



Electronic Communication Policy
of
University of Kelaniya

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1. Introduction

University of Kelaniya (UoK) expects the use of electronic communications including for work-related purposes and, for sharing information and knowledge in support of its mission, goals and strategies. For this purpose, the University provides and supports electronic communications resources and services.

The University shall provide a @kln.ac.lk email address (Kelani Mail) and extends email access and privileges to its staff and students to use in connection with their work and studies in the University. All permeants academic staff and administrative staff shall be provided with accounts for collaborative platforms such as Zoom. These accounts should not be considered as a property of the individual user who is assigned an account. Further, UoK may use social media to communicate with its community as well as the public. All users of electronic communications should understand the responsibilities that accompany the use of these electronic communications.

2. Purpose

The purpose of this Policy is to:

1. Promote the use of electronic communication as an official means of communication within and outside of UoK;
2. Ensure that electronic communications resources provided by UoK are used for purposes appropriate to the mission, goals and strategies of UoK;
3. Prevent disruptions to and misuse of electronic communications resources and services provided by UoK;
4. Ensure that the users of UoK are aware that the use of electronic communications resources provided by UoK are subject to laws of the country and other UoK policies; and
5. Ensure that electronic communications resources are used in compliance with those laws and policies.

3. Scope

This Policy shall apply to:

1. All electronic communications resources owned or managed by UoK including the content of electronic communications, electronic attachments and transactional information associated with such communications;
2. All electronic communications resources provided by UoK through contracts and other agreements with UoK;
3. All users and uses of UoK electronic communications resources;
4. All electronic communications made by UoK users; and
5. All electronic communications records relating to teaching, learning, research and administrative activities in the possession of user UoK.

4. Definitions

The following terms are used in this Policy. Knowledge of these definitions is important to an understanding of this Policy:

Electronic Communication: Any communication that is broadcast, created, sent, forwarded, replied to, transmitted, stored, held, copied, downloaded, displayed, viewed, read, or printed by one or more electronic communications services, including but not limited to email, collaborative platforms, using social media and telephone.

Electronic Communications Records: Electronic transmissions or messages created, sent, forwarded, replied to, transmitted, distributed, broadcast, stored, held, copied, downloaded, displayed, viewed, read, or printed by one or several electronic communications services. This definition of electronic communications records applies equally to the contents of such records, attachments to such records, and transactional information associated with such records.

Electronic Communications Resources: Any combination of telecommunications equipment, transmission devices, electronic video and audio equipment, encoding or decoding equipment, computers and computer time, data processing or storage systems, computer systems, servers, networks, input/output and connecting devices, and related computer records, programs, software, and documentation that supports electronic communications services.

Electronic Communications Services: Any messaging, collaboration, publishing, broadcast, or distribution system that depends on electronic communications resources to create, send, forward, reply to, transmit, store, hold, copy, download, display, view, read, or print electronic records for purposes of communication across electronic communications network systems between or among individuals or groups, that is either explicitly denoted as a system for electronic communications or is implicitly used for such purposes.

5. Provisions and Conditions

UoK shall encourage the use of electronic communications resources for legitimate and authorized academic, research and administrative purposes and makes them widely available to staff, students and other relevant parties. To ensure the reliable operation of these resources, their use is subject to the following:

1. Email is an official means for communication within UoK unless otherwise prohibited by law. Staff may use or distribute a work-related email or other electronically stored information only as is appropriate in the performance of the employee's work responsibilities. The University views communication via email to constitute being duly informed for staff and students
2. UoK reserves the right to send official communications to staff and students via email. In the event of an emergency, the University shall utilize all available communication mechanisms including email to reach staff, students and other relevant parties.
3. Staff and students shall check their Kelani Mail accounts on a frequent and consistent basis to stay current with UoK related communications. Failure to receive or read official communications does not absolve the staff or student from knowing and complying with the content of such official communications.

4. The staff of the University shall use Kelani Mail for communication purposes and are not allowed to conduct official UoK business via private (unofficial non-Kelani Mail) email accounts unless specifically authorized.
5. Although staff and students can use their individual Kelani Mail accounts for personal communication subject to conditions specified in this document, email accounts provided to administrative positions should not be used for personal communication.
6. Wherever provided, official email addresses shall be used for official correspondence. Where official email addresses are provided, use of personal emails or private (non-Kelani Mail) email addresses for official purposes is a breach of this policy.
7. When UoK staff communicate with external parties, the external party is also expected to the official email provided to them.
8. The Kelani Mail system shall be a delivery system for communication and does not constitute a long-term storage system for documents delivered by email. Therefore, the email system ought not to be relied upon for the long-term retention of official records of the University. UoK provides storage systems outside of the email system for long-term retention.
9. All emails sent through UoK systems and network must accurately show from whom the email originated. Should not alter email headers to maliciously conceal or misrepresent the source of a message.
10. Distribution of an electronic message including but limited to email, text message to the entire or a substantial portion of the University community will be allowed only to selected parties to be used appropriately.
11. All emails received and sent by official Kelani Mail accounts provided to administrative positions will be preserved as records may likely to be required to access later for business purposes, use as evidence, either now or in the future, and for auditing purposes, etc.
12. All UoK systems including but not limited to Authentication systems, CAL, Zoom, etc. should use Kelani Mail addresses only.
13. Collaborative platforms such as Zoom can be used to conduct or participate in official meetings of UoK provided prior permission for this purpose being granted by relevant authorities.
14. Appropriate precautions such as including passwords to join, monitoring participants, limiting the circulation of the meeting links, getting users to log into the system, etc. should be taken when conducting confidential meeting through collaborative platforms.
15. Contents of all electronic communications shall conform to laws of the country and UoK policies regarding the protection of privacy, intellectual property, copyright, patents and trademarks
16. Electronic communications resources should not be used for any purpose restricted or prohibited by laws of the country, regulations or policies.
17. Using electronic communications resources for monetary gain or for commercial, religious, or political purposes that are not directly related to the mission of UoK or otherwise authorized by an appropriate authority of UoK should be prohibited and such actions are subject to disciplinary actions.
18. The receiving party(ies) should be advised of official email addresses on which to reply.

