

## Broad Email Policy:

Fredonia email accounts are provided for all students, faculty and staff and employees. Individuals are required to use these Fredonia email accounts for all official University-related email correspondence ~~academic and business transactions~~. Email continues to be a primary communication tool, especially to quickly forward messages of extreme importance.

## Microsoft Exchange Email and Calendaring:

1. Outlook 2003 (a full featured PC desktop client), Outlook Web Access (OWA) 2003 (the webmail client for both PCs and Macintosh), and Entourage (the full featured Macintosh desktop client) 2004 11.2.1 , and later releases, are the only supported PC and Macintosh mail clients
2. Email clients that have ~~not been not~~ unsupported since our last migration (Eudora, Pegasus, etc.) will not be supported during or after the migration to Exchange. In addition, currently supported Netscape and Outlook express clients will not be supported once the migration to Exchange has been completed (see #1 above).
3. Internet Explorer Version 6.0 for the PC and Internet Explorer Version 5.1 OS9 and IE Version 5.2 for OSX for the Macintosh are the browsers encouraged and supported for use with Microsoft Exchange email due to optimal functionality.
4. Outlook Web Access (OWA) timeouts will ~~be set for~~ occur after 15 minutes of inactivity on public computers and after 24 hours ~~60 minutes of inactivity~~ on private computers.
5. A two-hour scheduled weekly upgrade timeframe is required to maintain security updates and other critical patches. Fridays from 7-9 pm is the recommended timeframe for SUNY Fredonia. During this time users would not have access to email or calendar for approximately thirty minutes.



## **Email Policy Considerations**

### Broad Email Policy:

Fredonia email accounts are provided for all students, faculty, and staff and employees. Individuals are required to use these accounts for all official University-related e-mail correspondence. ~~academic and business transactions.~~ Email continues to be a primary communication tool, especially to quickly forward messages of extreme importance.

#### Rationale:

Standard email accounts are preferred from an administration standpoint, rather than attempting to track and update student preferred email accounts. University business is often conducted via email exchanges and should be served by our secure platform.

When the helpdesk receives requests from a Fredonia campus email account, the identity of the sender can be trusted because a Fredonia controlled authentication mechanism was required to access the system. In general it is not possible to verify the sender of messages sent from an external email system. In a similar vein, receipt of messages by the campus email system is logged so that delivery can be tracked and verified. High volume mailings of messages with identical content, such as messages sent to all students, have a high potential of being classified as Spam by off campus providers such as AOL which can lead to our outbound email servers being blacklisted by that provider and result in that provider refusing to accept any messages sent through our system.

### Microsoft Exchange Email and Calendaring:

1. Outlook 2003 (a full featured PC desktop client), Outlook Web Access (OWA) 2003 (the webmail client for both PCs and Macintosh), and Entourage (the full featured Macintosh desktop client) 2004 11.2.1 , and later releases, are the only supported PC and Macintosh mail clients

#### Rationale:

These clients are part of the latest Microsoft Office suite and work well with Microsoft Exchange. Older versions of Outlook have a significantly different look and feel, which would make it more difficult for the helpdesk to support them and increase the potential for end user confusion and frustration.

2. Email clients that have ~~not been not~~ unsupported since our last migration (Eudora, Pegasus, etc.) will not be supported during or after the migration to Exchange. In addition, currently supported Netscape and Outlook express clients will not be supported once the migration to Exchange has been completed (see #1 above).

Rationale: We have limited support staff in relation to the number of computer users (our ratio is 200 users to 1 technician when an average ratio is 50 to 1). In order to maximize support staff effectiveness and productivity it is necessary to prioritize the range of software and hardware they should be expected to master. Hardware and

software standardization is a critical component for successful implementation and long-term support.

Instructions to move local mail folders (folders residing on the users hard drive) will be provided for currently supported email clients such as Outlook, Outlook Express, Netscape Versions 4.x and 7.x.

3. Internet Explorer Version 6.0 for the PC, Internet Explorer Version 5.1 for Macintosh OS9 and Safari web browser for Macintosh OSX are the browsers encouraged and supported for use with Microsoft Exchange email due to optimal functionality.

Rationale:

Other browsers have been found to not provide the full functionality and cannot be supported.

4. Outlook Web Access (OWA) timeouts will occur after ~~be set for~~ 15 minutes of inactivity on public machines and ~~60 minutes~~ after 24 hours of inactivity on an ~~in-house machine.~~ private computers.

