

Straw Proposal #5

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		
Ö	Ö	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.
Ö	Ö	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.
Ö	Ö	3. The system provides five secure services – POP, IMAP, SPAM Filtering, Virus scanning, and authenticated 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 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.
Ö	Ö	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.
Ö	Ö	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.
Ö	Ö	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.
Ö	Ö	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.
Ö	Ö	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.
Ö	Ö	9. As long as the entry remains active in the directory, then the account remains active.

Email Committee

X		Discussed
X		Agreed
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Ö	Ö	10. The email system will provide forwarding capabilities.
Ö	Ö	11. Account will be the standard Uxxxxx@utah.edu as the canonical base account.
Ö	Ö	12. Email must support multiple address aliases.
Ö		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.
Ö	Ö	14. Delegated admin – managers of departments or units should have some control. They should be able to create guest accounts, (which means that they will have account creation and deletion from the directory). 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.
Ö	Ö	15. Units may defer administration of their accounts to the email facility and its help desk.
Ö		16. Distribution lists (list server) are managed outside of the email system.
Ö	Ö	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 quota and the admin can move that quota around based on the needs of their constituents.
Ö	Ö	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.
Ö		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.
		20. Digital signatures – the system must support digital signatures.
Ö		21. Encryption – all communication will be encrypted.
Ö		22. Encryption – messages are stored in an encrypted form. Lots of advantages, reduces the issue of snooping. But what happens if a pass phrase is lost or forgotten? Then is lost.

Email Committee

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agreed
		<input checked="" type="checkbox"/>	Approved
			23. There is no limitation on the size of email messages unless the message exceeds the HARD quota.
			24. The email system must be designed to scale. Both in terms of adding new individuals and the ability for units to purchase more disk quota (whose pricing should consider backup capabilities or other infrastructure needs required to support the increased disk quota).
			25. The basic email account (pop/imap) is free.
			26. The system should provide the ability to notify a user by paging or telephone call or voice mail that a message has arrived.
			27. The system should have a voice interface, so a user can call in and have their email read to them.
			28. The email system should support an instant messaging server allowing in-house instant messaging.
			29. Let's discuss implementation/conversion issues
POLICY ISSUES			
			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.
			2. Need a policy and convention on naming of distribution lists (how to reconcile the issues of office@cs.utah.edu should maybe be office-cs@utah.edu)
			3. Multiple *.utah.edu domains should be used to help reduce the name space pollution that will result from user aliases.
			4. Email is retained for as long as the individual desires and as long as the individual has sufficient disk quota.
			5. When an account goes inactive, what happens? What is the user is an alumni? What if they are just a staff member? Can they still retrieve their mail? What about recycling their aliases?
			6. Decide on recommendations for quantity of quota.
			7. Do we keep subdomains in email addresses forever? Or do we slowly migrate away from them.