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HQ AIR UNIVERSITY (AETC)

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Communications and Information

ELECTRONIC MAIL (E-MAIL) MANAGEMENT AND USE

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 33-119, 1 March 1999, is supplemented as follows. A star (é) indicates changes since previous edition. This information applies to Air University, 42 ABW, and tenant organizations.

1. This supplement addresses the generation, transmission, and storage of electronic data, of which E-mail is one type. This guidance applies to all AU organizations (less AFIT).

2.8.8. (Added) (AU) When using automatic response (for example, "I'm out of the office") messages, individuals should program responses to be generated only when incoming messages are addressed specifically to them.

3.3.3.5. (Added) (AU) Committees and working groups are encouraged to develop and maintain membership address lists to facilitate communication among the group. Similarly, when a message is intended for a known audience of E-mail users (regardless of size), the sender should refrain from sending mail to the entire base population.

3.3.3.6. (Added) (AU) Broadcast E-mail or the use of base-wide address lists creates a significant burden on the base network and should be reserved for official, time-sensitive information. In other cases, consider the base newspaper or base bulletin as alternative methods of disseminating information. When used, broadcast E-mail should adhere to these guidelines:

3.3.3.6.1. (Added) (AU) Broadcast messages should be released under the authority of the same individual who would ordinarily sign a paper copy. In most cases, this is the squadron commander or appropriate staff agent. Public Affairs (HQ AU/PA) is the appropriate staff agent to disseminate information regarding community activities or civic organizations.

3.3.3.6.2. (Added) (AU) Under no circumstances should the sender of broadcast E-mail request return receipts.

3.3.3.6.3. (Added) (AU) Use of Urgent priority (red envelope) transmission should be reserved for emergency situations or extremely time-sensitive information.

3.3.3.6.4. (Added) (AU) When feasible, broadcast messages should be transmitted during non-duty hours to reduce the burden on network traffic.

4.4. (Added) (AU) To present a professional appearance and keep file size to a minimum, E-mail users should avoid the use of large, colored, or elaborate fonts in their official communications. The standard is Arial font, black or blue, 10 or 12 point on a plain background. Exclude decorative borders, background designs, clip art, animation, and unnecessary graphics. Professional slogans may be included at the bottom of the E-mail. A signature block containing name, rank, duty title and telephone number is also recommended.

8.4.2.1. Records Management (42 CS/SCBR) is responsible for approving all electronic record keeping systems. Organizations implementing formal electronic file storage and retrieval procedures or commercial document management software must first get approval from the 42 Communications Squadron Commander (42 CS/CC) to ensure the solution meets federal record keeping requirements.

é8.4.3.3. (Added) (AU) The Unit Computer Manager (UCM) is responsible for removing electronic records stored on their hard drives before turning in automated data processing equipment (ADPE). Functional Area Records Managers (FARM) and AFI 37-138, *Records Disposition—Procedures and Responsibilities,* can provide users guidance regarding destruction of electronic records.

9.4.8. (Added) (AU) **Electronic Files and Networked Resources.** Most organizations provide some method of storing and sharing files across the network. Users should ensure sensitive information stored and shared electronically (for example, OPRs and EPRs, award nominations, disciplinary actions, etc.) is protected from inadvertent access by others. Consider storing such information on properly marked floppy diskettes.

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