

INTERNATIONAL ISLAMIC UNIVERSITY
MALAYSIA



Policy for Email Services

IIUM ICT POLICY DOCUMENT

PREPARED FOR:
International Islamic University Malaysia

PREPARED BY:
Information Technology Division

IIUM ICT POLICY

Document Change Log

| Release Version | Date | Pages Affected | Remarks/Change Reference |
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IIUM ICT POLICY

Responsibility and Activity Log

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1. OBJECTIVE

- 1.1 The objective of this document is to define the policy for IIUM email services provided by the University.
- 1.3 This policy covers all email services including account entitlement, security and misuse of email account.

2. TERMS AND DEFINITIONS

| Term | Definition |
|-----------------------------|---|
| IIUM | The International Islamic University Malaysia, otherwise known as the “University” |
| ICT | Information and Communication Technology |
| ITD | Information Technology Division |
| Email account | An email account is the location where mail is delivered. It is a combination of a login username and password and disk storage |
| University Authority | Any UMC members |

3. POLICY STATEMENTS

3.1 Email Entitlement

- 3.1.1 Email account is provided to all full-time staff, contract staff, academic trainee, active undergraduate and postgraduate students.
- 3.1.2 Other university email accounts must be requested through the ITD Director.
- 3.1.3 The official university email for staff shall have the domain *username@iium.edu.my*.
- 3.1.4 The official university email for student shall have the domain username@live.iium.edu.my.

3.2. Email as Official Records

- 3.2.1 Access to email is granted to facilitate the teaching and learning, research, academic, administrative and business activities of the University. The email remains the property of the University.
- 3.2.2 The email is considered as official communication for staff and student.

3.3 Email Security

- 3.3.1 A user is responsible for maintaining the security of his email account and password.
- 3.3.2 Access to the email content by third party is not allowed, unless it is approved by the university authority.
- 3.3.3 The email contents can be used in a court of law as evidence if the need arises.

3.4 Email Management

- 3.4.1 Individual email users are responsible for managing their own email account.
- 3.4.2 The university shall not be held liable towards any offensive or illegal contents in the user's email account.

IIUM ICT POLICY

3.5 Change of Email Address

3.5.1 An email address is not allowed to be changed.

3.6 The University reserves the right to:

3.6.1 Access to all University email for security and legal purposes.

3.6.2 Terminate any email account or privilege which uses unethical content.

3.6.3 Terminate the email service of staff that has resigned or is no longer working in IIUM, one month after end of service. Staff must do the migration of his or her email to another email account within one month after the end of his or her service in IIUM. However, a user can request to extend the access to the mailbox for a period not exceeding 90 days.

4. IMPLEMENTATION AND NON-COMPLIANCE

4.1 The Director of Information Technology Division holds the responsibility for the implementation of this policy and shall take necessary actions in the event of violation of this policy.

4.2 This policy is applicable to all staff and student of the University and any infringement of the policy may subject to disciplinary actions.

5. ENTITIES AFFECTED BY THIS POLICY

5.1 Staff members and students who are eligible for email services are affected by this policy.

6. MAINTENANCE OF POLICY

6.1 The Information Technology Division is responsible for the formulation and maintenance of this policy.

7. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES

This guideline shall be read together with the following or any documents which recently approved:

7.1 ICT Regulations

7.2 ICT Security Policy

7.3 Guideline for Email Spam