

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

GL AF 1370.4

GREAT LAKES REGION

3/14/97

SUBJ: AIRWAY FACILITIES ELECTRONIC MAIL

1. **PURPOSE.** This order transmits policies and procedures for the use of Electronic Mail within the Great Lakes Region, Airway Facilities Division.
2. **DISTRIBUTION.** This order is distributed to the section level and above in the Airway Facilities Division and Airway Facilities System Management Offices and Field Offices.
3. **BACKGROUND.** Electronic mail came into the organization with little guidance as to policies and restrictions on use but was used as a tool to facilitate communications. As the use of electronic mail has substantially increased, the lack of standards and guidance have caused various problems in communications. Electronic mail has been increasingly used to replace the traditional paper mail route to disseminate general information and to request action by an office due to its ease of use and speed with which the message can be distributed.
4. **CC:MAIL.** Currently, the FAA Standard Electronic Mail software is cc:Mail. The Great Lakes Region Airway Facilities Division will also use cc:Mail as the standard software.
5. **ACCESS TO CC:MAIL.** The overall goal of the division is to provide every employee within the Great Lakes Region Airway Facilities Division access to cc:Mail. This will require a significant amount of planning and resources to enable this to happen. The Information Resources Team, AGL-423, is tasked with developing a plan to provide this access and presenting it to the Division Leadership Team (DLT). Once this plan is accepted, the DLT will be responsible for identifying the funding necessary to implement the plan.
6. **ORGANIZATIONAL MAILBOXES.** Because cc:Mail uses personal names for addresses rather than organizational names or routing symbols, managers of organizations are finding that all types of messages are being sent directly to them when the information is really directed to the organization. This places the Branch, Staff, and System Management Office (SMO) Managers in the position of being a post master and has caused problems in the timely receipt and dissemination of information, since that individual might be out of the office for an extended period of time. In order to alleviate this problem, organizational mailboxes shall be established by AGL-423, in accordance with paragraph 6c below. These organizational mailboxes only apply within the Great Lakes Region, Airway Facilities Division. This order cannot mandate the use of organizational mailboxes outside of the Great Lakes Region, Airway Facilities Division. AGL-423 is responsible for setting up organizational mailboxes for the regional office. The SMO Data System Specialists (DSS) are responsible for establishing SMO mailboxes. The following guidelines shall be used in the establishment and use of organizational mailboxes:
 - a. Organizational mailboxes must begin with "9".
 - b. Mail cannot originate from an organizational mailbox. Likewise, replies to messages cannot be from an organizational mailbox.

Distribution: A-X (AF) - 4; A-FAF-O (STD)

Initiated By: AGL-423

c. The following shall be the mandatory mailboxes. Other mailboxes such as Sections, Manager for Technical Support, and Manager for Program Support are optional at the organizations' discretion.

9 AGL-400 9 AGL-410 9 AGL-420 9 AGL-450 9 AGL-470

9 CHI SMO 9 DMS SMO 9 OHI SMO 9 SUP SMO 9 XOA SMO

7. **CC:MAIL FOR OFFICIAL POLICIES/ACTIONS.** cc:Mail may be used for the dissemination of official policies and actions. In order to enable cc:Mail to effectively distribute official policies/actions, the following policy applies:

a. Correspondence addressed *to the organization or requiring action*, similar to the current paper process, shall be sent to the organizational mailbox. As a good practice, all correspondence requiring action should be marked return receipt requested by the originator. This will allow the originator to confirm the message was received. Correspondence/information sent *to individual mailboxes* will be similar to that sent in "Eyes Only" envelopes under the paper system. This is subject to the limitations of paragraph 9 below as well as the Privacy Act.

b. Organizational mailboxes shall be checked in a timely manner. Each Branch/Staff/SMO Manager shall establish procedures for checking and routing correspondence received in organizational mailboxes to ensure the proper individual receives the information in a timely manner.

