

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

Eastern Region
Jamaica, New York 11430

BK
EA 1770.28

4/4/94

SUBJ: CC:MAIL SOFTWARE SYSTEM

1. PURPOSE. This order establishes guidelines to ensure appropriate and optimum utilization of the computer software system known as cc:Mail.

2. DISTRIBUTION. This order is distributed to the branch level and above in the Regional Office, and to all field offices and facilities.

3. BACKGROUND. cc:Mail is an example of the automated enhancements available in today's work environment aimed at more efficient work methodologies. It has superseded the effectiveness of the telephone as a means of conveying information without having to make repeated efforts to do so, i.e., "telephone-tag." However, with the ability to reach a wider audience is the responsibility of ensuring that appropriate audiences are being addressed and the organizational reporting lines are not being bypassed. To that end, basic guidelines are needed to ensure appropriate usage.

4. GUIDELINES. A general "rule of thumb" to be considered prior to using cc:Mail is to determine if the potential addressee of your cc:Mail message would be someone who you normally correspond with or have placed a telephone call to. cc:Mail shall not be used:

a. As official documentation since the current software system does not have the capability of producing verifiable electronic signatures.

b. To initiate action or respond to a request for action which crosses organizational lines since it cannot be considered an official document (unauthorized).

c. To transmit information that is sensitive, classified or covered by the Privacy Act.

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