

Email Message Classification user guide

Introduction

Email message classification tags each email used within the authority with one of three classifications chosen by a user dependant on the content of the email. The classification just labels the email and there is no functionality associated with the classification, it is therefore down to each user to deal with the email following the classification applied.

Classification of email is part of the requirement for the authority to obtain its ISO 27001 security accreditation. If a classification is not set by the user a default classification will be applied to the message by the email system depending on the email address you are sending from:

Email domain	Default classification
@Derbyshire.gov.uk	Controlled
@Derbyshire.gcsx.gov.uk	Restricted
@ArtsDerbyshire.org.uk	Public

The message classification is set by the user by simply selecting the appropriate option from a drop down list in a new email; this is explained in the 'Selecting a Message Classification' section below.

Note: Message classification can only be selected by a user from Microsoft Outlook 2010, 2013 and Outlook Web Access (OWA); it is not available in earlier versions of the Microsoft Office products.

Classification Behaviour

When emails are received by employees within the authority that have a specific classification and these emails are forwarded or replied to, the classification will be retained as originally set either by the user or a default rule. At any point the classification can be changed by the person doing the replying or forwarding if required, e.g. if user A sends an email classified PUBLIC to user B and user B wants to forward the email to user C and change the classification to CONTROLLED user C would then receive the email as classified CONTROLLED.

Choosing your Message Classification

Below is a guide to which message classification to choose, further information can be found at:

www.derbyshire.gov.uk/data

Restricted – Information which, if disclosed (even within the authority) would cause serious damage in terms of financial loss, legal action or loss of reputation.

Controlled – Information that is generally available to anyone in a certain area of the authority and which contains business value to the organisation or requires protection due to personal data.

Public – Information that can be made freely available in the public domain and would not cause damage or harm if released.

Examples of the types of documents that fall into each classification:

Restricted – Adoption records, child protection records, disciplinary records, social care files with local restrictions, trading standards court proceedings.

Controlled – Social care information not in restricted, business continuity plans, IT procedures, personnel files, contract, council exempt papers, commercially sensitive files.

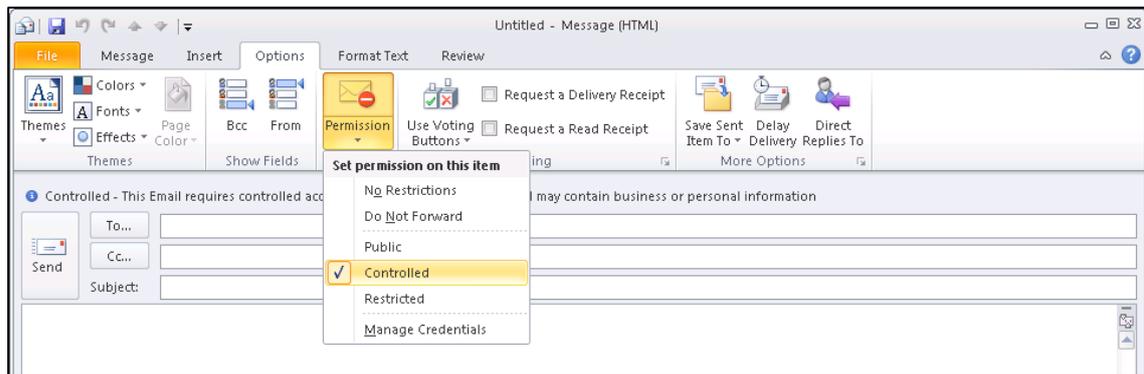
Public – Office opening times, business numbers, press releases, policies and procedures, forms, minutes, statistics and performance indicators, employment information, trading standards judgements.