8. **OFFICIAL USE OF CC:MAIL.** The use of cc:Mail is for official correspondence only, and the following are some general guidelines to follow when using cc:Mail. All employees are responsible for the messages they send and for adhering to the following guidelines.

a. Recognize that you have no control over your cc:Mail message after you have sent it. Avoid putting statements in your messages that may embarrass you later. Assume anyone can read your message.

b. Save cc:Mail messages that are in the category of being an official record. Court rulings have indicated that e-mail messages can be official records. Regulations from the National Archives and Records Administration place the responsibility for this determination with the individual employee. Although not all e-mail messages are considered records, an e-mail message would be considered a record if it was significant in determining how an agency made a decision. To help you make this determination, apply the same criteria you would apply to anything that might go into the files.

c. Apply normal office policies relating to other methods of communication to cc:Mail. For example, if the normal chain of command for approving something is through certain channels, do not circumvent this method just because access to those higher in the chain are more readily accessible through cc:Mail.

d. Do not use cc:Mail to deliver or request a piece of information that requires a short turnaround, e.g., attend a meeting in an hour. You cannot guarantee that the recipient will receive the message within the allotted time. It might also be useful to request a receipt of a message to tell if someone has received a message. Then, if you do not receive a receipt, you can follow-up with a phone call.

e. Individuals are responsible for ensuring any cc:Mail message, including attachments, are free of any known virus prior to sending a message. If a virus is inadvertently transmitted, once the originator is made aware of it, they are responsible for notifying all known recipients of the message in order to minimize further spread of the virus.

9. **GUIDANCE ON CONTENT OF CC:MAIL MESSAGES.** Many questions regarding the appropriateness of cc:Mail messages have arisen since the implementation of cc:Mail. In an attempt to clarify this, the following guidance can be used by employees. As always, this area is subject to interpretation and employees should use common sense in following the guidance. It should be remembered that misuse of the cc:Mail system can result in discipline in accordance with the Conduct and Discipline Order, FAA Order 3750.4A, regarding misuse of government property. Misuse would generally occur if the message was wasting significant government resources, sending secure information or information protected under the Privacy Act over the system, encouraging employees to disobey a government policy, or if the employee was using the system to run a private enterprise.

a. Employee Organizations. Because the agency has recognized employee organizations, the distinction between personal use and government use has become less clear. Although the system should not be used for conducting internal business, some messages would be considered supportive of government business. Some examples of these include:

(1) Dissemination of information related to activities happening within the FAA, e.g., realignment, FAA reform, etc.

(2) Communication between members to resolve an employee dispute, e.g., grievance, Equal Employment Opportunity (EEO) complaint, etc.

(3) Communication between members for clarification of agreements made between employee organizations and the agency, e.g., Memorandum of Understanding (MOU), the Professional Airways Systems Specialists (PASS) Contract.

b. Messages that would be inappropriate for distribution would include:

(1) Messages soliciting membership or soliciting members to vote a certain way during an election.

(2) Distributing minutes from employee organization meetings to all members, e.g., Club Fed, Federal Women's Program (FWP), union meetings.

(3) Encouraging members to write their Congressional representatives to support a particular piece of legislation that is in the interest of any employee organization.

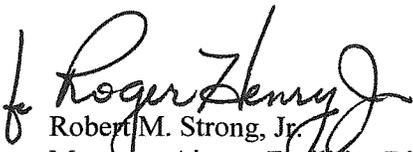
(4) Other internal employee organization business.

10. **CC:MAIL ADMINISTRATION**. Due to the design of the cc:Mail system, the actual size of a post office must be limited. The items which make up the post office include individual inboxes, folders, trash, and message log. The number and size of these files must be kept to a minimum. Additionally, transmitting extremely large files through cc:Mail can severely degrade the performance of the overall cc:Mail system. In order to safeguard the integrity and reliability of the overall cc:Mail system, the following shall apply to file numbers and sizes.

a. Routers shall be set to reject messages greater than 5 megabytes.

b. Each cc:Mail administrator shall establish a process where messages over 60 days old shall be automatically deleted from the inbox, folders, trash, and message log. Users are responsible for creating archives for messages they wish to save.

c. Each cc:Mail administrator shall determine whether to implement the Automatic Directory Exchange (ADE) feature. Each cc:Mail administrator may implement the entire national directory or that portion which is applicable. If a cc:Mobile user requests a partial directory, it is the cc:Mail administrator's responsibility to ensure their mobile directory is up to date.



Robert M. Strong, Jr.
Manager, Airway Facilities Division, AGL-400