

## **ANNEX “A”- ADDITIONAL GUIDELINES ON THE USE OF THE PNP e-MAIL SYSTEM**

### **1. DEFINITION OF TERMS:**

- a. Attachment – A file attached to an e-mail message.
- b. Bcc – Stands for “Blind Carbon Copy.” Means a copy was furnished to the e-mail account without those in the “cc” knowing it.
- c. Cc - Stands for “Carbon Copy”. Means a copy was furnished to the e-mail account.
- d. Domain – A group of computers and devices on a network that are administered as a unit with common rules and procedures. Within the Internet, domains are defined by IP address (ex. [pnp.gov.ph](http://pnp.gov.ph)).
- e. DOST-ICTO - Stands for Department of Science and Technology-Information and Communications Technology Office. This office serves as the implementing agency that shall administer, operate, and maintain the Government Website Hosting Services (GWHS) 24/7.
- f. E-mail Protocol – A set of generally accepted practice in transmitting, replying, and making e-mail messages.
- g. Government Web Hosting Service (GWHS) – The Integrated Government Philippines (iGovPhil) Project provides a web hosting service to government entities, thus, allowing government websites to be housed under one roof.
- h. Office Account – An official e-mail account assigned to a particular PNP office using the name of the unit as naming convention (**ex. [itms@pnp.gov.ph](mailto:itms@pnp.gov.ph)**).
- i. Official Account – An official account maybe an office or personalized email account assigned to a specific office or individual that will be used for official communications and transactions.
- j. Personalized Account –An official e-mail account assigned to an individual police personnel using his/her first and last name as naming convention (ex. [rafael.crame@pnp.gov.ph](mailto:rafael.crame@pnp.gov.ph)).
- k. Security Protocol - A set of generally accepted practice to ensure the protection of data in the e-mail system.

### **2. GUIDELINES:**

- a. Security Protocol
  - 1) The PNP e-mail system will be under the sub-domain <http://mail.pnp.gov.ph>. Only ITMS shall be authorized to activate and deactivate official e-mail accounts. Created e-mail accounts shall only be used for official communications. Any security breach or unauthorized use or access of the e-mail facility shall be immediately reported to ITMS for damage control if needed and/or for appropriate action by Anti-Cybercrime Group (ACG);
  - 2) Specific users may be held liable for intentional forwarding/sending libelous, defamatory, offensive, racist, obscene remarks, or attachment that contains a virus;

- 3) Users are strictly prohibited to forward/send unsolicited e-mail messages or attachments. Users must not forge or attempt to forge e-mail messages as well as disguise and attempt to disguise identity when sending e-mail;
- 4) Users must not support or forward chain messages that might cause dense traffic to the e-mail system;
- 5) All e-mail accounts maintained in our e-mail systems are property of the PNP; e-mail can be monitored without prior notification if the PNP deems it necessary. If there is evidence that a user is not adhering to guidelines, the PNP reserves the right to take disciplinary action, including legal action, or termination of account;
- 6) Password should not be given to other people and should be changed every 90 days. Users must also sign-out when not using the e-mail. E-Mail accounts not used for 180 days will be deactivated and possibly deleted;
- 7) Personalized e-mail account may be used by concerned PNP personnel while in the active service unless said account is deactivated sooner;
- 8) An e-mail account that needs to be deactivated shall be properly communicated to the Office/Unit Admin Officer. Prior to the deactivation, all official communications in the mailboxes that have long-term business or historical value shall be downloaded and printed (if possible) for safekeeping. Disposal of any information should be in accordance with the guidelines set by the Directorate for Intelligence (DI). After an e-mail account is deactivated, Admin Officer shall request ITMS for the deactivation of the e-mail account and its replacement if necessary; and
- 9) ITMS shall be the Office Primarily Responsible (OPR) for the implementation of this security protocol.

b. e-Mail Protocol and Procedure

- 1) Apart from the usual "Chain of Command" protocol, communications must be subject to the following e-mail protocol:
  - a) Address all communications to mail.pnp.gov.ph email accounts of various offices and/or officers;
  - b) Start your opening statements with Courtesy (Ex. Dear Sir, Dear Madam, Respectfully furnished for your ready reference and information is... etc.);
  - c) e-Mail accounts should be opened at least **5x a day** on or about the following time: **8:00 AM/11:00AM/1:30 PM/3:00 PM/5 :00 PM**  
  
And 3x a day on weekends: **8:00 AM/1:00 PM/5:00 PM**
  - d) Officers/offices/units that are direct recipients of an email (To:) must mandatorily acknowledge receipt of the email and respond to the same. Those that have been copy furnished (Cc) only need not acknowledge and respond but may give

relevant comments;

- e) Avoid attachments except for multiple documents that need to be brought to the attention of concerned officer/offices/units;
- f) Only the main text of the memo must form part the body of the email (cut and paste is allowed). Omit the heading/letter head;
- g) Use of personalized account – the head of office must use their personal account in sending communications to higher offices unless the report is recurring or routine in which case, the responsible officer may send the same using the office account concerned. This, however, will not excuse the head of office from checking the correctness of the report before sending the same;
- h) When communications are sent through office accounts, the sender must indicate his full name in order to institutionalize a way of knowing whom to recognize or acknowledge when replying to emails;
- i) Do not click “Reply All” when replying to emails that require plain acknowledgement except when there are inputs for the benefit of other recipients; and
- j) End the e-mail with appropriate e-mail complimentary close (Regards, Best regards, Warm regards, Cheers etc).
- k) The following communications could be e-mailed to the PNP Command Group.
  - k.1) Weekly Significant Activities Communications for the week;
  - k.2) Conference notices;
  - k.3) Calendar of Activities;
    - k.3.1) Daily;
    - k.3.2) Weekly; and
    - k.3.3) Daily D-Staff Activities.
  - k.4) D-Staff Weekly, Monthly, or required Statistics that could be published for information of D-Staff, CG, TCDS;
  - k.5) Memorandum Compliance to directives;
  - k.6) Report on Significant Incident;
  - k.7) Announcements; and
  - k.8) After activity, meeting, conference, symposium, and similar engagement Reports and Special Reports but only essential attachments not exceeding two pages should accompany such reports.
  - k.9) The following can be an attachments:
    - k.9.1) Program;
    - k.9.2) Only one picture; and
    - k.9.3). List of participants.
  - k.10) In addition, the report itself:
    - k.10.1) Must not be more than two pages except when extremely necessary to emphasize certain points; and
    - k.10.2) Must be direct to the point and substance of the subject avoiding emphasis on who delivered the opening and closing statements and similar discussions.
- l) The OTCDS through OSDS shall be the Office Primarily

Responsible for the implementation of this e-mail communication protocol.

- c. Communication flowchart (Annex "B")
- d. All PNP Offices/Units shall provide their respective necessary equipment and internet connection for this system.
- e. TCDS through SDS and D, ITMS may amend the e-mail and security protocols, respectively, as necessary subject to publication requirement.
- f. ITMS shall coordinate with DOST-ICTO for the migration of the PNP e-mail hosting service.

**3. TRANSITORY PROVISION:**

- a. There shall be a trial period for three months for the use of this e-mail system at the level of the NHQ Command Group, Directorial Staff, and Personal Staff using the office and personalized e-mail accounts.
- b. ITMS shall conduct basic training to Administrative Officers and IT Officers of CG, D-Staff, PROs, and NSUs on the use of the PNP e-mail system.
- c. Key personnel who will be given personalized e-mail account shall ensure the availability of their smart phones for configuration.