

PART 2006 - MANAGEMENT

Subpart W - Policies for Rural Development E-Mail

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Part 2006 - MANAGEMENT

Subpart W - Policies for Rural Development E-Mail

§ 2006.1101 Purpose.

This Instruction establishes policies and procedures to ensure the quality of e-mail correspondence in Rural Development. The first procedure entails the use of official e-mail lists, including ensuring that replies are properly directed to the intended recipient. The second procedure concerns participation in the Chief Information Office's (CIO), Customer Services Division (CSD) e-mail list maintenance service.

§ 2006.1102 Applicability and Scope.

This Instruction applies to the use, modification or development of official e-mail lists which have been developed and are maintained by CSD.

§§ 2006.1103 - 2006.1104 [Reserved]

§ 2006.1105 Policy.

The newsbox e-mail lists are the official lists to issue official directives such as Administrative Notices and unnumbered letters. A message must be posted to the mailbox using the same procedure as when sending mail to other people. The list address is the name of the list, followed by the name of the server where it is hosted. See Exhibit A to select the list name and address. Please keep in mind that authority to use specific lists must be obtained prior to that list's use.

(a) The newsbox server utilizes the LISTSERV software which does not provide a message delivered receipt to the sender. Therefore, if an acknowledgement is required, please request the recipient to send a message to a designated contact person. Users should be advised that the "Reply" feature does not respond in the same manner as it does on your personal mailbox. Using the "Reply" feature through the LISTSERV sends the comment or reply to **all** recipients on the list not just to the person generating the message. To ensure that responses are received by the intended recipient, please add the following statement at the top of the message being sent:

*******Please Do Not Reply To This Message*******

If you reply to this message, your private comment will not reach the intended recipient. Send your reply to (insert contact's name, phone number, e-mail address, etc). Thank you.

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(b) Below the above statement, the sender must include another statement that indicates who the electronic mail message is addressed to. Your statement should contain the Purpose Name associated with the e-mail address for the List Name that you selected. **Example:** On the "TO" line, the sender keyed in the following e-mail address from Exhibit A: allrdoemp@newsbox.usda.gov. The statement would read as follows:

This electronic mail message has been sent to All Employees in Washington D.C.

(c) After submitting the e-mail message, the message will be held by the LISTSERV server on USDA's newsbox system until its release is approved by the list owner. The sender will receive a message similar to the following:

Example: "Your message dated Mon, 22 Mar 2005 14:51:56 - 0500 with the subject "Vacancy Announcement" has been submitted to the moderators of the AO list."

(d) The e-mail list moderator receives and releases all incoming messages. The moderator decides whether to post the message to all the members or to reject the message. To avoid having a request rejected, users should obtain proper clearances before attempting to send a message. If the message has not been approved prior to submission, the moderator will notify the sender that his/her message was rejected. If the message has been approved, the moderator will notify the sender that their message was released.

§ 2006.1106 Responsibilities.

(a) Customer Service Division (CSD). The CSD will:

- (1) Perform quarterly reviews and updates to all Rural Development e-mail lists.
- (2) Use a Gains & Losses report provided by the Human Resources Division as the basis to keep the "all Rural Development National Office Employees" list accurate and complete. Volunteers and contractors will not be included in the Gains and Losses report.
- (3) Utilize an e-mail management software program called LISTSERV. LISTSERV has made it easy to administer e-mail lists, by automating the functions that would otherwise have to be done manually.

§ 2006.1106(a) (Con.)

(4) Maintain a master inventory (Exhibit A) of all current and approved e-mail lists that identifies the "List Owner" within a defined organizational entity, the purpose of the list, and who may use the list.

(5) Support "Special Purpose" mail lists (e.g. Administrative Officers, National Office Officials) as a service to Rural Development employees and offices that are located in Washington, DC. These lists will be updated and maintained by designating the owner for each "Special Purpose" list who will approve list changes and send change requests (i.e., forms) to Customer Services Division.

(b) Owners of E-Mail Lists. The designated owners will:

(1) Be responsible to ensure that the list is used according to Rural Development and Departmental policies, as well as for following the established clearance process, discussed more fully in the section below.

(2) Follow the process discussed on Page 5, to establish who may use the list, and to change information pertaining to an existing e-mail list.

§§ 2006.1107 Section 508 Compliance. (Added 04-20-09, SPECIAL PN.)

(a) Overview. "Section 508 Compliance" is a term used to describe the general minimum requirements needed for documentation, audio, and video material distributed via electronic means to be accessible by individuals who may have a disability. Organizational units within Rural Development are required to ensure that all electronic postings and attachments used in official correspondence, posted to Rural Development websites, and distributed via e-mail as defined in RD Instruction 2006-W comply with the applicable Section 508 requirements.

