



S T A T E O F M A R Y L A N D
DEPARTMENT OF INFORMATION TECHNOLOGY

Automated E-Mail Forwarding Policy

1.0 Introduction

The purpose of this policy is to define acceptable guidelines for forwarding e-mail using automated tools. It has come to our attention that many users have taken advantage of automated mail forwarding. Unfortunately, the use of automated mail forwarding has been used in a way that is contrary to the benefit of the State.

Employees and contractors for the State may receive confidential information to their Maryland.gov email address. Employees and contractors also conduct official business for the benefit of the State using their Maryland.gov email. Exchange of confidential information and official correspondences must be done in a way that is explicit and not automated and the ability to maintain a record of these exchanges is imperative to the State.

All State e-mail has requirements to retain, protect, and recover email according to different requirements. The State has put in place controls to ensure mail is housed within the United States, is encrypted while at rest, and has capabilities to recover information when needed. Unfortunately when users setup automatic forwarding of all messages to an external email account it deprecates the ability of the State to exercise due care of the information. While the State realizes that email is expressly used to communicate and collaborate with external vendors, peers, and citizens the practice of automated forwarding of all messages to an external account must be eliminated to the extent possible.

2.0 Scope

This policy shall apply to all employees and contractors assigned a Maryland.gov email address.

3.0 Policy

3.1 General

1. Using automated forwarding of e-mail will be eliminated from the Maryland.gov e-mail domain. Exception will only be granted on a case by case basis at the written request of the CIO or Agency Head with a valid business reason and acceptance of risk on the part of the agency.
2. Nothing in this policy would ban a user from explicitly sending email to an external email account provided precautions are taken with regard to confidential information.
3. Using filters to automate forwarding messages is also allowed under this policy provided that confidential information is not contained in the messages.

4. Nothing in this policy prohibits users from forwarding their external mail to a Maryland.gov email address in an automated fashion. However, be aware that all messages received to the Maryland.gov e-mail domain become the property of the State of Maryland. .

4.0 Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Deliberate, unauthorized disclosure of confidential information may result in civil and/or criminal penalties.