



Iowa CERT Support Committee

Google Groups Email

ID: CERT-COM-PRO-002	Revision: 11-02-2020	Created Date: 07-13-2020
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This revision shall supersede all previous versions of this document.

Purpose:

In order to facilitate intergroup communications, Google groups have been established to share information. Group membership will make communication easier by providing:

- One email address to contact the entire group (like a listserv)
- A portal for file, photo and information sharing

The Google Groups are a restricted access group; people can join it only by invitation or can be added to the list by one of the Group's managers. This groups membership e-mail list is available only to individuals involved with the IDHRC CERT Committee or members of a CERT team within Iowa.

These email groups were set up and is maintained as a service to the IDHRC CERT Committee. The group email moderator(s) reserves the right to remove from the group, anyone who violates the specific rules listed below or whose email(s) the moderator(s) finds offensive, disruptive, or contrary to the community-bonding purpose of the group list. The group is not public group so the emails will not be visible on Google Groups.

Groups:

Four email groups have been created. They are:

- 1) For communication between the committee members.
 - a. Committee Members Group Email Address: iowa-cert-committee@googlegroups.com
- 2) For communication between the committee and the various CERT teams with in Iowa. The goal is that each CERT team provide a main contact point. That contact point distributes the information to the team members as applicable. A team may have more than one contact as a member of the group.
 - a. Iowa CERT Teams Group Email Address: iowa-cert-teams@googlegroups.com
- 3) For communication between the committee and the CERT Basic Training Instructors in Iowa.
 - a. Iowa CERT Instructors Group Email Address: iowa-cert-instructor@googlegroups.com
- 4) The fourth is for communication between the committee and liaisons that have been established with other organizations such as the Iowa Emergency Management Association.
 - a. Iowa CERT Liaisons Group Email Address: iowa-cert@googlegroups.com

To be added to an email group contact a group moderator / manager. The requestor must meet the requirements of this document.

Group Moderators / Managers:

- Clair Franzen, email: cliffyema@gmail.com
- Lori Williams, email: lori.williams@iowa.gov

How is the group moderated? Default is that all the emails anybody sends to the group address is sent right away to the whole group. If members of the committee feel that a person is abusing the group it will be discussed by the committee and that person's email can be set to moderate so the moderator reads it and approves it before it is sent to the group. Or the individual could be removed from the group.

The benefit of Google Groups, as opposed to a normal listserv, is each user's ability to control how the group's messages are read. There are four different options:

- No email means you will login to read all of the group's discussions on the homepage. You will have no up-to-date interaction with messages. Instead, it will be your personal responsibility to check in regularly and read these messages online, if you select this option.
- Abridged email means you'll receive one email daily, containing a summary of that day's messages.
- Digest email means you'll receive a single email bundling up to 25 full messages when there is new activity.
- Email means you'll receive each and every message as it arrives, as a separate email in your personal inbox.

You'll be able to select one of these reading options once you have a Google Account and have accepted the invitation to the group.

If at any point you miss an email or delete it, you can always login to the group to read messages there. That's the beauty of Google Groups – more personal control, and all the messages are saved in orderly discussions on the group page.

Google Accounts:

You will need a Google Account in order to login to the group and manage your membership settings, such as how you read messages. A Google Account does not mean you need Gmail. Instead, you're simply setting up login credentials for you to access the Google Group. (Note: If your email is already linked with Google or if you're using Gmail, then you already have a Google Account.)

Make sure to use the same email address where you're receiving this message. This is the same email we will use to send you an invitation or add you directly to the group. Using this consistent email will ensure immediate access to the group once your account is created.

Email Guidelines:

- Any email sent to the group address will be sent to all members of the group.
- Any email from the group that you reply to the reply will be sent to all members of the group.
 - If you want a reply to go to just someone other than the whole group you will have to edit the "To" address in the reply. Or you could forward the email to just that address with your added comments.

- Post only about activities, events and topics related to committee.
- No personal attacks on other members; respect the opinions of all members.
- Emails should be short and to the point.
- If you are asking the group to do something, be clear and brief about the action and timeframe.
- If sending a link, also provide a short summary about the relevance.
- Use a descriptive subject line which describes what's in the email (follow existing subject "threads" as appropriate). For emails where an action is required add "action required" or "comments needed", etc. This may include correcting meeting notes, help needed with a project, writing a letter etc.

General:

- Do not blame the system administrator for the behavior of the system users.
- Consider that a large audience will see your posts. Take care in what you write. Remember too, that mailing lists are frequently archived, and that your words may be stored for a very long time in a place many people have access.
- In general, it's not possible to retrieve messages once you have sent them. Even your system administrator will not be able to get a message back once you have sent it. This means you must make sure you really want the message to go as you have written it.
- Attachments are limited to a total size of 8 GB per email.

Posting Rules:

- Members should use an appropriate, descriptive subject lines when posting an email to the list.
- Messages and articles should be brief and to the point. Don't wander off-topic, don't ramble and don't send mail or post messages solely to point out other people's errors in typing or spelling.
- Be sure to have a signature attached to your message. This will guarantee that any peculiarities of mailers or newsreaders which strip header information will not delete the only reference in the message of how people may reach you.
- If you find a personal message has gone to a list or group, send an apology to the person and to the group.
- If you should find yourself in a disagreement with one person, make your responses to each other via mail rather than continue to send messages to the list or the group. If you are debating a point on which the group might have some interest, you may summarize for them later.
- Don't get involved in flame wars. Neither post nor respond to incendiary material.
- Send subscribe and unsubscribe messages to the appropriate address. This information is at the bottom of all the emails sent out by the group list.
- The auto-reply feature of many mailers is useful for in-house communication, but quite annoying when sent to entire mailing lists. Examine "Reply-To" addresses when replying to messages from lists. Most auto-replies will go to all members of the list.

- Don't send large files to mailing lists when Uniform Resource Locators (URLs) or pointers to ftp-able versions or websites will do.

Policing:

- The group email operates a three-warning policy. Users will be warned a maximum of three times for any and all offences. If the need arises for a fourth warning a temporary or permanent ban will be put in place.
- Arguing with the administrator after having received a warning may lead to immediate additional warnings or a permanent ban.
- Some violations may be subject to an immediate and permanent ban. Permanent bans are a last resort and thought is given before implementing them.
- Any attempt to circumvent a temporary ban will lead to that ban being made permanent. Circumvention includes re-registering under a non-banned email address, changing IP addresses to evade an IP ban, registering a new email account to evade an email ban.

Review of this Document:

In order to keep the information in this document current a review shall be held on a regular basis. The document shall be reviewed every 24 months. To achieve this a review will occur at the July committee meeting on even numbered years.

Approval and Revision History

Approved By	Rev	Description
C. R. Franzen	07-13-2020	Initial Release
C. R. Franzen	11-02-2020	Add Instructors and Liaisons email groups, update formatting