

**Office of the Chief Information Officer  
Enterprise Policy**

**Policy Number:** CIO-084

**Effective Date:** 03/28/2005

**Revision Date:** 07/28/2009

**Subject:** E-mail Review Request

**Policy Statement:** The Commonwealth Office of Technology (COT), Office of the Chief Information Security Officer (CISO) is responsible for establishing procedures for agencies to follow when requesting a review of an employee's e-mail account.

**Applicability:** This policy is to be adhered to by all agencies within the Executive Branch of state government.

**Responsibility for Compliance:** Each agency is responsible for assuring that employees within their organizational authority are aware of the provisions of this policy. It is also each Executive Cabinet's responsibility to enforce this policy.

**Policy Maintenance:** The Commonwealth Office of Technology, Office of the CISO, has the responsibility for the maintenance of this policy. Agencies may choose to add to this policy as appropriate, in order to enforce more restrictive standards. Therefore, employees are to refer to their agency's internal policy, which may have additional information or clarification of this enterprise policy.

**Policy:** The Commonwealth Office of Technology Security Administration Branch within the Office of the CISO is responsible for providing documentation on the contents of an employee's e-mail account to an agency, upon receipt of a properly authorized request. The purpose of this policy is to provide procedures for cabinets/agencies to follow when requesting e-mail review documentation.

E-mail, created or maintained by public agencies, meets the statutory definition of a public record in Kentucky. E-mail is also available to appropriate agency management for review of their employees' electronic communications and activities. The process of reviewing an employee's e-mail account will be handled by COT with appropriate sensitivity and will be in accordance to all applicable privacy limitations in current open records statutes.

An agency may request a review of an employee(s)' e-mail account by submitting an E-mail Review Request Form ([COT-F084](#)) to the Commonwealth Office of Technology, Security Administration Branch ([COTSecurityEmail\\_InternetUsageReviews@ky.gov](mailto:COTSecurityEmail_InternetUsageReviews@ky.gov)).

The request should be initiated by the subject employee's direct manager or above and must be signed by executive management within the employee's management chain. The request should then be sent to the requesting cabinet's Legal Office for review and approval. After obtaining the agency Legal Office signed approval, the E-mail Review Request Form should be forwarded to the Commonwealth Office of Technology, Security Administration Branch ([COTSecurityEmail\\_InternetUsageReviews@ky.gov](mailto:COTSecurityEmail_InternetUsageReviews@ky.gov)). The Security Administration Branch will log the request and send it to the COT Chief Information Security Officer, or in his absence, a COT Executive Director or above for final approval.

Upon final approval, COT will provide the individual identified as the Agency Legal Counsel or Contact with documentation on the employee's e-mail account. Once the documentation has been provided to the agency, it is the agency's responsibility to maintain the documentation as an official copy. Due to the large volume of e-mail that COT manages on a daily basis, COT is not responsible for storing, retaining, or regenerating this documentation.

The agency may request two different types of e-mail access in order to review an employee's e-mail account.

- User permissions – User permissions can be altered in order to allow additional access to the employee's mailbox.
- Export to .pst file – COT can export the current contents of the mailbox to a .pst file and copy the .pst file to a CD-ROM for the requesting agency.

Agencies should be aware that if the e-mail review involves restoring deleted e-mail that is not present in one of the employee's current e-mail folders (including the "Deleted Items" folder), COT's e-mail backups are only retained for a period of twelve days. E-mail that was deleted (and purged) by the employee prior to twelve days before the restore process will not be available. In addition, if COT must restore an employee's e-mail folders from previous backups, a standard charge will be incurred by the agency for this service, per mailbox, per restore. For example, if an agency requests a user's mailbox be restored for the last twelve days, the charges will be 12 times the rate of a single restore.

**Resources:**

- COT-F084, E-mail Review Request Form:  
<http://gotsource.ky.gov/dsweb/Get/Document-81289/>

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