

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Administration-</i> Organization E-Mail & Cloud Storage	SOG #100-008
		Initiated: March 2021
Approved: Chief Christopher J. Reynolds	Revised: N/A	

Description: LPEMS recognizes that use of e-mail and cloud-based services are necessary in the workplace, and members are encouraged to use these systems responsibly, as unacceptable use can place LPEMS and others at risk. This process outlines the guidelines for acceptable use of LPEMS' s technology systems.

Purpose: This process applies to all members in all departments of LPEMS, no exceptions. This procedure pertains to all external cloud services, e.g., cloud-based email, document storage, Software-as-a-Service (SaaS), Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), etc. Personal accounts are excluded.

If you are not sure whether a service is cloud-based or not, please contact the IT Committee.

Questions regarding the appropriate use of LPEMS' s electronic communications equipment or systems, including e-mail , One Drive, and the Internet, should be directed to the Chief or the information technology (IT) committee.

Procedure: LPEMS has established the following guidelines for member use of the organization' s technology and communications networks, including the Internet, e-mail, and cloud-based services in an appropriate, ethical, and professional manner.

Confidentiality and Monitoring

All technology provided by LPEMS including computer systems, communication networks, work records and other information stored electronically, is the property of LPEMS and not the member. In general, use of the organizations technology systems and electronic communications should be job-related and not for personal convenience. LPEMS reserves the right to examine, monitor and regulate e-mail and other electronic communications, directories, files, and all other content, including Internet use, transmitted by, or stored in its technology systems, whether onsite or offsite.

Internal and external e-mail, voice mail, text messages and other electronic communications are considered business records and may be subject to discovery in the event of litigation. Members must be aware of this possibility when communicating electronically within and outside the organization.

Appropriate Use

LPEMS members are expected to use technology responsibly and productively as necessary for their jobs. Internet access and e-mail use is for job-related activities; however, personal use is acceptable. Members may not use LPEMS' s Internet, e-mail, or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing, or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes, or sexual preference may be transmitted. Harassment of any kind is prohibited.

Disparaging, abusive, profane, or offensive language and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the Internet or e-mail—are forbidden.

Copyrighted materials belonging to entities other than LPEMS may not be transmitted by members on the LPEMS Gmail network without permission of the copyright holder.

Members may not use LPEMS 's computer systems in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and spamming (sending unsolicited e-mail to thousands of users). Members are prohibited from downloading software or other program files or online services from the Internet without prior approval from the IT Chair or Chief . All files or software should be passed through virus-protection programs prior to use. Failure to detect viruses could result in corruption or damage to files or unauthorized entry into organizations' systems and networks.

Every member of LPEMS is responsible for the content of all text, audio, video, or image files that they place or send over the company's Internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else.

LPEMS 's corporate identity is attached to all outgoing e-mail communications, which should reflect corporate values and appropriate workplace language and conduct.

Storage

Use of cloud computing services for work purposes must be formally authorized by the IT Committee Chair and/or the Chief. The IT Committee Chair will certify that security, privacy, and all other IT management requirements will be adequately addressed by the cloud computing vendor.

For any cloud services that require users to agree to terms of service, such agreements must be reviewed and approved by the Chief and/or Executive Director.

The use of such services must comply with LPEMS 's existing Acceptable Use Policy/Computer Usage Policy/Internet Usage Policy SOG 100-007.

Members must not share log-in credentials with co-workers.

The use of such services must comply with all laws and regulations governing the handling of personally identifiable information, corporate financial data or any other data owned or collected by LPEMS.

The Chief and/or Executive Director has ultimate decision on what data may or may not be stored in the Cloud. Personal cloud services accounts may not be used for the storage, manipulation or exchange of company-related communications or company-owned data.