(b) Responsibility. Personnel distributing content via official Rural Development e-mail lists are responsible for ensuring that material meets Section 508 Compliance by either including the original text within the e-mail or ensuring that an accessible version of the material is also included.

(1) All file types are required to meet Section 508 compliance requirements. To simplify the steps necessary to ensure compliance, all Portable Document Format (PDF) files are to include the original version of the content. If an image is included within a MS Word document, steps must be taken to fully describe the image using the alternative text feature. Content authors are required to test prior to distribution and/or posting to ensure compliance requirements are being met.

(2) The Chief Information Officer, CSD is responsible for managing the release of all official correspondence distributed through the Rural Development group e-mail boxes and associated lists. CSD will notify the originator when the attachment is not an accessible version. Once an accessible attachment is received, CSD will start the approval process required for release.

§ 2006.1108 [Reserved]

§ 2006.1109 Official Correspondence via E-mail.

Official correspondence includes but is not limited to Official Announcements, unnumbered letters and Administrative Notices. Any and all correspondence that is sent to all Rural Development employees is official correspondence.

(a) Authors of official correspondence must follow established clearance procedures. Authors must obtain approval as outlined in RD Instruction 2006-A and RD Instruction 2006-D for all official correspondence, including those sent via e-mail.

(b) Upon final approval, the correspondence will be released to the author for distribution. The author will e-mail the correspondence to the appropriate list as defined in Exhibit A annotating the electronic mail statement with the date, time and organization. The CSD will obtain the authorization to release the message from the appropriate list owner.

§ 2006.1110 Unofficial Correspondence via E-mail.

The CSD adheres to all official policies for unofficial correspondence. These policies are described in the Departmental Regulation 3300-1, and are as follows:

(a) "The use of telecommunications equipment and services (telephones, facsimile, electronic messaging, computer equipment, and the Internet) by all USDA employees shall be in accordance with the requirements of 5 C.F.R., Part 2635, Subpart G, Sections 704 and 705, and the United States Office of Government Ethics document, Standards of Ethical Conduct for Employees of the Executive Branch.

(b) This policy authorizes the limited personal use of telecommunications resources by USDA employees in the workplace on an occasional basis provided that the use involves minimal expense to the Government and does not interfere with official business. Occasional personal use of telecommunications resources shall normally take place during the employees' personal time. Telecommunications resources and official time shall not be used to earn outside income. Employees shall not use telecommunications resources or official time for private gain. Employees shall exercise common sense and good judgment in the personal use of telecommunications resources. Official Government business always takes precedence over the personal use of telecommunications resources.

(c) While the occasional use of telecommunications resources in moderation is acceptable, uses not conforming to this order are strictly prohibited. So, employees are expected to conduct themselves professionally in the workplace and to refrain from using telecommunications resources for activities that are inappropriate or offensive to co-workers or the public, such as the use of sexually explicit materials or remarks that ridicule others on the basis of race, creed, religion, color, sex, handicap, national origin, or sexual orientation. Pursuant to the authority vested in the Inspector General Act, 5 U.S.C., appendix 3, section 1-12, the Office of Inspector General is exempt from the provisions in this directive for mission-related activities only."

§§ 2006.1111 - 2006.1112 [Reserved]

§ 2006.1113 Development and Maintenance of E-mail Listings.

(a) To create an official Rural Development e-mail list, it must be approved by a Division Director or above and the list "owner" must be identified. That individual is the point of contact for that specific list and is responsible for the list contents and authority to use the list. The list owner should complete the form in Exhibit B and submit it via e-mail to ra.dcwashing3.rdlistrelease; or deliver to CSD, Room 2113, USDA-South Building and/or via FAX (202) 692-0046. The CSD will incorporate changes within 10 work days of request receipt date. The request should include the following:

- (1) List name
- (2) List members' names
- (3) List members' e-mail addresses
- (4) List purpose

(b) To modify an official Rural Development e-mail list, it must be requested by the owner of that particular e-mail list. The list owner should complete the form in Exhibit C and submit it via e-mail to ra.dcwashing3.rdlistrelease, or deliver to CSD, Room 2113, USDA-South Building and/or via FAX (202) 692-0046. CSD will incorporate changes within 3 work days of the request receipt date.

- (1) On Exhibit C, indicate the e-mail list you wish to change. Select a change description category and complete the requested information. Multiple requests may be included on the submitted form.
- (2) To create a new user, the request must include correct spelling of user's name and e-mail address. If user's name is different from the e-mail address, please include both.
- (3) To delete an existing User, indicate how the user's name and e-mail address appears in the current list.

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(4) To revise an e-mail list, the request must include the current user's name, e-mail address and the revised information.

(5) Division Directors may submit Exhibit C to CSD for volunteers and contractors to be added to the all Rural Development employee listing.

