

**CITY of AUSTIN Administrative Bulletin**



**Title**                    **CITY ELECTRONIC COMMUNICATIONS**

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**Prepared by**        **Human Resources Department**

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**Date**

**Manager's**  
**Approval**            

**PURPOSE**

**I. Purpose**

To establish a consistent policy for processing written communications using electronic communication devices.

**POLICY**

**II. Policy**

Existing and emerging electronic communications technologies have become an integral part of the ability of City employees to efficiently and effectively conduct City business. Such technology has the potential to enhance employee productivity and provide a higher level of service to the citizens of Austin. However, with such technology in the work environment, the City must ensure it continues to meet its legal obligations with respect to public information and records retention. To that end, the following protocol will be followed:

- City employees must use City accounts to transmit written communications involving City business whenever feasible.
- If circumstances require employees to use personal communication device accounts to communicate regarding City business, the communications, which include but not limited to e-mail messages, text messages, images and attachments, should be forwarded to City accounts, unless there is no administrative value in retaining the communication.

- To determine whether a written communication involves City business and must be forwarded, City employees should consult the applicable records retention schedule and forward only those communications that fall into a category of retention that is greater than the Administrative Value (“AV”) designation.
- Once a communication has been forwarded to a City account, the communication should be maintained according to the applicable records retention schedule. Any application needed to facilitate this transfer of information back to a city account is the responsibility of the employee and their service provider.
- Department Directors should ensure that this administrative policy is communicated to all department employees and have latitude to decide how that communication should occur (department meeting, training, supervisor meetings, etc).

**DEFINITIONS**

**III. Definitions**

**Administrative Value (AV):** The Administrative Value retention period is generally associated with routine or administrative business documents. The retention period is tied to the usefulness of the records for the conduct of current or future administrative business.

**City Account:** Any account issued to an employee by the city whose access to or use of electronic mail and/or computer use is funded by the City or is available through equipment owned or leased by the City.

**Personal Account:** Any account used by an employee for communication that is not issued by the City.

**Personal Devices:** Any device used by the employee for communication that is not issued by the city.

**ROLES AND RESPONSIBILITIES**

**IV. Roles and Responsibilities**

**CORRESPONDING PROCEDURES AND POLICIES**

**“Records Retention Schedule”:** A city department or division’s record control schedule adopted pursuant to Local Gov’t Code § 203.041 and Section 2-11-09 of the City of Austin Records Management Code

**FORMS**

**V. Forms**  
None