National Oceanic and Atmospheric Administration

Policy Directive M-3
December 1st, 2011
Information Technology

NOAA Enterprise Messaging Policy

Office of Primary Responsibility: NOAA CIO Office
Certified by: NOAA CIO Council
Type of Issuance: Final

1. Policy: Employees utilizing directory, email, and electronic calendar services must use only the services provided by the NOAA Enterprise Messaging System (NEMS), the NOAA Enterprise Directory Service (NEDS), and NOAA Unified Messaging Service (UMS). NEMS and UMS services must be used in accordance with the NOAA Unified Messaging Operational Procedures (http://www.cio.noaa.gov/Policy_Programs/ciopol.html). This policy also outlines the Privacy expectations in working with the NEMS and UMS services.

2. Scope: This policy applies to all NOAA employees, contractors, and associates using directory, email, and electronic calendar services. It does not apply to the following:

- Directory services that are not related to email
- Email services that are not used for employee accounts
- Stand alone personal electronic calendar applications

3. Responsibilities:

The **Office of the NOAA Chief Information Officer** shall be responsible for maintaining the technical specifications including configuration specifications and user guidance.

The **Enterprise Messaging Committee (EMC)** is responsible for technical oversight of the NEMS Policy Guide including periodic review, documentation updates, and coordination of changes.

The **Messaging Operation Center (MOC)** is responsible for the administration of NOAA Enterprise Directory Services (NEDS) infrastructure and centralized legacy NEMS services.

The **UMS Project Manager** is responsible for the administration of UMS infrastructure through the UMS contract.

The **CIO Council** will maintain approval authority for modification to the NEMS Policy Guide.

The individual **Line and Staff Offices** shall be responsible for

- Maintenance and security of distributed messaging and directory infrastructure.
- Providing user support and ongoing training.
- Supporting any additional infrastructure necessitated by an approved waiver request.
- All responsibilities outlined in the NEMS Policy Guide (http://docs.nems.noaa.gov/nemsguidelines.html).

Waiver authority resides with the NOAA CIO. Any exception request must certify compliance with all applicable NOAA and DOC messaging policy. Waivers may be considered in cases where requirements for services or features are not available through the NOAA Enterprise Messaging System.

4. Privacy Policy: The intent of this policy to assure employees that lawful personal use outside of work time on personal equipment will not be a basis for disciplinary action by NOAA. This policy also protects NOAA employees from the consequences of inadvertent misuse of government resources, including NOAA's Unified Messaging Service / Google Apps for Government (GAfG).

1) Personal information, personal browsing history or files outside of the browser on any personally owned device such as home desktop, tablet, laptop, phone, or other communications device that accesses Google Apps for Government will not be observed or changed in any way by NOAA or DOC.

2) Neither NOAA nor DOC will track or retain search information, browsing histories or files outside the browser from a personally owned computer or other communications device while it is not connected to a NOAA network, even if that information is inadvertently associated with a NOAA Google Apps for Government ID.

3) Using a personally owned computer or other communications device for personal activity while it is not connected to a NOAA network, even if simultaneously logged in to Google Apps for Government, shall not be the basis for any NOAA or DOC sanction or disciplinary action as long as the use does not violate any other applicable law or regulation.

4) Inadvertent observation of material or content that would otherwise be prohibited by this policy shall not be the sole basis for any NOAA or DOC sanction or disciplinary action for NOAA IT personnel (including network or administrative support staff) who are performing official duties while supporting NOAA users.

5) Using or installing Google Apps for Government will not reduce, forfeit, or otherwise limit anyone's right to use or store information on their personally owned computer, personally owned communications device or personally owned computer networks. However, all relevant legal requirements and existing NOAA and DOC IT policies governing user conduct and the use of Government IT resources (e.g., rules about sending emails, sharing files, sensitive data, posting to NOAA sites, etc.) will apply when using Google Apps for Government.