

## Voice Mail Use / FIN-ITS-006

### I. Purpose of the policy

Voice Mail services are provided to the Plymouth State University (PSU) community in support of the teaching, learning and mission of the University, along with supporting the administrative functions necessary to carry out that mission. Users of University Voice Mail services are expected to always act in accordance with the Acceptable Use Policy (AUP) and with professional and personal courtesy and conduct.

### II. Applicability and Authority

This policy covers the use of any Voice Mail received on a PSU phone extension and applies to all employees, vendors and agents operating on behalf of the University.

### III. Detailed Policy Statement

Persons may not use Voice Mail in violation of USNH or PSU policies, or local, state or federal laws. This includes, but is not limited to:

- Stalking, harassment (including sexual harassment), or other unlawful activity.
- Fraudulent acts, including the use of a deceptive alias to disguise one's true identity.
- Any use of PSU resources for personal commercial gain, solicitation for self or other promotion except in cases of officially sanctioned University activities.

### IV. Procedures

- General
  - i. Any communications may become the subject of litigation. As such, disclosure may be granted pursuant to any subpoena filed for such a purpose upon direction from the Chief Information Officer (CIO) or any Principal Administrator.
  - ii. Upon employee termination, resignation, or withdrawal, these materials remain the property of the University and any associated Voice Mail

Plymouth State Policy

Policy Title: Voice Mail Use

Effective date: 08/11/2014

Last Revision: 06/24/2014

Contact information: [helpdesk@plymouth.edu](mailto:helpdesk@plymouth.edu); (603) 535-2929

account(s) will be terminated. All information not retained by PSU will be deleted.

- iii. Voice Mail accounts may be accessed by system administrators for the purposes of maintenance, forensics, and/or to support investigations. ITS reserves the right to filter, reject, preserve and/or remove from PSU systems, any voice mail that is suspected to contain harmful or inappropriate content.
- iv. Upon receiving an appropriately authorized written request from Human Resources, the Chief Information Officer (CIO) or Chief Security Officer (CSO) can grant access to a users' Voice Mail to support an official investigation.
- v. In-coming or intra-campus Voice Mail related to official business of PSU shall be addressed to an official university-provided voice mailbox and shall not be sent or forwarded either manually or automatically to any third-party Voice Mail service.
- vi. PSU employees shall only use the PSU Voice Mail system for conducting official university business.
- vii. The use of private or third-party systems for official business is prohibited. Where telephones are not provided by PSU, as would be the case with adjunct faculty and cellular phones, Principal Administrators may authorize the use of private or third-party Voice Mail.
- viii. No Voice Mail messages will be systematically archived. It is the sole responsibility of end users to save, delete and manage messages in their mailboxes.

## V. Non-compliance

Members of the PSU community who violate this policy may be denied access and be subject to the disciplinary action within and outside the University.

## VI. Definitions

AUP Acceptable Use Policy

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USNH University System of New Hampshire

VII. Related Policies / References for More Information

- Acceptable Use Policy
- Sensitive and Confidential Information Policy

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