



STATE OF ALABAMA

OFFICE OF INFORMATION TECHNOLOGY



POLICY 540: State Email and Directory Services

VERSION NUMBER	Policy 540-01
VERSION DATE	Oct 1, 2017
POLICY TITLE	State Email and Directory Services
OBJECTIVE	Promote workforce safety and productivity by using consolidated email and directory services, improving the efficiency of electronic communications, and ensuring transparency in the actions of State government.
AUTHORITY	<p>The authority of the Secretary of Information Technology to create and enforce policies relating to Information Technology is derived from the following legislation:</p> <p><i>The Code of Alabama, Sections 41-28-1 through 41-28-8, (Acts 2013-68 and 2017-282)</i></p>
APPLICABILITY AND SCOPE	The requirements and responsibilities stated in this Policy apply to all State Agencies as defined in <i>The Code of Alabama, Section 41-28-2, paragraph (5)</i> .
STATEMENT OF POLICY	<p>Widespread use of email (and other mass-notification systems) provides a mechanism to reach a large percentage of state employees with informational and emergency notices, but disparate and disconnected email and user directory systems hinders communications between agencies.</p> <p>Additionally, the proliferation of portable communications devices has resulted in a mobile government that can conduct business from almost anywhere. While efficiently advantageous, the practice of conducting State business using portable and personally-owned devices has also led to increased use of private and commercial</p>

email accounts for business communications. Using private and commercial email accounts prevents messages from being subject to beneficial security and data retention controls (such as virus-scanning and message archival) and raises questions about the transparency of government actions.

It is the policy of the Office of Information Technology (OIT) that:

Every State employee who requires an email address to send or receive State business communications, including emergency and informational mass email notifications, shall be issued an individual State email address.

Unless established by exception (by written agreement with OIT), all State Agencies shall use the centralized email system maintained by OIT for their email accounts.

There shall exist a single, synchronized, and centrally-managed Global Address List (GAL) containing all user directory data for all State Agencies.

OIT
RESPONSIBILITIES

Maintain and administer the State's primary, centralized email system in the alabama.gov domain name space.

Establish policies and standards that ensure the security (confidentiality, integrity, and availability) of State email systems.

Manage the central user directory repository (or GAL), and establish standards to ensure directory service interoperability between all State Agencies.

AGENCY
RESPONSIBILITIES

Ensure agency follows established State policies and standards regarding email security and centralized directory services.

Participate in the establishment of State standards for centralized directory services and collaborative tools and systems.

Ensure agency personnel (individual users) follow established State policies and standards regarding use of State email.

USER

RESPONSIBILITIES

Adhere to all State and agency policies pertaining to the use of State email.

If it is necessary to use a non-State email address to send a State business message, the sender shall send a copy of the message (cc) to their State email address.

SUPPORTING DOCUMENTS

The following documents support this policy:

- NA

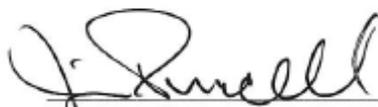
EFFECTIVE DATE

This Policy shall be effective upon its approval by the Secretary of Information Technology, as evidenced by the signature of the Secretary being affixed hereto.

SUPERSEDES

This is the initial policy and does not supersede a previous version.

The undersigned, as Acting Secretary of Information Technology of the State of Alabama, exercising the power vested in that Office by the laws of this State, declares this Policy to be adopted as of the 1st day of October , 2017.



Jim Purcell
Acting Secretary of Information Technology

DOCUMENT CHANGE HISTORY

Version	Release Date	Comments
540-01	10/01/2017	Initial version