Where external parties send emails to personalized email addresses, the receiver of such emails must forward them to the official email account.

19. All emails should have a name and a signature in the body of the email.
20. Usage that directly or indirectly causes strain on the electronic communications resources shall be prohibited and such actions are subject to disciplinary actions.
21. Capturing, opening, intercepting or obtaining access to electronic communications, except as otherwise permitted by the appropriate authority of UoK shall be prohibited and such actions are subject to disciplinary actions.
22. Using electronic communications to harass or intimidate others or to interfere with the ability of others to conduct UoK business shall be prohibited and such actions are subject to disciplinary actions.
23. Users of electronic communications resources shall not give the impression that they are representing, giving opinions or otherwise making statements on behalf of UoK unless authorized to do so.
24. Directly or by implication, employing a false identity (the name or electronic identification of another) shall be prohibited and such actions are subject to disciplinary actions except, in an event an officer directing an employee to use the officer's identity to operate or transact UoK system or business for which the officer is responsible. In such cases, an employee's use of the officer's electronic identity does not constitute a false identity.
25. A user of the UoK electronic communications services may not use a pseudonym (an alternative name or electronic identification for oneself) for privacy or other reasons unless authorized by an appropriate authority of UoK for business reasons.
26. Unauthorized access to electronic communications or breach any security measure shall be prohibited and such actions are subject to disciplinary actions.
27. Using email or other forms of electronic communications to send chain letters, obscene messages, harassing messages, and unsolicited political messages shall be prohibited and such actions are subject to disciplinary actions.
28. Using all forms of communication that violate University policies, rules and regulations or is otherwise used for any illegal purpose shall be prohibited and such actions are subject to disciplinary actions.
29. UoK or services providers who provide email services to the University may employ automated systems to reduce the amount of unwanted "junk" mail. It is known that this may on occasion reject a valid email.
30. If any confidential content in a file is sent as an attachment through email or other forms of electronic communication, the file should be protected with a strong password and the password should be communicated to the recipient of the message through a different form of communication.
31. Under no circumstance must internal correspondence, or any correspondence addressed to an UoK employee is copied to any external person or officeholder.
32. Social media should not be used to transmit confidential information.
33. The University's Information Security Policy shall apply for all forms of electronic communication.

6. Expectation of Privacy

UoK shall operate the electronic communication systems with full respect for privacy and confidentiality as per relevant laws, regulations, and University policy.

If the law enforcement authorities make an official request from the Registrar of the University or as part of an official investigation by the University, the University reserves the right to monitor and/or log activities of users using UoK IT systems. This includes, but is not limited to, files, data, programs and electronic communications records. The opinion of the Legal officer of the University must be taken before initiating such actions. Wherever possible, users will be informed in writing prior to taking such actions. If the Legal officer of the University is of opinion such notifications detrimental to the investigations, the University may access and/or monitor user records and/or activities without prior notification with the written approval of Vice-Chancellor of the University. Council of the University must be informed about such investigations.

Further, information stored, created, sent or received via UoK IT systems is potentially accessible under the Right to Information Act, No. 12 of 2016.

7. Enforcement

Reports of problems or violations should be informed to the Director, ICT Center by emailing dictc@kln.ac.lk

Violations of UoK information technology policies including electronic communication policy may result in appropriate disciplinary measures in accordance with the law of the country as well as regulations and policies of UoK.

For purposes of protecting the UoK network and information technology resources, Information and Technology Centre of the University may temporarily remove or block any system, device, or person from the UoK network that is reasonably suspected of violating this Electronic Communications Policy to maintain business continuity and information security.

8. Disclaimer

UoK disclaims any responsibility for and does not warrant information and materials residing on non-UoK systems or available over publicly accessible networks. Such materials do not necessarily reflect the attitudes, opinions or values of UoK, its staff or students.

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Guidelines

Authorized personnel to send emails to restricted distribution lists

All permanent academic staff - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC

All HoDs - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC

All temporary academic staff - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC

Faculty permanent academic staff lists - Dean of the faculty, Director/ICTC, AR/SAR of the faculty

Faculty temporary academic staff lists - Dean of the faculty, Director/ICTC, AR/SAR of the faculty

Executive (Admin) staff - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC, Registrar

Executive (Finance) staff - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC, Bursar

Academic Support staff - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC, Registrar

Non-Academic (TO, MA) - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC, Registrar

Non-Academic (WA, LA) - Vice-Chancellor, Deputy Vice-Chancellor, Director/ICTC, Registrar

Members of official committees - Director/ICTC, Secretary to the committee

Authorized personnel to send text messages using SMS Gateway

Director/ICTC, Director/Media unit, Executive staff authorized by the Registrar

Responsible personnel for official electronic communication media/channels

University Website - Webmaster

Official Facebook page of the university - Director/ Medial unit

Official Twitter account of the university - Director/ Medial unit

Official LinkedIn page of the university - Director/ Medial unit

Official YouTube channel of the university - Director/ Medial unit

Other social media adopted by the university - Director/ Medial unit