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|  | DRAFT Policy: **Communications/App Policy**  Internal Communications & work-related messaging |
| Date: XX/XX/XXXX | XX Agency |

1. **Mission:** To immediately gain full compliance with all FOIA, CJIS, HIPAA, and national best practices for internal messaging and communications. Effective from the date of this policy, the following is requested for your ALL mobile & technology devices :

* **Every employee should download Evertel to their phones/tablets by searching “Evertel” in their App Store**
* **Only Evertel will be used for official department sharing of information, collaboration, SMS & Text messaging using smart phones while on-duty**
* **Social media and consumer Apps will NOT be used, on any device (city OR personally owned), for official department sharing of information, inter-agency networking, intra-agency collaboration, and text messaging**

1. **Purpose:**
   1. The purpose of this policy is to direct the employees of this agency with respect to the use of the Evertel Communications Application to all smart phones & technology devices.
   2. Evertel has many facets and this policy is not meant to be all-encompassing, but rather to provide a general guideline of usage. Common sense and good judgement must be employed by department users of Evertel, on & off duty.
2. **Policy:** 
   1. Evertel is a web-based, encrypted communication platform.
   2. Evertel has been shown to improve inter-department communication, to facilitate real-time information & intelligence sharing resulting in a more effective incident response, to advance investigations, increase officer safety and improve cooperation with participating agencies.
   3. Use of Evertel is strictly voluntary. It is a free App to download and use. Personnel interested in being a Manager, contact the Evertel program administrator.
   4. Access to Evertel is at the discretion of the Agency Head or their designee. Periodic audits of the communications within Evertel may occur. Any team member or agency using Evertel in violation of department policy or Memorandums of Understanding may have their account suspended or deactivated and potentially face an internal investigation.
   5. Evertel will be administered by the Agency Head or their designee.
   6. As with emails, employees are not required to check Evertel while off-duty. Doing so will be strictly voluntary and is not authorized for overtime purposes.
   7. Evertel has the capability to share files, intelligence, BOLOs, etc. The purpose of this is to share information quickly, efficiently, and to track updates and leads on that information.
   8. Evertel meets CJIS requirements and therefore sensitive information can be shared on this application. Caution should be exercised as to who has access to this account in accordance with CJIS and FBI standards for information security.
3. **Definitions:**
   1. **Direct Message –** A direct message (DM) is a message sent from one user to another single user or group of users selected by the sender. While on-duty and sharing official department information/intelligence, this will replace all forms of ‘text messaging’ from your cellular provider. Your DM’s are not visible to the public in Evertel and can be controlled.
   2. **Executive –** This is the most powerful status in Evertel. This would be used for those positions that need to 'blast communicate' to every User in the department. They are the only Users that can create "Agency Alerts", the service that sends the blast communication which is 1-way, no commenting (crisis updates, emergencies, mass notifications, mobilizations). They can also perform 'audits' of any User and any Room. Most Executive accounts are Chief/Sheriff, Agency Head, some mid-management, PIO's, senior 911/Dispatch supervisor.
   3. **Manager –** This is the common status for all "Supervisors", sworn and civilian. They can create Rooms, share information, documents, and bulletins to all other Rooms in your Agency, have full control of who comes into Rooms and who can serve as Managers in those Rooms. You can have unlimited number of Managers. They are owners of the Rooms they create and manage.
   4. **User –** This is the default position for every member of your agency that signs up AND has the encrypted access code. If they do not have this code, they are placed as a 'Guest' (see below). Users are Sworn personnel & Civilians and those supervisors that do not have Manager status. Users receive the full blast communications from "Agency Alerts" and all Room intelligence, chats, and attachments. All levels have access to "Direct Messages", our encrypted texting service as well as voice messaging.
   5. **Guests –** In this age of full transparency, engagement, and crisis management, this service enhances leaders' ability to communicate with those connected to the 1st Responder mission. Community leaders, volunteers, Explorers, task forces, city officials, legal advisors, etc. They can all be connected with your Department and will NOT receive any intelligence, room chats, or blast communications. A Guest is any person that signed up with your agency name but did NOT have the encryption key. This is very important...they have NO access to any intelligence or information and you (Managers / Executives) have full access to remove them from your agency at any time, assigned them to "guest rooms', and control texts (Direct Messages) to them.
   6. **Profile –** Information that a user provides about himself or herself on Evertel.
   7. **Room –** Rooms are encrypted/secure chat rooms where groups of people communicate on specific or general topics.
   8. **Speech –** Expression or communication of thoughts or opinions in spoken words, in writing, by expressive conduct, symbolism, photographs, videotape, voice messaging, or related forms of communication.
   9. **Thread –** Threads are communication topics within rooms.
4. **Procedure:** 
   1. Use of Evertel
      1. Evertel is a web & mobile based application and all data is stored in the Cloud (AWS Gov Cloud). It can be used on “smart” cellular phones, computers, tablets, mobile computers, etc.
      2. Communication on Evertel occurs in real-time and data, text, voice cannot be deleted.
      3. **IMPORTANT:** Evertel will not be used to send jokes/comments of a sexual, racist, or questionable nature or to deride employees or citizens. It will not be used to transmit or receive violent, threating, obscene, illegal, or immoral materials unless required to do so as part of an ongoing criminal investigation. All content within Evertel is stored in your encrypted portal forever and nothing can be deleted. Keep all communications professional.
   2. Content
      1. The Agency’s intent for utilizing Evertel is to improve communication, increase collaboration, and instantly share intelligence intra & inter-departmentally.
      2. This includes:
         1. Information pertaining to active crimes, investigations, or incident response.
         2. Information pertaining to closed investigations relating to relevant 1st Responder subjects.
         3. Identifying biographical information of suspects, persons of interest, or endangered suspects & citizens.
         4. Training or information to support the Agency’s work-related efforts & missions.
         5. Situational awareness information to improve employee safety and effectiveness.
         6. Other information as approved by the Agency Head or their designee.
      3. Evertel communications “rooms” will be built in a logical manner at the discretion of the Room Manager/s. Manager status can be obtained by contacting the Agency Administrator.
      4. The Employee’s Union will be provided access to Evertel room for their membership’s Union related communication purposes. The room is not exempt to the policies governing content on Evertel. It is to be used in the same manner as the Union message board in an electronic format and to facilitate Union communication with its membership.
   3. **Administrative Investigations:** 
      1. Employees who are subject to administrative investigations may have their Evertel account audited.
      2. Although messages in Evertel can be retracted, they are still visible to an administrative audit.
      3. Evertel is licensed by this Agency as an official method of communications. It is therefore subject to all Policy and Procedures, Executive Orders and City/County/State Ordinances governing the use of the internet, intranet, electronic correspondence and Social Media.