POLICY 038/2016 RAADSBELEID

MUNICIPALITY DAWID KRUIPER MUNISIPALITEIT

SUBJECT/ONDERWERP: **EMAIL ADDRESS ALLOCATION AND NAMING POLICY**

REFERENCE/VERWYSING: **6.1.3.B**

RESOLUTION NR/BESLUIT NO: **17.6/11/2016 (CM)**   DATE/DATUM: **25 November 2016**

PURPOSE: The purpose of this policy is to detail a standard for Email address naming within Dawid Kruiper Municipality and create continuity in correspondence with Council.

PHILOSOPHY AND PRINCIPLES

Email is one of the mediums of communication to and from the community, organizations, organs of state or any stakeholder and it is important that a consistent channel of communication with Dawid Kruiper Municipality exists. For this purpose a defined format for email address creation is required that:

1.   Presents a consistent image of Dawid Kruiper Municipality accessibility.
2.   Is intuitive to use.
3.   Provides a simple consistent way to find or determine email addresses.

GUIDELINES

1.   Email addresses are created for internal and external Council related communication and not for personal use.

2.   For continuity purposes functional addresses are used rather than personal addresses. This means that -

   2.1   An email address refers to a position within the organizational structure of Dawid Kruiper Municipality and does not refer to any employee's name.
   2.2   The same email address is used by each incumbent of a specific `position;
   2.3   The use of consistent and intuitive naming standards assists in the ability for external parties to still communicate with Council by referring to old email addresses that work.

3.   The Municipal Manager or a Director will identify positions within his/her directorate was it is deemed necessary that the incumbent needs an email account: -

   3.1   To fulfill his/her duties more effective and efficient;
   3.2   So that external parties can have direct communication that will enhance service delivery and the corporate image of Council.

4.   The email address must be in lowercase only so that the email address is standardised and not stopped by any email system that is case sensitive.

5.   Email addresses are in English only and the name consists of:

   5.1   Section name or common abbreviation.
   5.2   Position description or common abbreviation.
   5.3   The above being separated by a dot.
   5.4   The domain name for Dawid Kruiper Municipality being @dkm.gov.za.

5.5 For example the email address for the Manager Information Technology would be it.manager@dkm.gov.za and for the Administrative Clerk at Tourism section the address would be tourism.adminclerk@dkm.gov.za.

6. The email address for councillors is not function related and refers to the specific councillor. These addresses consists of -

6.1 The letters clr.

6.2 The councillor's first name followed by the first letter of his/her surname.
6.3 The above separated by a dot.
6.4 The domain name for Dawid Kruiper Municipality being @dkm.gov.za.
6.5 Example: For a councillor with the name Some Body the address would be clr.someb@dkm.gov.za.

7. To eliminate the possibility of duplicate address the number 2 or 3 or 4, etc is added to the address before the domain name for the duplicate address.
Example- if two Administrative Clerks at Tourism should require separate addresses the second address would be tourism.adminclerk2@dkm.gov.za.

8. The display name is the name, besides the email address, that appears on an email indicate whom it originates from. This name will also display in the recipients address book when saved. In setting up email the IT-Department must ensure:-

8.1 The incumbents name is used for the display name.
8.2 A display name should contain punctuation such as apostrophes and hyphens and capitals as found in the written format.

9. In the event that the Organizational structure changes

9.1 A new address for the new position name will be created.
9.2 The email system administrator will automatically divert emails sent to the old email address to the new address.
9.3 The old address will only be deleted in the event server space is needed for new addresses and the change took place 365 days ago.

10. Email communication is used within the standards set out in the Electronic Communication Policy.

PROCEDURES
1. When an incumbent of a position within Dawid Kruiper Municipality requires an email address, he/she must motivate the reasons to the Municipal Manager or Director to whom he/she reports.

2. The Municipal Manager or Director will authorize the use of an email account and notify the email System Administrator of positions requiring an email address by completing the authorization for email address form (Annexure 1).

3. The email System Administrator will create an email address in accordance with the policy.

4. Staff from the IT department will setup email on the user's PC or Laptop and ensure the display name is correct.

5. When a new incumbent is placed in a position with an email address, a call is logged at the Helpdesk to request IT-staff to change the display name.

6. All users of email must ensure they are aware of the content of the electronic communication policy.

ROLES
Municipal Manager, Directors, email users and IT-staff.

RELATED POLICIES
Electronic communication policy.

REPEALS
This policy recalls any previous policy or procedure followed prior to this policy.

DAWID KRUIPER MUNICIPALITY

Email address request and authorization

Request:

Name of Position requiring an email address:

_____
Section name: _____
Department name: _____
For new application give motivation:

_____
_____
_____
_____

In the event that the position mentioned above is the outcome of the renaming / change of a previous position in orgaizational structure that had an email address, state the previous address below:

_____@dkm.gov.za

Name of applicant: _____

Signature: _____ Date : _____

Authorization:

The creation of an email address for the organizational position mentioned above is authorized and required by the incumbent for communication purposes that will assist to fulfil his/her duties more effective and efficient and allow external parties to have direct communication that will enhance service delivery and the corporate image of Council.

Authorized by Name: _____

Position: _____

Signature: _____ Date : _____

FOR ADMINISTRATOR USE:

Email address created : _____@dkm.gov.za"