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E-Mail Address Lists for Rural Development

All Employee Lists:

<u>List Name</u>	<u>Owner</u>	<u>Purpose Name</u>	<u>Authority To Use</u>
allrdnoemp@newsbox.usda.gov	DAOM	All employees in Washington, DC	DAOM
allrdstlemp@newsbox.usda.gov	DAOM	All employees in St. Louis, MO	DAOM
allrdfieldemp@newsbox.usda.gov	DAOM	All employees in Field Offices	DAOM
omallwdc@newsbox.usda.gov	DAOM	All Operations and Management employees Washington, D.C.	DAOM
omallstl@newsbox.usda.gov	DAOM	All Operations and Management employees St. Louis, MO.	DAOM
alldcbue@newsbox.usda.gov	Union	All DC Bargaining Union Employees	Union

Special Purpose Lists:

<u>List Name</u>	<u>Owner</u>	<u>Purpose Name</u>	<u>Authority To Use</u>
rdusec@newsbox.usda.gov	Under Secretary	Under Secretary's Staff	DAOM USEC Staff
statedirs@newsbox.usda.gov	DAOM	State Directors	DAOM
regs@newsbox.usda.gov	Director Support Services Div.	Regulations	Support Services Div.
ao@newsbox.usda.gov	DAOM	Administrative Program Directors	DAOM

<u>List Name</u>	<u>Owner</u>	<u>Purpose Name</u>	<u>Authority To Use</u>
ffisfield@newsbox.usda.gov	CFO Budget Division	FFIS users in field offices	Budget Division
ffisnat@newsbox.usda.gov	CFO Budget Division	FFIS users in Washington, D.C.	Budget Division
dcsupv@newsbox.usda.gov	Director Mission Area Personnel Services Div.	Supervisors in Washington, DC	Human Resources
mco@newsbox.usda.gov	Director Financial Management Division	Management Control Officers	Financial Management Division
noofficials@newsbox.usda.gov	DAOM	National Office Officials	DAOM
hrm@newsbox.usda.gov	HR	Human Relations Managers	HR
stc@newsbox.usda.gov	HRTD	State Training Coordinators	HRTD
itstaff-wdc@newsbox.usda.gov	Director Services Division	Chief Information Office Staff Washington, D.C.	Customer Services Division
Itstaff-stl@newsbox.usda.gov	Director Services Division	Chief Information Office Staff St. Louis, MO.	Customer Services Division
statefbnp@newsbox.usda.gov	DAOM	State Faith Based and Neighborhood Partnerships	DAOM
Program-area-liaison@newsbox.usda.gov	Director Customer Services	Rural Development Program Area Liaisons	Customer Services Division

<u>List Name</u>	<u>Owner</u>	<u>Purpose Name</u>	<u>Authority To Use</u>
foiapocs@newsbox.usda.gov	AAPAS/SSD	FOIA Coordinators	AAPAS/SSD
tca-opc@newsbox.usda.gov	SSD	Travel Card Agency/Org. Program Coord.	Support Services Division
pics@newsbox.usda.gov	LAPAS	Public Information Coordinators	LAPAS
Scrm-c@newsbox.usda.gov	CRS	State Civil Rights Managers and Coordinators	Civil Rights Staff
PLCDISTR@newsbox.usda.gov	BU	Program Loan Cost Distribution	BU
SOECMCONTACTS@newsbox.usda.gov	O&M	State Office Enterprise Content Management Contacts	O&M
AgencyAdm@newsbox.usda.gov	DAOM	Agency Administrators	DAOM

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NEW E-MAIL LIST REQUEST

Email List Owner Information:

Name _____

Organization _____ Division _____ Branch _____

List Purpose _____

Telephone Number _____ Request Date _____

Proposed New List Name _____

Division Director's Name/Signature _____

New Members:

List New Member E-Mail address and name in MSWord format:

(EX. John.doe@usda.gov John Doe)

Total New Members _____

Deliver completed request to Customer Services Division, room 2113, South Building or via e-mail to ra.dcwashing3.rdlistrelease

CSD USE ONLY:

Date Request Received _____

Date Request Completed _____

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E-MAIL LIST CHANGE REQUEST

Email List Owner Information:

Name _____

Telephone Number _____ Date _____

List Information:

Name of List Requiring Change _____

Change Information: (Select Appropriate Box)

Submit request to Customer Services Division (CSD), Room 2113 or via e-mail to ra.dcwashing3.rdlrelease
If you need assistance, please contact CSD on (202) 692-0069

Add a New Member Delete an Existing Member

Member's Name _____
(Only complete if different from e-mail name)

Member's New Name and/or E-mail address _____

Change an Existing Member

Member's Former Name and E-mail Address:

Member's New Name and/or New E-mail Address:

Other Changes (Please Describe)

CSD Use Only:

Date Request Received _____

Date Request Completed _____