilitates unsolicited bulk email;
2. Infringes on another person's copyright, trade or service mark, patent, or other property right or is intended to assist others in defeating those protections;
3. Violates, or encourages the violation of, the legal rights of others or federal and state laws;
4. Is for any malicious, unlawful, invasive, infringing, defamatory, or fraudulent purpose;  
Impersonating emails.
5. Intentionally distributes viruses, worms, Trojan horses, malware, corrupted files, hoaxes, or other items of a destructive or deceptive nature;
6. Interferes with the use of the email services, or the equipment used to provide the email services, by customers, authorized resellers, or other authorized users;
7. Alters, disables, interferes with or circumvents any aspect of the email services;
8. Tests or reverse-engineers the email services in order to find limitations, vulnerabilities or evade filtering capabilities;
9. Constitutes, fosters, or promotes pornography;
10. Is excessively violent, incites violence, threatens violence, or contains harassing content;
11. Creates a risk to a person's safety or health, creates a risk to public safety or health, compromises national security, or interferes with an investigation by law enforcement;
12. Improperly exposes trade secrets or other confidential or proprietary information of another person;
13. Misrepresents the identity of the sender of an email.
14. Other improper uses of the email system include:
15. Using or attempting to use the accounts of others without their permission.
16. Collecting or using email addresses, screen names information or other identifiers without the consent of the person identified (including without limitation, phishing, spidering, and harvesting);

17. Use of the service to distribute software that covertly gathers or transmits information about an individual;
18. Conducting business for profit under the aegis of the Institute
19. Political activities, specifically supporting the nomination of any person for political office or attempting to influence the vote in any election or referendum on behalf of or under the sponsorship of the Institute.
20. This list is not intended to be exhaustive but rather to provide some illustrative examples.

### **3. Scope**

This policy applies to all individuals who use or maintain an ABV-IIITM Gwalior provisioned email account.

### **4. Procedures**

Server Room staff can provide recommendations and support for this policy through specific considerations and technologies.

#### **4.1 SPAM & Phishing**

All incoming email is scanned for viruses, phishing attacks and SPAM. Suspected messages are blocked from the user's inbox. Due to the complex nature of email, it is impossible to guarantee protection against all SPAM and virus infected messages. It is therefore incumbent on each individual to use proper care and consideration to prevent the spread of viruses. In many cases, viruses or phishing appear to be sent from a friend, coworker, or other legitimate source. Do not click links or open attachments unless the user is sure of the nature of the message. If any doubt exists, the user should contact [ic\\_itnw@iiitm.ac.in](mailto:ic_itnw@iiitm.ac.in) SPAM messages can be forwarded to spam folder where they may be added to the filter list.

### **5. Definitions**

SPAM is defined as unsolicited and undesired advertisements for products or services sent to a large distribution of users.

Phishing is defined as the attempt to acquire sensitive information such as usernames, passwords, and credit card details (and sometimes, indirectly, money), often for malicious reasons, by masquerading as a trustworthy entity in an electronic communication.

**6. Email Etiquette** – For details on email etiquette, refer to Annexure – 1.

E-mail services are a privilege, not a right. The official E-mail account provided to a faculty, staff or student is meant for official, administrative, academic purpose of the institute only. Every E-mail user of our institute domain is bound to obey and follow the guidelines given in the E-mail Policy. Time to Time, access restrictions at IP address, domain, email, group levels, associated app etc., or any other restrictions whatsoever deemed fit may be imposed on any institute employee or student or groups in the larger interest by the administration and the same will be binding on every user. Attention of campus community is drawn toward IT act 2000 and IT (Amendment) act 2008. Needless to say all community members will be bound by the above.

## **Email Etiquette**

### Email Etiquette: Guidelines for Writing to Your Professors/Persons

#### in responsible positions at your Institute

The way in which you communicate and present yourself when writing to your professors is extremely important.

When you write to a professor or any other responsible person in the institute, you should view it as a professional exchange. How you choose to interact conveys your level of seriousness and professionalism. It not only affects how your professor/or anyone views you, but it also determines how much time they are going to take to deal with your issues. If you come off as rude, clueless, or irresponsible, then it may affect how your professor responds. As with any professional interaction, it is in your best interest to be respectful, polite, and courteous when communicating with professors. Your emails, and the words you use, are a reflection of you and your attitudes.