Selecting a Message Classification

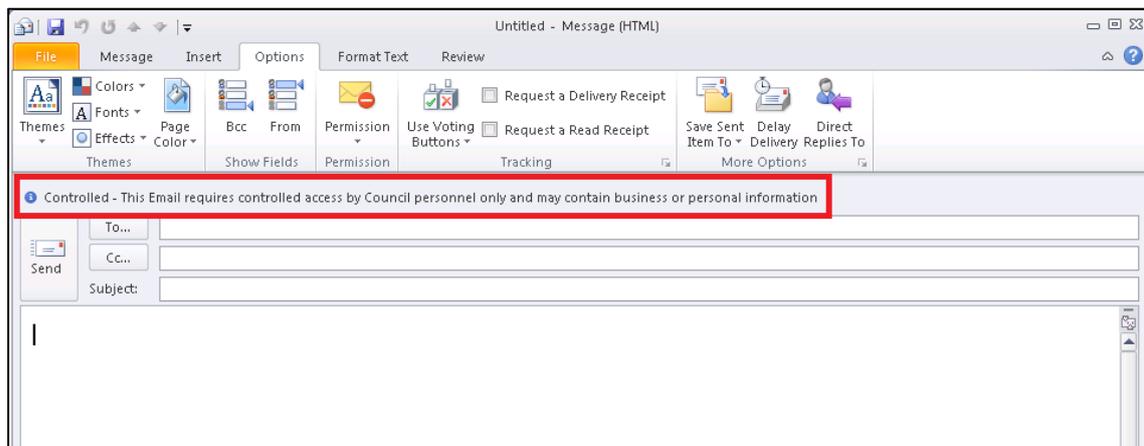
Message classification can be simply selected from a drop down menu in a new email.

Outlook 2010

1. Create a new email in your usual manner
2. Select the 'Options' ribbon bar
3. Click on the 'Permissions' drop down menu
4. Select the required classification, as illustrated below



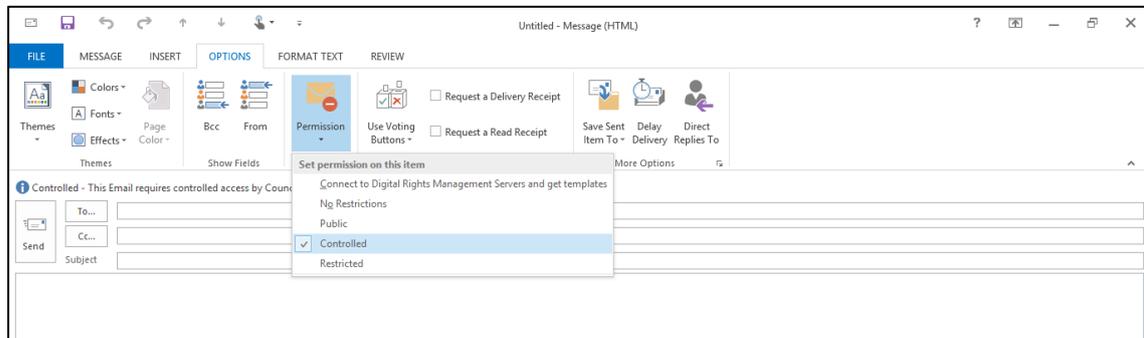
Note: When the category is selected, a description is displayed in the email to aid the user in the correct choice of category (outlined in red in the screen shot below)



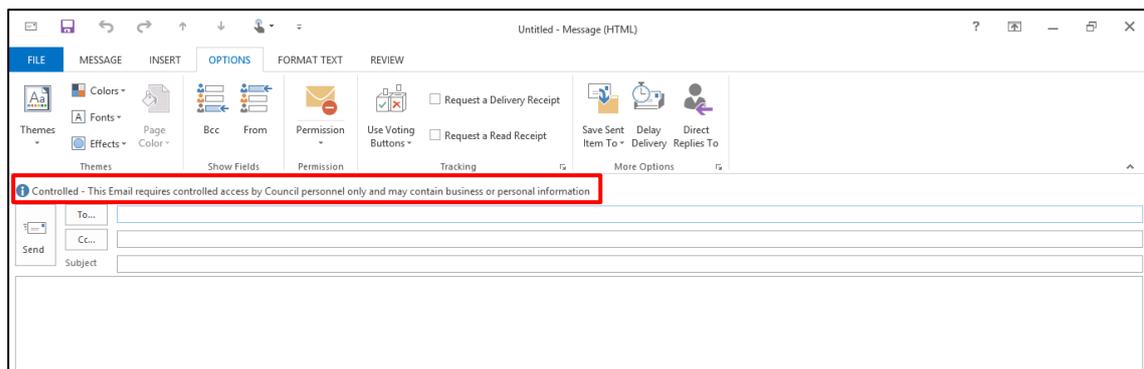
5. Complete the email in your usual manner and click on the 'send' button

