



OCAD U EMAIL POLICY

#11.2

1. Purpose

This policy defines the purpose and use for communication and collaboration technologies associated with faculty, staff and student email addresses associated with user accounts at OCAD University. This policy also outlines the guidelines and practices under which the service is provided including but not limited to:

- Email: the primary method of electronic communication at OCAD U
- File storage and collaboration features: to facilitate the operations of the university

2. Scope

This policy applies to any OCAD U users who are provisioned an email address, regardless of their status with the institution. These individuals will be referred to as "users" from here.

3. Policy

3.1 Eligibility

Users of email and collaboration services may include:

- Employees
 - All Faculty, Academic Staff
 - Administrative Staff
 - Student Monitors
 - Class Assistants
 - Executives and Managers
 - Non-Credit instructors, and Interns
 - Any other employee of the institution
- Students
- Emeritus faculty
- Specific Non-Employee or Non-Students as determined including Researchers, Volunteers, Contract Staff and Partners

3.2 Account Creation

- Accounts are created and maintained for eligible users at the University.
- Accounts and licenses are provided based on information stored in the university's Enterprise Resource Management system of record.
- IT Services maintains one account per user.
- Where possible IT Services will provision only one email and collaboration account per user.



Email Policy

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- All users will have a primary identity and email address, but may support additional email aliases.
- Address format will follow an auto-generated, abbreviated and unique variation of chosen firstname and lastname

3.3 Account Deactivation

IT Services provides email or collaboration services for current faculty, students, staff and specific non-employee or non-student users. Once a deactivation schedule is set, it will be posted in our knowledgebase at <https://support-its.ocadu.ca>

- Alumni may be entitled to an account that provides email only.
- OCAD U may elect to deactivate accounts of non-employee or non-student users that have been dormant for an extended period of time.

3.5 Privacy, Security and Confidentiality

- In accordance with the OCAD U Acceptable Use Policy, IT Services assumes all data on the network is confidential and will only examine, interrupt, or monitor the contents of email or collaboration services in accordance with that Policy.
- Users should be aware that email or other communications sent, stored or received, or files shared with others cannot be considered wholly private nor confidential given the limitations of technology, relevant policy, and user error.
- For these reasons, Users should not store nor send confidential or legally restricted information via unencrypted communication methods, or if they are uncertain of the encryption employed. Users need to employ strong encryption methods if handling confidential or legally restricted data. Please refer to the policy FAQ for reasonable expectations of security and privacy.
- Users are responsible for safeguarding their username and passwords to restrict access to their accounts.
- IT Services is responsible for provisioning email or collaboration services, and provides creation, management, and distribution of the official University accounts.
- Email or collaboration services accounts are provided to users for university-related activities.
- As the container for email, files and other communication, any account is managed by the University.
 - Current and past employees are required to respect any signed confidentiality agreements with regard to email, files or other communication.
 - Past employees are restricted from use of confidential data and required to remove any residual confidential data from their personally held devices or accounts.
 - Email or collaboration services are intended for university-related activities. Incidental personal use should be kept to a minimum and should neither interfere with the individual's job-related use nor with the job-related use of any university employee: storage, archiving and deletion is the sole responsibility of the user

3.6 FAQs, Processes and Procedures

All FAQs, Procedures and Policies related to this Policy are available at <https://support-its.ocadu.ca>



4. Glossary

Encryption

The encoding of data into code with a key or secret to protect the data from unauthorized access.

Cached email

When email is configured on a mobile device or desktop client, email is downloaded and locally stored on the device for quicker access.

Deprovisioning

The process by which an account is deactivated or taken offline. Deletion is a separate process.

Desktop Client

Outlook 2016 for Mac or Windows is the example of a desktop client software application.

Domain and subdomain

A domain is the alphanumeric address with the extension such as *ocadu.ca* that designates where to direct web traffic or email. A subdomain is the part that precedes the domain. In *faculty.ocadu.ca* the word *faculty* is the subdomain, and *ocadu.ca* is the parent domain.

Specific Non-Employee or Non-Student user

A specific category of users which comprises volunteers, emeritus faculty and other users at OCAD U who are performing work for the benefit of the institution.

Office 365

Office 365 is the Microsoft's suite of productivity software and services that includes email, calendaring, Sharepoint, Word Online and other collaboration tools. OCAD U's instance of Office 365 is referred to as OCAD U 365 to differentiate it as a service provisioned to the OCAD U community.

ISPs

An Internet Service Provider (ISP) provides physical and digital connectivity to clients like OCAD U to the public internet.

IT Services System Administrators

OCAD U staff or management that support information technology services at OCAD U that have physical and/or digital access to that system.

Service Provider

While IT Services may configure and manage a service (like email), it is a third-party service provider like Microsoft or Google who may be the primary provider of the service.

Service

Any technology that OCAD University provides or supports as software or hardware that you use to teach, learn or support others.