NAZARBAYEV UNIVERSITY

Policy and procedures for use and operation of corporate electronic mail system in the autonomous organization of education "Nazarbayev University" and its organizations

Category: Policy

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Applicability: NU and its organizations

Retired Documents:

Title: Corporate e-mail system policy rules in the autonomous organization of education "Nazarbayev University"

Date: 28.02.2014

Registration Number: 28.02.14

Approving Authority: Managing Council

Section 1. Purpose and Application

1.1. These Policy and Procedures for use and operation of corporate electronic mail system in the autonomous organization of education "Nazarbayev University" and its organizations (hereinafter - the Policy and Procedures) define order of use and operation of mail system in the autonomous organization of education "Nazarbayev University" (hereinafter referred to as the University) and its organizations, as well as duties and responsibilities of the Users.

1.2. The purpose of these Policy and Procedures is ensuring proper use of corporate electronic mail system by the Users of the University and its organizations.

1.3. The effect and requirements of these Policy and Procedures shall apply to all students and employees of the University and its organizations, as well as to other persons who are provided with the access to corporate electronic mail system.

Section 2. Terms / Definitions

2.1. These Policy and Procedures use the following terms, definitions and abbreviations:

1) **CEMS Administrator** – an employee of the Software Office of the Department of IT Academic Systems, in charge of setting and support of CEMS components;

2) **Group mailing** – a message sent with the use of mailing lists to a group of Users for operational communication;

3) **UUMS** – Unified User Management System, a system synchronized with 1C, myRegistrar, Admissions;

4) **Initiator** – a person sending a message for group mailing;

5) **Department of IT Academic Systems (DITAS)** – a structural division of the University in charge of technical support and maintenance of information systems and Users;

6) **Information security incident** – one or more undesirable or unexpected information security events, which are highly likely to compromise operations or pose threats to security, including information security;
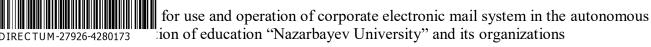
7) **HR Service** – structural unit or employees of the University and (or) its organizations whose responsibilities include personnel administration issues;

8) **CEMS** – a corporate electronic mailing system with domain names **«nu.edu.kz»** and **«alumni.nu.edu.kz»**;

9) **Mailing Moderator** – an employee of the University and its organizations in charge of verification of a form and content of a bulk mailing letter for compliance with these Policy and Procedures, and accordingly, he/she permits/decline messages sent by the Users for Group Mailing;

10) **Common corporate e-mail** – e-mail address created for any structural division of the University and/or its organizations in the domain nu.edu.kz at the request of a representative of such division;

11) **Information Security Office (ISO)** – a structural division of the DITAS in charge of organization and ensuring the information security;

12) **User** – employees of the University and/or its organizations, students, as well as other persons with the access to the CEMS;

13) **Helpdesk** – a technical and advisory support service provided by the DITAS.

2.2. The terms used and not defined by these Policy and Procedures shall have meanings as per the legislation of the Republic of Kazakhstan and internal regulations of the University.

Section 3. Main provisions

3.1. Description of the CEMS

3.1.1. These Policy and Procedures shall be applied to any mailing platform used by the University.

3.1.2. Corporate mail is created, administered and maintained by the DITAS.

3.1.3. All messages sent or received using CEMS shall be an integral part of the work, educational, scientific and/or research process.

3.1.4. The purposes of using CEMS include:

1) corporate communication with other Users on work issues or the educational process;

2) business communication with third parties, officials and individuals for business, corporate and educational purposes.

3.1.5. Users are prohibited from using personal e-mail accounts in course of implementation of their official duties.

3.1.6. ISO has the right for the use of additional hardware and software facilities for protection of CEMS from spam and phishing of official and confidential information from leaks to external environment.

3.2. Requirements for Users when working with CEMS

3.2.1. During operation of CEMS, the User shall follow the following requirements of information security and electronic etiquette:

1) not to send electronic letters containing files or programs designed to disrupt, destroy, or limit the functionality of any computer or telecommunications equipment;

2) not to forge or attempt to forge e-mail messages, including the sender's address;

3) not to open attached files or follow links in an electronic letter from an unknown or questionable source;

4) not to send unsolicited messages such as spam, advertisements, etc.;

5) comply with business ethics standards, not to create or exchange messages that may be interpreted as offensive, belittling, hostile, intimidating, provocative, obscene, racist, sexist, pornographic, discriminatory, including on the basis of gender, containing threats or offensive comments, or questions about age, religious or political affiliation, citizenship or health status. Messages shall be addressed to the

appropriate recipients and clearly worded – without ambiguity, inconsistencies and subtext that may be misinterpreted by the recipient;

