

Email Committee Recommendations

Discussed – means that we discussed it at a meeting.

Agreed – means that we came to a positive recommendation pending edits.

Approved – means that we approved the recommendation as stated.

X Discussed			
X Agreed			
X Approved			
√	√	√	1. The computing resource used for email support must provide high availability, high reliability, redundant services. It must handle many, fast connections and be up 24/7 (this implies that the system must be designed to allow system or hardware maintenance without taking the entire email system down) . One possible implementation may be a cluster farm of servers, split between two data centers that utilizes a layer 7 switch.
√	√	√	2. The system must provide backup for both disaster recovery and data archival. Data archival should provide for at least 30 days recovery of an accidentally deleted email. The distributed administration capabilities described later must permit distributed requests to “undelete” accidentally deleted files.
√	√	√	3. The system provides five secure services – POP, IMAP, SPAM Filtering, Virus scanning, and SMTP. The end user or their designated administrator can remotely configure filtering through a simple to use web interface over a secure connection such as provided by TLS/TTLS. These services may only be accessed through a secure, encrypted connection, no non-secure access will be permitted. Access to these services may be from any email client that supports the appropriate level of security or via a web interface. The web interface must be compatible with Section 508 accessibility issues. The system will specify which email clients will be fully supported. Other email clients may be used but they are not supported (that is, if there is an incompatibility with the system, the user of the email client is responsible for making the mail client compatible, not the other way around). Anticipating the future need of digital signatures for some users, the system must support digital signatures for those users, but does not require the use of digital signatures for all users. Anticipating the future need of encryption for some users, the system must support encryption for those users, but does not require the use of encryption for all users. As the system is designed, we recommend that the requirements of HIPAA compliance be kept in mind.
√	√	√	4. Virus filtering (both in and out) would be turned on ALWAYS as viruses affect all of us. This does not preclude the use of virus filtering by individuals, which we feel should be part of every computer on campus.
√	√	√	5. However virus filtering is enabled (possibly using some kind of gateway on the border of the University) it is recommended that the enterprise-level filtering be from a different manufacturer than the standard used on the desktop. This will give a second level of protection in case one of the filters misses a virus.
√	√	√	6. IMAP must support shared folders. This will allow groups to have access to common mail. Capabilities must be provided that permits an individual to send email on behalf of a group and not simply as an individual, such as an email proxy.

Email Committee

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X Approved			
√	√	√	7. Some University personnel travel to countries which are not permitted to have full 128bit security. The email system must permit those individuals to access their email without compromising security.
√	√	√	8. Every entry in the PeopleSoft database (student, staff, faculty) will get one and only one email account and is thus the root of all accounts.
√	√	√	9. As long as the entry remains active in the directory, then the account remains active.
√	√	√	10. The email system will provide forwarding capabilities.
√	√	√	11. Account will be the standard Uxxxxx@utah.edu as the canonical base account.
√	√	√	12. Email must support multiple address aliases.
√	√	√	13. Guest accounts may be created (again through the directory). Guest accounts must be tagged with a responsible person and a time limit for how long the account is active. A unit that requires "instant" guest accounts may request generic accounts that can then be tied by the distributed administration to an actual user (this solves the problem of a visitor walks into the office of a Dean and they decide to grant a 1 week email account, it eliminates the natural delay that would happen with the request to create the guest account from the directory people). The directory people will audit all guest accounts at expiration.
√	√	√	14. Delegated admin – managers of departments or units should have some control. They should be able to manage guest accounts. They can manage quotas. They can reset passwords. They should be able to specify filtering options for their constituents. They must be able to request restoration of accidentally deleted email. Some kind of web interface will permit this. If the technology allows, we should permit different postmaster accounts so bounced mail can be delegated.
√	√	√	15. Units may defer administration of their accounts to the email facility and its help desk.
√	√	√	16. The system must have the capability of handling distribution lists (where the list members all have accounts) and list-serve lists (where some members of the list may be outside of the system).
√	√	√	17. Quotas – based on status (students, faculty/staff) you get so much space. These will be soft quotas. That way email can be used to notify when quotas are exceeded. A unit will be granted a hard quota and the admin can move that quota around based on the needs of their constituents. Units may purchase more quota at a rate that includes the disk space, backup for that space, and whatever else is necessary to support the increased disk space.
√	√	√	18. The concept of single login (single authentication) is a goal of the on campus IT systems. We support this and wish to see that goal vigorously pursued. The email system should be part of the upcoming portal project, thus the single login to campus services will also provide access to email.

