Policy Title and #	CIO-084: Email Review Request				
Effective Date:	03/28/2005	Revision Date:	09/01/2021	Review Date:	08/23/2021

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 a staff member's e-mail account.

POLICY:
The COT Security Forensics Investigations Branch, within the Office of the CISO, is responsible for providing documentation on the contents of a staff member's e-mail account to an agency, upon receipt of a properly authorized request. The purpose of this policy is to provide information 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 staff's electronic communications and activities. The process of obtaining a staff member'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 a staff member's e-mail account by using the ServiceNow **Email Review Request** catalog offering that is initiated by the agency.

The ServiceNow work flow requires the request is initiated by the subject staff member's direct manager or above and must be approved by executive management within the staff member's management chain. The ServiceNow workflow is then sent to the requesting cabinet's Legal Office for review and approval. The request will not be completed by COT until all appropriate approval is obtained.

Upon final approval, COT will provide the requestor or the individual identified as the Agency Legal Counsel/Contact with documentation concerning the staff member'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.

If the requested email is not present in the staff members current e-mail folders (including the "Deleted Items" folder) it may not be recoverable. If an E-mail is deleted by the custodian of the email, the email will only be retained up to ninety days from the creation date. E-mail that was deleted (and purged) by the staff member prior to ninety days before the request will not be available.

POLICY MAINTENANCE:
The COT 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, staff are to refer to their agency's internal policy, which may have additional information or clarification of this enterprise policy.

AUTHORITY:
KRS 42.726 authorizes the COT to develop policies that support and promote the effective application of information technology within the executive branch of state government, as well as information technology directions, standards, and necessary management processes to assure full compliance with those policies.

APPLICABILITY:
This policy is to be adhered to by all staff, including employees, contractors, consultants, temporaries, volunteers, vendors and other workers within the Executive Branch of state government.

RESPONSIBILITY FOR COMPLIANCE:
Agencies and staff outlined above in "Applicability" are expected to understand and follow these guidelines. Each agency is responsible for assuring that staff within their organizational authority are aware of the provisions of this policy. It is also each Executive Cabinet Agency's responsibility to enforce and manage the application of this policy.

REVIEW CYCLE:
This policy will be reviewed at least every two years.

REFERENCES:
Helpful references can be found on the Enterprise IT Policies webpage.