6) not to create or share information that violates copyright or any other requirement of the legislation of the Republic of Kazakhstan;

7) not to use the broadcasting capabilities of CEMS for bulk mailing, unless otherwise provided by these Policy and Procedures;

8) the Users shall use only interested recipients for bulk mailing;

9) it is prohibited to send confidential and proprietary information to third parties, unless otherwise expressly regulated in accordance with internal regulatory documents approved by the University;

10) it is prohibited to forward CEMS messages related to the performance of official duties to personal e-mail accounts;

11) it is prohibited to distribute unprotected medical or other personally identifiable data in CEMS without the consent of the owner of personal data;

12) The User is obliged to use an electronic signature drawn up in accordance with the forms set out in Annexes 1 and 2 to these Policy and Procedures;

13) it is prohibited to use CEMS for agitation, propaganda of religious, political and other ideas;

14) it is prohibited to provide a password to access your mail in CEMS to other Users or other third parties;

15) it is prohibited to delete work-related messages received and sent by CEMS.

3.3. Procedure for creation and blocking User mailboxes in CEMS

3.3.1. CEMS are created for all Users in accordance with the internal regulatory document on managing User access to information systems.
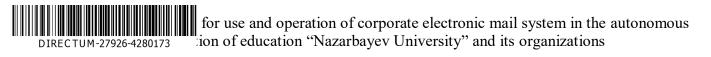
3.3.2. The CEMS name shall consist of the User's first and last name, written in Latin letters separated by a dot, the standard @ symbol and the domain name nu.edu.kz (for example, John Lennon: john.lennon@nu.edu.kz .). In case of a complete match of Users by both first name and last name, it is allowed to use a numeric index after the last name (for example, john.lennon2@nu.edu.kz).

3.3.3. It is allowed to use common corporate mail of structural divisions, student clubs and similar associations using the abbreviated name of the division, student club or similar association (for example, Information Security Office it_security@nu.edu.kz).

3.3.4. If a corporate electronic mail is inactive during 45 (forty five) days, the CEMS Administrator shall inspect and clarify the relevance of this e-mail (personal, common) with a head of the relevant structural division of the University or Organization, and delete it, if required.

3.3.5. The head of a structural division/organization or other person appointed by the head shall be responsible for created common corporate e-mail in domain nu.edu.kz.

3.3.6. The CEMS Administrator shall procure the re-naming of a common corporate e-mail upon receipt of a reasonable request from a head of a structural

division/organization - owner of the common corporate e-mail in Helpdesk. It is not allowed to use a provocative or compromising name.

3.3.7. When creating a corporate mail, the CEMS Administrator shall provide a login and temporary password personally to the User, including in case of loss of the permanent password for the created corporate mail.

At the same time, the User shall change his/her temporary password to access corporate mailboxes in accordance with the requirements of the password policy established by the relevant IRD at the first login to CEMS.

3.3.8. The User shall contact Helpdesk in case of any difficulties in changing the password to access CEMS, as well as in changing the last name and/or first name.

3.3.9. The CEMS Administrator shall give a temporary password to the User, who submitted his/her official ID. If the User cannot apply to the CEMS Administrator in person, he/she may apply to Helpdesk with attachment of scanned documents of User's ID, User's photo (with ID in hands) and photo of the University's ID card. The CEMS Administrator shall reset a password and send a temporary password to a personal (alternative) mailbox of the User specified in the request.

Alternatively, an employee of the ISO may initiate a video call (WhatsApp or Telegram) to the User's phone number kept in the University's phonebook for identification. During the video call, the User shall submit his/her ID for confirmation of identity.

3.3.10. In case of termination of relations (expiration/termination of an employment contract, expiration/termination of a service agreement, expel of a student) between the User and the University or its organization, the access to a corporate mailbox of CEMS, as well as to common corporate e-mail, owned by the User, shall be blocked in accordance with paragraphs 3.3.11. and 3.3.12. of these Policy and Procedures. The CEMS Administrator shall block the corporate e-mail of the User from all group mailing lists.

3.3.11. Electronic mailboxes shall be automatically blocked by the CEMS Administrator in 14 (fourteen) calendar days:

1) upon termination of employment, if the User is an employee;
2) upon expel, if the User is a student of the University;
3) upon termination of the contractual relationship, if the User is other person granted with the access to CEMS;
4) while the later blocking of CEMS is allowed in cases specified in paragraph 3.3.12 of these Policy and Procedures.

3.3.12. In case of need for extension of the access to electronic mailboxes of the heads of structural divisions of the University and/or its organizations after termination of employment, such extension shall be provided up to 28 (twenty eight) calendar days subject to prior request to HelpDesk.

3.3.13. The CEMS Administrator may provide an employee of the University or its organization with the access to the blocked mailbox with the previous consent of a direct manager of the User of the blocked mailbox, as well as an authorized employee of the ISO.