Outlook 2013

1. Create a new email in your usual manner
2. Select the 'Options' ribbon bar
3. Click on the 'Permissions' drop down menu
4. Select the required classification, as illustrated below



Note: When the category is selected, a description is displayed in the email to aid the user in the correct choice of category (outlined in red in the screen shot below)

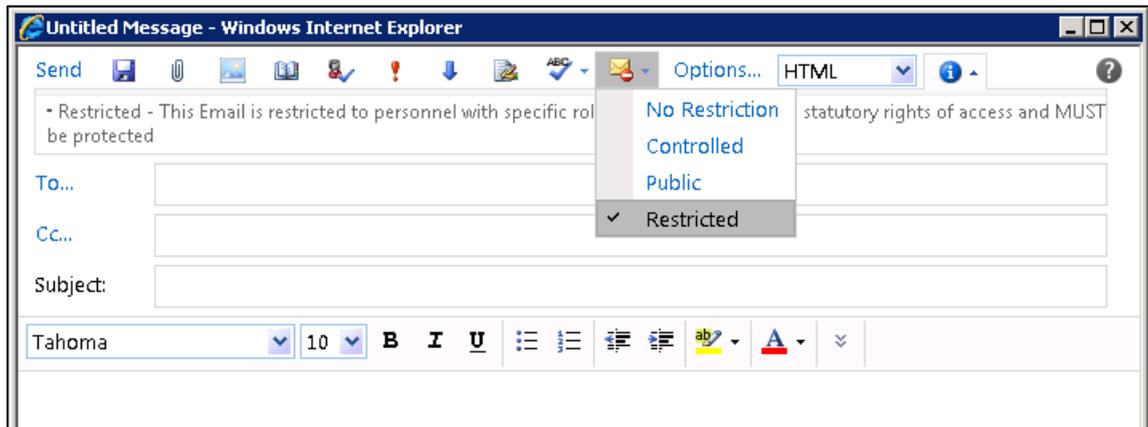


5. Complete the email in your usual manner and click on the 'send' button

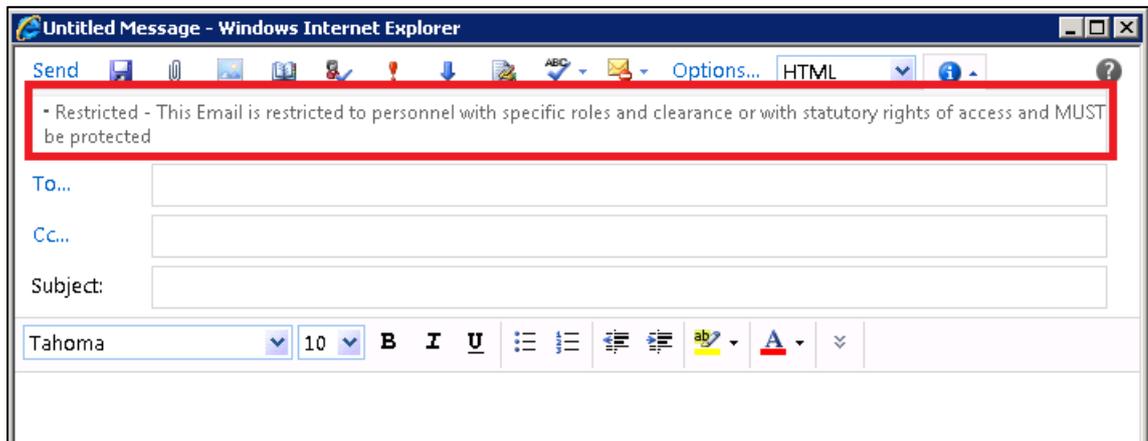
Outlook Web Access (OWA)

The process for selecting a category in OWA is slightly different:

1. Create a new email in OWA
2. Click on the permission button drop down list (as illustrated below outlined in red) and select the desired classification



Note: When the category is selected, a description is displayed in the email to aid the user in the correct choice of category (outlined in red in the screen shot below)



3. Complete the email in your usual manner and click on the 'send' button