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√	√	√	19. Calendaring/groupware. Basic idea is to offer some kind of two-tiered system that would probably be either based on Microsoft Exchange or Novell Groupwise. The system would provide the basic calendaring, address books, task lists, meeting scheduling, etc. The system must support a web interface. Current plan – gathering input from the vendors as to a feature list, then once we have a set of features we will then task someone to create a business plan to choose one or the other. Note – as a starting place for comparison, Groupwise for 9,000 seats is currently \$2.63 per month. That price goes down to \$1.46 per month for 21,000 seats.
√	√	√	20. If an email message exceeds a user's quota, then normal practice is to notify the sender that the message is too big. In addition, the intended receiver should also be notified that a message, X bytes in size has been rejected from Y. Limits may be specified for the size of email messages for students, while faculty and staff limits will be based on their soft quota (that is, the largest message they may receive is equal to their initial soft quota). If a message is received that exceeds an individuals soft quota, as long as there is hard quota available the message will be accepted. As with many things in computing, we anticipate that the amount of quota that an individual requires will grow over time. Thus, we recommend that the values should be revisited on a regular basis. When a soft quota is exceeded, the owner, assigned distributed admin, and the system operators should be notified.
√	√	√	21. The email system must be designed to scale and be able to dynamically scale in the number of users, the number of connections, and the amount of storage without major overhaul of the system.
√	√	√	22. The basic email account (pop/imap) is no charge to the user. Naturally there will most likely be multiple funding sources for the various constituents. For example, what about alumni? Should those departments that wish to maintain their alumni forever, pay for the expenses required to maintain their accounts? Should there be a charge for forwarding mail? The system must support accounting and charge back capabilities to handle the diverse set of groups.
√	√	√	23. The system should support unified messaging including the ability to notify a user by paging or telephone call or voice mail that a message has arrived; it should have a voice interface, so a user can call in and have their email read to them. This is probably too early for this technology to be part of the system, but it should be designed so we can go to this capability in the future as the technology improves.
√	√	√	24. The email system should support an instant messaging server allowing in-house instant messaging.
√	√	√	25. We feel that NETCOM should be responsible for creating the RFP and ITAC doing the design with the assistance of NETCOM. Ultimately we envision that NETCOM will run the resulting system. When the system is designed, a rollout plan should be devised and this committee should review. It must address how existing users convert to the new system, both in terms of migrating their old email and their address books. It should address training issues.
√	√	√	26. As specified above, the system will support both POP and IMAP, but local admins may choose to limit it such that their constituents use IMAP only.

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<i>POLICY ISSUES</i>			
√	√	√	1. Default addresses aliases are first.lastname@utah.edu. When conflict, the account can offer options using middle initials, initials, or even numbers. First come, first served to an account. The display name should include a department to help reduce the problems of sending an email to the wrong person. All students will be place in their own domain. If an individual should get both a utah.edu and student.utah.edu, the utah.edu has priority.
√	√	√	2. Lifecycle of accounts issue depends on the type of user (we are talking about when someone becomes inactive in Peoplesoft). Here are the goals that we believe are prudent: <ul style="list-style-type: none"> • Student – when a student becomes inactive for two semesters in a row, then their mail is deleted and their account goes away. Prior to deleting the account, the system should send a few warning emails that this is going to happen. • Student graduating into an alumni – add an alias so they are now alumni.utah.edu. Delete their student.utah.edu one year after graduating. Decrease their quota. • Staff – disable the account for one year. Give the department access for one year to the email in case something needs to be retrieved. Set up a reply and forward for all email that they get. • Faculty in Admin position (like chair) – when they step down, allow access to the email files by the new chair if the previous faculty member agrees. • Faculty – permit access for one year after leaving, then disable and set up reply and forward all email for a second year. Should a department wish to maintain all old accounts (whether it is previous faculty/staff or students), then they would be required to provide some financial support to make this happen.
√	√	√	3. We recommend initial quota to be assigned as 10MB for students, 400MB for staff and 400MB for faculty. We recommend that these numbers be reviewed periodically to see if they are still meeting the needs of the constituents.