





# Information Security Management System ISO/IEC 27001:2013



## E-MAIL USAGE POLICY POLISI PENGGUNAAN EMEL

<b>For PTM Use Only</b>	<b>Version 1.4</b>	<b>Date: 18 November 2016</b>
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### Revision History

No	Date of Change	Description	Page	Version	Approved By
1	1st October 2014	Remove 'MS' from Front Page.	Front Page	1.1	Dr David
2	25 <sup>th</sup> Nov 2014	Inserted TERHAD logo	Header	1.2	Dr David
3	6 <sup>th</sup> May 2015	Modified scope statement to cover UM community	2	1.3	Dr David
4	30 <sup>th</sup> July 2015	Changed email quota to unlimited	3	1.3	Dr David
5	30 <sup>th</sup> July 2015	Changed name of ISMR	Cover page	1.3	Dr David
6	8 April 2016	Change emails to emails at 3.6.3	3	1.4	ICT Council
		Add statement 4.0, 4.1 & 4.2	5		
		Change title Item 5.0 from 'Procedure' to 'Email Administration Procedure'			

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## 1.0 Purpose

The purpose of this policy is to standardize matters related to UM e-mail.

## 2.0 Scope

The policy is for all staff and students in UM, and also to the staff who is the administrator of the email system.

However the scope of ISMS audit and certification only covers PTM's staff.

## 3.0 Policy

### 3.1 Email account application.

3.1.1 UM staff/students are eligible to apply for the UM official account for official purposes only.

3.1.2 Application can be made online via :

- a) Staff : <https://ummail.um.edu.my>
- b) Student : <http://siswa.um.edu.my>

3.1.3 Application for a special account can be made online via :

<http://umpda.um.edu.my/staffreg/termsnconditions2.php>



### 3.2 Ownership of an email account

3.2.1 The ownership of an e-mail account is not the ultimate rights of the users.

3.2.2 This facility is subjected to the university's rules and regulations and can be revoked if the rules and regulations are not observed.

3.2.3 Only the account or email address allocated by the university can be used.

3.2.4 Usage of other person's email or sharing of email accounts is prohibited.

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### 3.3 UM email quota

3.3.1 Email quota for staff and students is unlimited.

### 3.4 Password Management

3.4.1 Users are encouraged to change their passwords regularly and to memorise the changed passwords.

### 3.5 Username Changes

3.5.1 Users are not allowed to request to change their email account name (id).

### 3.6 Sending Emails

3.6.1 Users must use the official email account to send official emails and must ensure that the receivers email addresses are correct.

3.6.2 A cc copy function can be used if required. However, usage of blind cc (bcc) is not encouraged.

3.6.3 Users can use the 'reply' function to answer emails and the 'forward' function to forward the emails to other recipients.

3.6.4 It is a good practise to reply emails within 4 days after receiving them.



3.6.5 Users are encouraged to use the 'Vacation' function to allow automatic reply of emails while on vacation or being out of the office for a long duration.

### 3.7 Receiving Emails

3.7.1 Users are to avoid opening emails received from anonymous or suspicious senders.

### 3.8 Determination of User's Identity

3.8.1 Users are to determine and confirm the identity of the person with whom they are communicating, before continuing further and transacting information via email. This is to protect the university's information from any form of leakage and misuse.

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### 3.9 Prohibition

3.9.1 This prohibition on email usage has been imposed by MAMPU from the Prime Minister's Department. Users are prohibited from carrying activities listed below :

- a) Using other people's account, sharing account or giving your account to other people;
- b) Expose your password to others;
- c) Using fake identity or disguising as legitimate sender of information;
- d) Using email for commercial or political purposes;
- e) Sending or owning illegal information such as pornography, gambling and criminal;
- f) Sending and forwarding emails containing incitement, junk mail, bomb email, spam email, defamation, pirated or other activities prohibited by the university's law;
- g) Faking or trying to fake the email message;
- h) Spreading malicious codes such as virus, worm, trojan horse and trap door which can cause vulnerabilities to other systems and other users;
- i) Resending the email that failed to be sent to the destination before investigating its root cause; and
- j) Allowing a third party to reply the email on his/her behalf.

### 3.10 Spam email/Virus

3.10.1 Users must inform the System Administrator (sysadmin@um.edu.my) if they receive information about spam / phishing / virus.

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#### **4.0 Email Account Termination**

- 4.1 For staff , email accounts will be disabled three months after the end of their service. The email accounts will be deleted one year after the end of their service.
- 4.2 For students, email accounts will disabled and deleted after convocation ceremony.

#### **5.0 Email Administration Procedure**

- 5.1 System Administrator (sysadmin@um.edu.my) has to send reminder emails to users regarding email security regularly.
- 5.2 System Administrator (sysadmin@um.edu.my) has to take action on complaints related to emails, which are in the helpdesk system.