3.3.15. Employees of the ISO or the CEMS Administrator may analyze messages with the use of special protection means in the framework of investigation of Information Security Incidents.

3.4. Requirements and limitations in bulk mailing of messages to group e-mail addresses

3.4.1. Bulk mailing to CEMS groups is allowed only from corporate e-mail addresses of structural divisions with mandatory preliminary approval by the Dean/head of a structural division. It is prohibited to procure bulk mailing from corporate e-mail addresses of individual users.

3.4.2. Mailing to groups all@nu.edu.kz, staff@nu.edu.kz, nustaff@nu.edu.kz is allowed only from the University's management, as well as from responsible divisions for information on security issues, health protection, emergencies at the campus and other urgent notifications related to the community security. Information on upcoming events shall be sent exclusively through the form of a weekly digest of events to a structural division of University in charge of the digest. Private digests (reports) of individual organizations shall be sent exclusively to the addresses of stakeholders.

3.4.3. Moderators from employees in charge of the relevant area of structural divisions of the University and its organizations shall be appointed for bulk mailing of messages and announcements for mandatory verification of group mailing. At least 2 (two) Mailing Moderators (main and substitute) shall be appointed for each mailing. These Moderators shall have the right to delete, block messages, if such messages contain the information non-compliant with these Policy and Procedures.

3.4.4. Individual e-mail addresses shall be combined into group mailing lists to facilitate the dissemination of information to user groups. The initiator shall send a group letter depending on the subject and content of the message addressed to users.

3.4.5. Messages sent to Group mailing lists from the University President, Provost, Chief Information Officer, as well as from the following addresses: president_office@nu.edu.kz, helpdesk@nu.edu.kz, emergency@nu.edu.kz, managingcouncil@nu.edu.kz, shall be sent to Users directly without the participation of Mailing Moderators.

3.4.6. Messages sent to Group mailing all_students@nu.edu.kz from e-mail addresses of Schools and other structural divisions of the University, list of which is provided by the Department of Student Services at the request to Helpdesk in a week prior to the beginning of each semester (2 times per an academic year), shall be directly received by the Users without involvement of the Mailing Moderators. Messages inviting students to participate in the study/ survey shall be sent from e-mail and on behalf of the school subject to mandatory prior consent of the Dean or the School's Administrative Director.

3.4.7. The group mailing shall be sent in three languages: English, Kazakh and Russian. Group mailing only in English may be sent, if the message is intended for group professors@nu.edu.kz.

3.4.8. The subject of the message shall briefly state the essence of the message being sent. If the message is sent in three languages - English, Kazakh and Russian, its subject shall be indicated in the appropriate languages.

3.4.9. The message is subject to rejection by the Mailing Moderator in the following cases:

1) the message contains spelling and/or syntactic errors that prevent the correct understanding of its meaning;

2) the message contains information aimed at:

propaganda of hatred and discrimination on racial, ethnic, sexual, religious or social grounds;

infringement of the rights of minorities or minors;

causing and/or calling for harm in any form;

insulting other Users and individuals.

3) the message contains communications, requests, and petitions of a personal nature;

4) the message contains obscene language or its derivatives;

5) the message contains personal data, including those of third parties, distributed without their consent;

6) the message is sent as a response to another message;

7) the message is not related to the activities of the University and its organizations.

8) the message contains the personal opinion and views of individuals or a group of individuals;

9) the message contains information of an advertising nature, including information aimed at promoting the services of tenants on campus;

10) messages about the announcement of events held on the University campus shall be coordinated with the head of the school / structural division before being sent to the Moderator (the letter originators shall include the head in a copy).

3.4.10. Reminder of any message/event may be sent for Group mailing only once in order to avoid spam.

3.4.11. It is not allowed to send responses in response to the main group mailings specified in Annex 3 to these Policy and Procedures.

3.4.12. The Mailing Moderator is not entitled to edit the message sent via the Group mailing.

3.4.13. If the message meets the requirements set out in these Policy and Procedures, it shall be approved by the Mailing Moderator for sending to Users with the use of Group mailing list selected by the Initiator. If the message does not meet the requirements, it shall be sent back to the Initiator for revision. In case of sending a message for revision, the Initiator is obliged to align it in accordance with these Policy and Procedures.

3.4.14. Mailing Moderator may review messages during business hours from 8.30 am to 05.30 pm. Messages sent in the first half of the working day from 8.30 am to 12.30 pm shall be reviewed by the Mailing Moderator in the second half of the same working day before 5.30 pm. Messages sent in the second half of the working day from 12.30 pm to 5.30 pm and later shall be reviewed by the Mailing Moderator in the first half of the next working day from 8.30 am to 12.30 pm.