Rationale: Timeouts are a critical component of our security measures and are already in place on other systems. Timeouts will reduce the likelihood of an account being inappropriately accessed by a non-authorized user when the authorized user leaves the computer for a period of time.

5. A two-hour scheduled weekly upgrade timeframe is required to maintain security updates and other critical patches. Fridays from 7-9 pm is the recommended timeframe for SUNY Fredonia. During this time users would not have access to email or calendar for approximately thirty minutes.

Rational: Microsoft releases security updates and other critical patches on a regular basis, usually once per month but sometimes more frequently. The systems on which these patches are installed must be restarted after the patches are applied. Other maintenance may also be required periodically to address errors or system efficiency.

The shutdown and restart process for each Microsoft Exchange server housing mailboxes can take up to 30 minutes for each server. Fredonia's Exchange implementation will be done with four mailbox servers. Microsoft recommends that all servers have an identical patch level and servers be patched one at a time, then rebooted and checked. During the reboot mailboxes on the server being rebooted will not be available; this outage will affect only the users who have mailboxes on that server. While it will take about two hours to patch all four servers the outage affecting a specific user should not last more than about 30 minutes. Since accounts will be moved from server to server in order to balance the loads, it is not possible to predict which users will be affected by a specific reboot, hence the nominal two hour period for potential outage.

## ***Current email policy excerpt from "Computer and Network Usage Policy" (December 9, 2004)***

<http://www.fredonia.edu/Helpdesk/netpolicy.asp>

### ***I. Electronic Mail Policy***

The purpose of this policy is to ensure the proper use of SUNY Fredonia's e-mail system by its students, faculty, and staff. Electronic Mail is a tool provided by the university to complement traditional methods of communications and to improve education and administrative efficiency. Users have the responsibility to use this resource in an efficient, effective, ethical and lawful manner. Use of the university's e-mail system evidences the user's agreement to be bound by this policy. Violations of the policy may result in restriction of access to SUNY Fredonia's e-mail system and/or other appropriate disciplinary action.

- SUNY Fredonia owns all e-mail accounts run on its system..
- While incidental non-business personal use of e-mail is acceptable; conducting business for profit using university resources is forbidden.
- While the University will make every attempt to keep e-mail messages secure, privacy is not guaranteed and users should have no general expectation of privacy in e-mail messages sent through the Institutional system. Under certain circumstances, it may be necessary for the IT staff or other appropriate campus officials to access email files to maintain the system, to investigate security or abuse incidents or violations of this or other Institutional policies. Such access will be on an as needed basis and any e-mail accessed will only be disclosed to those individuals with a need to know or as required by law.
- Individuals are responsible for saving e-mail messages as they deem appropriate. Due to limited resources, the SUNY Fredonia ITS department has the right to restrict the amount of user space on the email server as necessary and to purge and remove email accounts of students who have not registered for a semester, as well as for other individuals no longer affiliated with the university.
- When using e-mail as an official means of communication, students, faculty, and staff should apply the same professionalism, discretion, and standards that they would use in written business communication. Furthermore, students, faculty, and staff should not communicate anything via e-mail that they would not be prepared to say publicly.
- Students, faculty, and staff may not improperly disclose university information in e-mail that they are privileged to access because of their position at the university.
- Approval and transmission of e-mail containing essential university announcements to students, faculty, and/or staff must be obtained from the appropriate authority. Only the Offices of Vice President or President can authorize the sending of broadcast messages to a wide

audience of students, faculty, and staff within the scope of their authority.

- ITS maintains the university's official e-mail system
- Any inappropriate e-mail, examples of which are described below and elsewhere in this policy, is prohibited. Users receiving such e-mail should immediately contact the Associate Vice President for Information Technology Services.

The creation and exchange of messages that are harassing, obscene or threatening.

The unauthorized exchange of proprietary information or any other privileged, confidential or sensitive information.

The creation and exchange of advertisements, solicitations, chain letters and other unofficial, unsolicited e-mail.

The creation and exchange of information in violation of any laws, including copyright laws, or Institutional policies.

The knowing transmission of a message containing a computer virus.

The misrepresentation of the identity of the sender of an e-mail.

The use or attempt to use the accounts of others without their permission.

- Newsgroups that are provided as a service to faculty, staff, and students are for posting university-related information. These will be monitored by those responsible for their content; any posted material deemed inappropriate may be removed without prior notification.