

April 27, 2015

MEMORANDUM CIRCULAR NO. 2015-002
Series 2015

FOR: ALL HEADS OF THE NATIONAL GOVERNMENT DEPARTMENTS/AGENCIES/BUREAUS, GOVERNMENT-OWNED AND -CONTROLLED CORPORATIONS, GOVERNMENT FINANCIAL INSTITUTIONS, STATE COLLEGES AND UNIVERSITIES, LOCAL GOVERNMENT UNITS, CONSTITUTIONAL OFFICES, HOUSE OF REPRESENTATIVES, THE SENATE, AND THE JUDICIARY

SUBJECT: PRESCRIBING THE GOVMAIL SERVICE GUIDELINES FOR PHILIPPINE GOVERNMENT AGENCIES

Section 1. General Policy Statement

The GovMail is provided to government employees and officials to assist in the operation of the government and deliver effective and efficient service to the general public.

E-mail has reached a level of importance, from its speed and convenience, that there is a need to ensure that risks are minimized from either intentional or unintentional misuse. Hence, the Agency has opted to make use of the GovMail Service for the exchange of information and in other official communications, in order to ensure the safety and security during e-mail transactions.

This policy instrument shall ensure that the use of this system does not infringe on the rights of government employees and citizens; is not used for purposes prohibited under the laws, rules and regulations of the country; and does not legally compromise the Government of the Republic of the Philippines.

Section 2. Purpose

The purpose of this policy guidelines are as follows:

1. To create a policy guideline that defines the proper use of the GovMail Service;
2. To promote awareness of the benefits of a paperless communication system; and
3. To provide the basis for appropriate disciplinary action on the prohibited use of the GovMail Service.

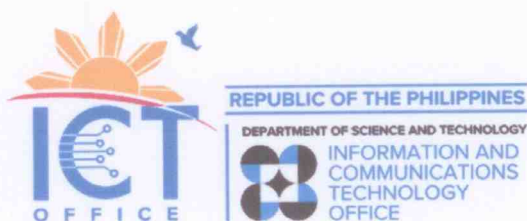


Section 3. Scope

1. The provisions of this policy shall apply to all officials and employees of the Agency where GovMail is implemented, as well as other personnel that may be authorized by the Head of the Agency.
2. It shall apply to all communications and exchanges, whether internal or external, within or outside the government, using GovMail. This policy shall also apply to any other acts using features or services provided by or attached to GovMail, such as the Calendar, Briefcase, and Contacts.
3. It shall also apply to the use of the GovMail Service accessed through various devices including, but not limited to, computers, tablets, and mobile phones.

Section 4. Definition of Terms

1. **Account Holder** – refers to one or more of the following: (1) government employees; and (2) individuals authorized by the Head of the Agency to use the GovMail Service for a specific purpose and duration.
2. **Attachments** – textual, graphical, visual or executable files that are attached in e-mail messages.
3. **Bulk Mail** – an e-mail message sent to a large list of recipients.
4. **Chief Information Officer (CIO)** – a person responsible for information systems planning and implementation of the Agency's strategic direction in ICT governance.
5. **Community Edition e-mail** – GovMail accounts that have the following features: AJAX email, address book, calendar, tasks, briefcase application, desktop client for Windows, Mac and Linux, POP/IMAP email, and CardDAV, iCal, and CalDAV for contacts and calendars.
6. **Counterfeit or Forged e-mail** – e-mail account that makes use or may contain invalid or forged headers, invalid or non-existent domain names or other names that are deceptive.
7. **E-mail** – refers to the exchange of digital messages through a network using software and servers.
8. **E-mail Account Administrator** – a person in charge with the agency e-mail account administration.



9. **Employees** – refers to all current employees of Agency whose appointment may be permanent, casual or contractual in nature.
10. **HTTPS** – a communications protocol for secure communication over a computer network.
11. **IMAP** – a protocol for e-mail retrieval and storage.
12. **Internet** – a system of linked computer networks, global in scope, that facilitates data communication services, such as remote log-in, file transfer, electronic mail and newsgroups. The Internet is a way of connecting computers and computer networks, greatly extending the reach of each participating system.
13. **Log-in** – an operation that enables the Account Holder to access the mailbox, such as the act of typing information, which consists of the username and password or other mechanism to gain access to the GovMail Service.
14. **Log-Out** – an operation that terminates access to the GovMail Service to prevent unauthorized access.
15. **Mailbox** – a function unit that contains stored messages for a specific Account Holder.
16. **Mailing List, Distribution List, or Group List** - e-mails that need to be distributed and made accessible to a set of people are sent to the mailing list, distribution list, or group list, which will not have its own account inbox.
17. **Password** – a character string that is used as authentication to access GovMail Service.
18. **Personnel Head** – a person in charge of the human resource management and development of the Agency.
19. **Public Key Infrastructure (PKI)** – refers to the system that uses digital certificates to identify, verify or sign documents and procedures.
20. **Spam** – electronic junk mail or an unsolicited bulk e-mail received that is unrelated to work and not otherwise justified.
21. **Standard Edition e-Mail** – GovMail accounts that have the following features: AJAX email, address book, calendar, task, briefcase application, advanced search and file indexing for large inboxes, S/MIME, integration with unified communication, POP/IMAP email, CardDAV, iCal, and CalDAV for contacts and