Here are a few basic tips that you should follow when emailing your professors or instructors.

View an Email to a Professor as a Professional Interaction. In many ways, writing to a professor is no different from writing a business letter. Keep in mind that you are not texting with a friend or writing a casual message to an acquaintance -- this is a professional interaction with someone who is an expert in their field and in an official position to evaluate you and grade your work. Your emails should contain the proper parts of letter, convey respect and courtesy, and reflect the fact you are a serious student. Here are a few specific tips:

Begin your email by addressing your professor by salutation such as Dear sir or Respected Sir, and end your email with a closing and your signature. A message that begins without a greeting or ends without a signature could be viewed as rudeness or indifference on the part of the writer. Begin your email with a greeting addressing the professor politely. After your message, end with a closing and signature, such as "Sincerely, YourName" or "Thanks, YourName". If the professor does not know you well, use your full name and Roll Number. If the professor knows you or you've spoke in person a few times, your first name will suffice.

Be clear and concise. Make sure your message is easy to understand, and that you do not go into unnecessary details. Writing in a professional manner does not mean your message must be long. If your question is short or direct, a one-sentence email (provided it includes a greeting and signature) is fine.

Use correct spelling and proper grammar. If your email is filled with spelling and grammar errors it indicates one of two things: (1) You are woefully uneducated; or (2) You care so little about the person

you are writing that you are unwilling to take the time to write properly. Neither is something you want to convey to your professor. Use complete sentences. Use proper spelling, capitalization, and grammar. Be particularly careful using homophones, such as there/their/they're or to/two/too. Do not use grammatically incorrect colloquialisms, such as "gonna" or "could of". Do not use emoticons. Do not use text abbreviations, such as "R U gonna have ur class 2morrow cuz i won't b there".

"Good English, well spoken and well written, will open more doors than a college degree. Bad English will slam doors you didn't even know existed."

--- William Raspberry

Use Proper Email Etiquette. In addition to the content of your message, there are other technical aspects to being professional and courteous in email.

Use an account with an appropriate email address. Ideally, you should use your Institute email account for all your academic communication with your professors and other responsible people within the institute.

Always use an informative subject line. Do not leave the subject line blank. Subject lines help the recipient to determine what the email is regarding before opening the message. The subject line also aids in organizing and locating email in the future. It is helpful if your subject contains the course name and a brief explanation of the nature of the email. For example: "Math 3333-Question about Homework" or "Math 2331-Request for Meeting".

Do not make demands. If you are asking for anything requiring time or energy, you should be courteous and phrase it as a request. Do not presume your request will be granted or that you automatically deserve special accommodations. If you miss an exam, for whatever reason, do not write and say "I missed an exam. When can I make it up?". Instead, explain why you have extenuating circumstances, and ask the professor if they will allow you to make up the exam. Likewise, if you have special needs or a disability that requires accommodation, do not write the professor an email telling them what they have to do. Explain your circumstances and your needs, and ask politely for accommodation.

Do not email to explain why you missed class. Most professors are tired of these kinds of excuses, and most do not care. If something serious has occurred, or you need special accommodations, you should go to office hours and discuss it in person.

Before Sending an Email, Check That What You Have Written is Appropriate. Remember that you are engaging in a professional exchange, not writing to a friend. Here are some tips:

Do not use your email to vent, rant, or whine. If you have a complaint, or are not happy about something, explain yourself calmly and ask if anything can be done. You may very well be frustrated about a situation, but sending an angry email will not help things. In situations like this, it is also often more helpful to talk

to the professor in person rather than send an email -- particularly since tone and intent can often be misinterpreted in emails.

Do not share inappropriate personal details. Detailed information on your love life, health issues, home life, or family situation is often not appropriate or even relevant. Discuss only what relates to the class. If something serious is occurring in your life, talk to the professor in person.

Allow Time For a Response. Professors are busy and have many other job responsibilities in addition to your class. Also, you should not expect professors to be responding to email at night or first thing in the morning. Allow up to 24 hours for a professor to reply -- possibly more if it is a weekend or holiday.

Do Not Use Email as a Substitute for Face-To-Face Conversation. Most professors complain that students fail to take advantage of office hours and speak with them in person. Many issues are often better handled in person than by email. Discussions about assignments or grades, questions about homework problems, requests for a letter of recommendation, and in-depth conversations about academic topics are all best done in person.

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