



KAY IVEY  
Governor

# STATE OF ALABAMA

## OFFICE OF INFORMATION TECHNOLOGY



JIM PURCELL  
Acting Secretary

### **POLICY 540: Email and Directory Services**

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VERSION NUMBER	Policy 540-02
VERSION DATE	March 15, 2018
POLICY TITLE	Email and Directory Services
OBJECTIVE	To establish governance for State of Alabama email and directory services that promote security and productivity by consolidating email and directory services; thereby, improving the efficiency of electronic communications, and ensuring transparency in the actions of state government.
AUTHORITY	<p>The authority of the Office of Information Technology (OIT) to create and enforce policies relating to the management and operation of information technology (IT) by State agencies, and exceptions to such authority, are derived from:</p> <p><i>Articles 8 and 11 of Chapter 4 of Title 41, and Chapter 28 of Title 41, Code of Alabama 1975 (Acts 2013-68 and 2017-282).</i></p> <p>Policies of the OIT are approved and signed by the Governor.</p>
APPLICABILITY	The requirements and responsibilities defined in OIT policies apply to all departments, agencies, offices, boards, commissions, bureaus, and authorities (referred to generally as “agency” or “agencies”) and authorized individuals in the employment of the State responsible for the management, operation, or use of State of Alabama IT.
STATEMENT OF POLICY	Extensive use of email (and other electronic messaging systems) provides a mechanism to reach a large percentage of State employees with informational and emergency notices. However, disparate and unconnected email and user directory systems hinders communications between agencies.

Additionally, the proliferation of portable communications devices has resulted in a mobile government that can conduct business from virtually anywhere. While efficient and advantageous, the practice of conducting State business using mobile devices has also led to increased use of private and commercial email accounts for business communication. Using private and commercial email accounts prevents messages from being subjected to beneficial security and data controls, such as virus-scanning and message retention; and raises questions regarding the transparency of government actions.

It is therefore the policy of the OIT that:

- a) every State employee who requires an email address to send or receive State business communications shall be issued an individual State email address, and shall use such email address for all State business which is conducted via email.
- b) Unless granted written exemption from the OIT, all State agencies shall use the email system in the alabama.gov domain name space maintained by OIT.
- c) There shall exist a centrally-managed synchronized Global Address List (GAL) for all State agencies.

OIT  
RESPONSIBILITIES

Maintain and administer a statewide email system in the alabama.gov domain name space.

Establish policies and standards governing the security, confidentiality, integrity, and availability of State email systems.

Manage the synchronization of the GAL and establish standards that govern directory service interoperability of all State agencies.

AGENCY  
RESPONSIBILITIES

Adhere to established State policies and standards regarding email security and centralized directory services.

Ensure agency personnel follow established State policies and standards regarding use of State email.

Any agency hosting its own email system, or otherwise not utilizing OIT's hosted email service, must participate in established State standards that facilitate GAL synchronization for directory service interoperability of all State agencies.

**USER**

**RESPONSIBILITIES**

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

Refrain from use of commercial or private email for State business purposes.

If it is necessary to use a commercial or private email address to send a message for State business purposes, the sender shall send a copy of the message (cc) to their State email address.

**EFFECTIVE DATE**

This policy shall be effective upon its approval by the Secretary of Information Technology and Governor of Alabama as evidenced by the signatures of the Secretary and Governor being affixed hereto.

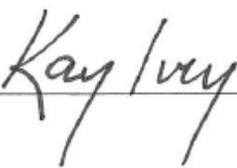
**SUPERSEDES**

This policy supersedes version 540-01.

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 date on which the Governor has approved and signed it.

  
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Jim Purcell  
*Acting Secretary of Information Technology*

ORDERED

  
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Kay Ivey  
*Governor*

This 16<sup>th</sup> day of March, 2018.

DOCUMENT CHANGE HISTORY

Version	Version Date	Comments
540-01	10/01/2017	Initial version
540-02	03/15/2018	Format changes; minor changes to content and title