

**Reinstatement of global e mail facility 300506**

Corporate Management Team has decided to reinstate the facility for any member of staff to send emails to the whole organisation or large parts of it (e.g. All Hertford etc). This is in response to the feedback of my “Challenge” process and recognises that staff wish to be trusted more by management.

The facility will be available from today..

It is reasonable to ask staff to respect a few simple guidelines on the use of this facility as described below:-

Most staff most of the time will have no need to make use of a global or widespread email action. Its use is particularly suitable for conveying urgent or general information that is valuable to large numbers of staff. Recent examples include the problems with the Hertford water supply and warning of server down time.

In the case of information about incidents affecting many staff it is sometimes best to check with communications or HR in case they have prepared a global email. Problems concerning IT systems should always be referred immediately to the IT help desk (2249) who will if necessary (and able to) send a global email.

It is not appropriate to use this facility for purely personal reasons particularly for selling items. The intranet has a section for this.

Best use of the facility would be in the form of concise or bullet point style. The principles of good communications should be adhered to

Avoid sending information that is relevant only to a well defined group of staff like a section or even a department. Such groupings can be compiled separately (IT are willing to advise).

Staff receiving global emails should delete them as soon as they have served their purpose.

Use of the reinstated facility will be reviewed after six months and line managers are expected to advise staff where they consider there has been inappropriate use. Complaints about particular global emails should be directed to the line manager of the originator and not put in a global response.

Finally, I regret it is not possible to reinstate personal screen savers. We have looked at this, and unfortunately, the threat of a virus being imported is such that it is too big a risk for us to take.

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