

Policies & Rules - All Employees

This book contains policies, rules, and best practices to be used by all employees

- [Artificial Intelligence \(AI\) Acceptable Use Policy](#)
- [Email Etiquette Rules](#)
- [IT Service Level Agreement](#)

Artificial Intelligence (AI) Acceptable Use Policy

Purpose:

To provide guidance on the use of AI software. It outlines the boundaries and recommendations for using AI, including defining the purpose of AI, establishing boundaries, and adhering to applicable laws

Prerequisite:

- Microsoft Copilot is the AI software that should be used
- If any other AI software is used, it must be approved and monitored by IT

Who's Responsible:

- This policy applies to all employees, contractors, vendors, and other stakeholders who use AI systems
- It applies to both internal and external AI applications, whether developed in-house or sourced from third parties

Data Handling and Use:

- Users must not input confidential, proprietary, or sensitive company data into AI tools unless explicitly authorized by IT and HR
- It is the responsibility of the employee to verify the validity and credibility of the information produced by AI
- AI generated output must be reviewed before public or business use to prevent the spread of misinformation
- AI tools should not be used to infer private or personally identifiable information without consent
- Employees may not utilize an AI personal account for work related tasks
- Users must respect all legal rules about Copyrighted material
- Employees must report all suspicious output or interactions with any AI based tool immediately to IT. Anything that may put J. Ranck technology hardware, software, and/or networks at risk for a cybersecurity event

Management has the responsibility and authority to take the appropriate steps, up to and including termination, if the employee fails to adhere to these rules.

Email Etiquette Rules

Purpose:

To describe the rules that should be used when writing or answering email messages. It is known as the code of conduct for email communication

Prerequisite:

- Having email address and license

Who's Responsible:

- All employees with email license

Rules:

- Don't type in all caps
 - It comes across as yelling
- Proofread
 - Spelling
 - Grammar
 - Double check the tone to make sure it is appropriate to the subject matter
 - Be careful of jokes and sarcasm
 - Ensure that if you refer to an attachment, one is included
- Be responsive
 - Make a habit of replying within 24 hours
 - Set out-of-office reminders
- When emailing multiple recipients who don't know each other, don't use the To: or CC: lines
 - It shares contact addresses with strangers
 - If anyone replies to all, it sends response back to everyone in the initial email
 - Use the BCC line, then no one will be able to reply to all or see others' addresses
- Add the To: line last
 - This removes the possibility of sending an incomplete email
 - Only add contacts when the email is completed
- Keep the subject lines focused, personal, and show the value or urgency of reading
- Keep it brief
 - Don't clump information into long paragraphs; instead, write in succinct points and make them stand out through spacing and bullets
- Don't attach large files/video to email
 - Files/videos could carry viruses
 - Use file sharing to store these items to the cloud and share them via a link to the uploaded file

- Include clear next steps or expectations of your email
- Include a signature with the JRE brand with it
- Keep private material confidential
- Don't overuse exclamation points
- If forwarding emails make sure to clean them up and include the original idea
- Use acronyms sparingly
- Double check to make sure the correct person/people are being sent the email
- Avoid 'Reply to All'. Make sure everyone needs to see the response before choosing this option
- Include a friendly greeting and closing
- Listing someone in the "To" field means you expect a response. A CC means you are keeping them in the loop on your message to others
- Use proper sentence structure, capitalization, punctuation, and limited or no emojis
- Use legible font types, avoid too many different font colors

IT Service Level Agreement

Purpose:

To ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to all employees

Objectives:

- Provide clear reference to service ownership, accountability, roles, and/or responsibilities
- Present a clear, concise and measurable description of service provisions to employees
- Match perceptions of expected service provision with actual service support and delivery

Commitment

- The IT department will supply proactive and reactive technology support services on and off business hours
- The IT department is committed to helping employees achieve their objectives using appropriate technologies. To achieve this IT has adopted a partnering approach with employees. This is based on:
 - An open and constructive communication style
 - A commitment to, and promotion of, customer service ethics
 - A proactive and shared approach to problem solving
 - Ensuring each employee understands their roles and responsibilities in relation to this agreement

IT Response Time

- All requests are assigned a priority rating which is determined by the IT team based on the information received from the requestor and knowledge of the other work at hand. All requests submitted default to medium. If other than that, the requestor should indicate in the request when making it.

Rating	Response	Completion	Definition of Work Request
High	1 hour	4 hours	Immediate risk; Work shutdown; Immediate impact to work process being done
Medium	2 hours	8 hours	Impending risk; Have workarounds; Delay in work process being done

Rating	Response	Completion	Definition of Work Request
Low	4 hours	2 days	No discernible impact to work process within specific timeframe
Project	4 hours	As agreed to by stakeholders	Project related tasks as discussed by stakeholders; Reports (unless indicated that need is immediate)

- Major upgrades will be treated as projects outside the scope of this service level agreement

Customer Expectations

- The IT team will try to resolve tickets as quickly and efficiently as possible
- If the IT team needs more information, they will reach out to the requestor, if no response is given within 7 business days, the IT team will see if the requestor is out of office. If not, they will put notes in the ticket with efforts made to resolve the ticket and then will close the ticket due to no response
- If a ticket is waiting for resolution, the IT team will do follow ups every 2-3 days to keep communication on the status of the ticket

Support Hours

- IT business hours are 7:00 AM - 3:30 PM, Monday - Friday
- Off business hours - call (989) 775-1010 and leave a message or send an email to support@jranck.com

Acceptable Methods to Request IT Services

- Email support@jranck.com
- Phone (989) 775-1010 external or 2120 extension internal
- Stop by IT department