3.5. E-mail domain of University's graduates

3.5.1. The University shall create corporate e-mail for all University graduates in order to ensure and stimulate productive communication between the academic,

scientific and research community of the University, which includes University's graduates.

3.5.2. The corporate e-mail of a student successfully graduated from the University shall automatically change from the domain @nu.edu.kz to the domain @alumni.nu.edu.kz within 3 (three) working days after change of his/her status to "Graduate" in UUMS.

3.5.3. If the CEMS User with status "alumni" becomes an active student or an employee of the University or its organization (full-time or part-time employment), the corporate e-mail shall automatically change to the domain @nu.edu.kz.

3.5.4. If an employee of the University or its organization (full-time or part-time employment) terminates his/her employment due to dismissal or termination of an employment contract, but he/she is the CEMS User with status "alumni", then his/her corporate e-mail shall automatically change to the domain @alumni.nu.edu.kz within 14 (fourteen) calendar days upon expiration of terms specified in p.3.3.11 of the Policy and Procedures.

3.5.5. The User shall receive the automatic notification on change of the University's domain from UUMS.

3.5.6. In case of automatic change of domain e-mail addresses of graduate Users, they do not have to transfer their data from one corporate mail to another, as well as they do not have to update previously made subscriptions in various social networks and profiles (for example, for AppleID, Facebook, Coursera, etc.). The graduate User shall set an automatic notification with the specification of new corporate e-mail of the relevant domain.

3.6. Responsibility and authority for blocking CEMS

3.6.1. The University's CEMS Users shall be responsible for the effective, efficient, ethical and proper use of electronic mail. E-mail users shall comply with the code of ethics to the same extent as in any other form of written or personal business communication.

3.6.2. In case of confirmed cases of hate speech, harassment, blackmail or any form of discrimination and bullying in CEMS messages, the ISO may temporarily block access to use the CEMS account for the duration of the investigation, unless otherwise determined by the outcome of the investigation.

3.6.3. As part of the investigation of Information Security Incidents related to the User's CEMS, the ISO may temporarily block access to use the CEMS account until the situation is corrected.

3.6.4. In exceptional cases, access to the CEMS may be blocked on the basis of a conciliatory resolution of the President.

3.6.5. After establishing all the circumstances of the violation, the Information Security Incident and any unauthorized actions on the part of the CEMS user, the CEMS Administrator shall restore access to the CEMS user account after approval of the ISO.

3.6.6. In case of termination of access to CEMS for University graduates due to violation of these Policy and Procedures, the issue of resuming access shall be initiated by the Career and Advising Centre.

3.6.7. If Users intentionally or repeatedly violate the requirements of these Policy and Procedures, the CEMS Administrator has the right to make an informal or formal warning, as well as take other measures in accordance with the legislation of the Republic of Kazakhstan and internal documents of the University.

3.6.8. The Initiator shall be personally responsible for the information sent for Group mailing.

3.6.9. It is allowed for the ISO employees to provide access to electronic correspondence of the CEMS User in exceptional cases, during the investigation of any incident (including an Information Security Incident), in agreement with the President, Provost or other Vice President, as well as the Chief Information Officer.

3.6.10. The CEMS Administrator shall be responsible for the installation, proper configuration and maintenance of the CEMS infrastructure.

Section 4. Waiver

4.1. Only the Managing Council of the University is eligible to waive any provision of these Policy and Procedures.

Section 5. Temporary Provisions

5.1. Not applicable.

Section 6. Revision

6.1. These Policy and Procedures shall be reviewed every year after their approval and revised if necessary.

Section 7. Related Documents

7.1. Rules of organization of password protection for the users of autonomous organization of education "Nazarbayev University".

7.2. Regulations on management of documents and information containing confidential data in autonomous organization of education "Nazarbayev University".

7.3. Rules for management of user access in information systems of autonomous organization of education "Nazarbayev University".

Annex 1
to the Policy and procedures for use and operation of corporate electronic mail system in the autonomous organization of education "Nazarbayev University" and its organizations

Example of a User's signature to an electronic message (letter)

_____

| **Full name**| Position
| **Nazarbayev University** | Name of a structural division
| **work phone:** +7 (7172)
| **mobile:**
| **e-mail:** *first name*.*surname*@nu.edu.kz | **site:** http://nu.edu.kz/
| **address:** 53 Kabanbay Batyr Avenue, Astana city, Kazakhstan
| **Block , office**

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Example of a student's signature to an electronic message (letter)

_____

| **Full Name**
| BSc Student/MSc student/PhD student, 1- 4 year
| School Name
| Specialty
| Nazarbayev University
| **mobile:**
| **email: firstname.lastname**@nu.edu.kz
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