Information Technology Services

REQUIREMENTS FOR ALL_ACADEMIC AND ALL_GENERAL EMAILS PROCEDURES

<table>
<thead>
<tr>
<th>Date approved:</th>
<th>18 February 2009</th>
<th>Date Procedures will take effect:</th>
<th>On approval</th>
<th>Date of Next Review:</th>
<th>January 2015</th>
</tr>
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</table>

Approved by: Senior Manager, Business Services Unit

Custodian title & e-mail address: Senior Manager, Business Services Unit michele_grange@uow.edu.au

Author: Michele Grange

Responsible Faculty/Division & Unit: Information Technology Services Division

Supporting documents, procedures & forms of these procedures:
- All Mailing List Management Guidelines
- Mail Manager (Mailman) User Guide

References & Legislation:

Audience: Public – accessible to anyone

Expiry Date of Procedures: Not applicable

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1 Introduction / Background
1. In January 2005 the decision was taken to implement direct management of bulk emails submitted for transmission to the University of Wollongong “All” mailing lists.
2. This document summarises the requirements for postings to the “All” mailing list emails
3. The Guidelines that apply to the authorisation, format and content for postings to these lists are summarised in the All Mailing List Management Guidelines

2 Scope / Purpose
Not Available.

3 Definitions
Not Available.

4 Instructions
1. The All_Academic and All_General mailing lists are available for broadcasting information that is University academic or business related. This includes:
   a. information that affects the University’s on-going business;
   b. information concerning security or the safety of members of the University Community and its guests;
   c. news about the University;
   d. warnings of service failures that have an impact across the University Community;
   e. business timetables that affect the broad University Community;
   f. requests for voluntary support for important education/research activities; and
   g. advance notification of pre-planned service outages affecting large parts of the University Community.
2. Messages sent to the All_General and All_Academic mailing lists:
   a. must be submitted using the intranet Staff Messages interface.
   b. must be submitted by the nominated sender (Senior Executives, Deans and Directors may delegate this responsibility to the executive and personal assistants).
   c. can only be submitted by a current sponsored user account holder of the University of Wollongong.
   d. can only be submitted in plain text format only, not HTML.
   e. Must be submitted with the senders contact details included within the body of the email.
   f. should be limited to one page in length or less (if possible). Where the email would otherwise be lengthy, provide a URL to the additional information.
   g. Research related messages must have an ethics approval number – available from rso-ethics@uow.edu.au
   h. cannot include attachments. Any information that would normally be sent as attached should be directed to a URL.
   i. cannot be submitted from a computer with an address located outside of the
University's network. Emails submitted from the Staff Messages interface are internal.

j. cannot be submitted by a third party organisation except with prior approval by the Vice Principal (Administration) or Deputy Vice-Chancellor (Academic).

3. The content of emails for distribution over the “All” lists is the responsibility of the sender. Personal views, opinions or sentiments may not be appropriate for communication via this medium and may be denied.

4. The subject line of the message must clearly identify the content of the email and indicate the campus where relevant to a specific campus.

5. Emails that will not be published beyond the moderation process include the following.
   a. technically inappropriate emails such as emails that are oversize;
   b. all virus/SPAM generated emails that can be identified as being of that nature;
   c. personal notifications including farewells, or advertisements;
   d. Personal fundraising notifications, except for recognised University sponsored causes, eg UOWCares;
   e. job advertisements, excluding those submitted by Human Resources Division or those that have been approved by Human Resources Division;
   f. emails whose content is more appropriate for an alternate method of disseminating information, This applies where an alternate mailing list has been established for a specific purpose/audience and includes seminar notices and forums and debates;
   g. emails that do not specify a campus location where the message is campus specific;
   h. emails that fail the criteria set out in the University's IT Acceptable Use Policy and other related IT Policies (accessible on the University Policy Directory).

6. If not appropriate for the List, the sender will be notified with a request for modification or notification of an alternate method of disseminating the information. Emails that fail the IT acceptable use criteria will be referred to the appropriate authority within the University for review and possible disciplinary action.

7. For further information relating to the management of “All” mailing lists refer to the Guidelines for the Management of the All Mailing Lists.

5 Roles & Responsibilities

1. The Business Services Unit, ITS is responsible for the operations of the Staff Messages. If there is an academic or business issue affecting the appropriateness of the email for publication, the Director of ITS may seek the advice and direction of the Chief Administrative Officer (Administration) and/or the Deputy Vice-Chancellor (Education). Any appeal lodged against a decision taken by the Director ITS to deny publication, will also be reviewed by these two office holders.

6 Version Control Table

<table>
<thead>
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<th>Version Control</th>
<th>Date Effective</th>
<th>Approved By</th>
<th>Amendment</th>
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<tr>
<td>1</td>
<td>18 February 2009</td>
<td>Senior Manager Business Services Unit</td>
<td>Commitment of requirements to Procedure.</td>
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<tr>
<td>2</td>
<td>6 May 2009</td>
<td>Vice Principal</td>
<td>Migrated to UOW Procedure Template as per Policy Directory Refresh</td>
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### Requirements for All-Academic and All-General Emails Procedures

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<th>Author</th>
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<tr>
<td>3</td>
<td>9 March 2010</td>
<td>Senior Manager, Business Services Unit</td>
<td>Future review date identified in accordance with Standard on UOW Policy</td>
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<tr>
<td>4</td>
<td>26 August 2010</td>
<td>Vice-Principal (Administration)</td>
<td>Updated to reflect divisional name change from Personnel Services to Human Resources Division</td>
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<tr>
<td>5</td>
<td>8 January 2014</td>
<td>Senior Manager, Business Services Unit</td>
<td>Updated to address personal fundraising and subject requirements</td>
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