



OIT 62.015: Email and LAN Administration

Responsible Executive : Chief Information Officer (CIO)
Responsible Office: Office of Information Technology
Related Policy: NSU 60.201: Acceptable Use of Technological Resources
NSU 62.002: Computer Systems Passwords
Approved-On Date: June 23, 2006
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Policy Statement

The Office of Information Technology (OIT) is responsible for operating and maintaining the campus computer network and the electronic mail & calendaring system and for administering user accounts for the systems. OIT reserves the right to disable any account for which the account holder has violated any of the established university policies and/or procedures; www.nsu.edu/policies. Accounts are provided to users for the purpose of performing university business, education, and research.

Purpose

The purpose of this policy is to provide users important information concerning OIT administration of the network and the e-mail/calendaring system. Additional and in depth information are provided on the OIT website at www.nsu.edu/oit.

OIT Responsibilities:

- Provide one gigabyte of storage per faculty/staff user on email servers
- Provide one hundred megabytes of storage per student on email servers
- Provide Public Folders for effective information sharing
- Provide secure access to the email and calendaring system on campus using Microsoft Outlook
- Provide secure access to the email and calendaring from the Internet using Outlook Web Access (OWA)
- Provide email backup and disaster recovery services
- Provide spam and anti-virus filtering
- Provide professional assistance for accessing email
- Provide Global Address List capabilities
- Provide calendaring and scheduling capabilities

Customer Responsibilities:

- Abide by all relevant University policies when using the network and the e-mail system, and specifically University Policies 60.201: Acceptable Use of Technological Resources and 62.002: Computer Systems Passwords which can be found at www.nsu.edu/policies
- Apply e-mail best practices/procedures which can be found at <http://www.nsu.edu/serversupport/doc/MailboxSizeManagement.doc>
- Refrain from using these or any other technology resources provided by the University in any manner which could adversely affect or unfavorably reflect upon the University
- Delete and purge email that is no longer needed
- Refrain from forwarding large files to multiple users if possible
- Creation of personal or local folders to archive/store email
- Follow best practice guidelines as they are announced
- Manage mailbox size to storage limits
- Users are responsible for keeping their “deleted items” folder empty

Symantec Mail Security Appliance

OIT has implemented the Symantec Corporation Brightmail Gateway as a solution to help protect the University from the deluge of computer viruses and junk mail or spam that is so prevalent on the Internet.

This is a highly regarded and well maintained commercial software product that automatically filters e-mail coming into the University’s system to block known viruses and reduce spam and other junk mail.

For additional information concerning spam and anti-virus mitigation, users can contact OIT Client Services at clientservices@nsu.edu or 757-823-8678.

PROCEDURES PERTAINING TO FACULTY, STAFF, AND STUDENTS

Electronic mail systems should be seen as a highly effective medium for the timely exchange of information, not as electronic repositories for the formal, long-term storage of information. University Policy 60.201: Acceptable Use of Technological Resources is relevant.

Users have the right and responsibility to save copies of important e-mail and attachments by transferring them to other electronic environments and media or by copying them to paper where they can be retained together with other related documentation as may be required by any specific directive. Originators and recipients of e-mail are responsible for identifying and saving mail and documents that must be retained in order to comply with Federal, State and/or local laws, University policy, or for other pertinent reasons.

PROCEDURES PERTAINING SPECIFICALLY TO FACULTY AND STAFF

Faculty and Staff Account Requests

Because faculty and staff may require access to sensitive information, they must submit an OIT Request Form / Information Security Access Agreement that is available online at <http://www.nsu.edu/forms/> along with any other applicable required forms to obtain an account. The appropriate form(s) that are located at <http://www.nsu.edu/forms/> must be completed and submitted to OIT Client Services. In accordance to the COV ITRM Standard SEC501, no account will be provisioned until all required forms are fully processed, requirement for a successful background check has been verified, and required information security awareness training is complete.

The accounts of faculty and staff members who are no longer employed by the University are deactivated and subsequently deleted from systems as soon as OIT receives information on the effective date of each individual's departure.

Faculty and Staff Account Naming Convention

First initial, middle initial, last name

Name: Im A. Person
Account: iaperson
Email: iaperson@nsu.edu

In situations where initials and last names are repeated, the account creation technique employed will be to append the last three digits of the faculty or staff member's randomly generated employee identification number to the first initial, second initial, last name sequence. For example:

Faculty or staff user #1 iaperson@nsu.edu
Faculty or staff user#2 iaperson892@nsu.edu
Faculty or staff user#3 iaperson431@nsu.edu

Faculty and Staff User Electronic Mail Storage Allocations

Faculty and staff users are allocated one gigabyte of storage in the email system. When a user's email mailbox exceeds 975 megabytes the user will receive an automated email warning message, and, the warning message is repeated each day until the size of the mailbox is reduced to a level below the threshold. When a user's mailbox exceeds one gigabyte, the user can no longer send email until the mailbox size is reduced.

PROCEDURES PERTAINING SPECIFICALLY TO STUDENTS

Student Account Requests

Accounts for newly enrolled students are created automatically at the start of the semester and the accounts of existing students are 'rolled-over' from semester to semester until they graduate or leave the University. Students can use the account 'look up' utility found at www.nsu.edu/studentlookup to obtain campus network and email system username and initial password. They can also go to any one of the OIT Open Access Labs where a lab specialist can assist them, (www.nsu.edu/oit/pdf/NSUComputerLabsListing.pdf). To obtain the information, students will need to bring their University identification card or another valid identification containing a picture of the student along with a valid class schedule.

OIT reserves the right to remove at any time the accounts of students who are no longer actively enrolled.

Student Account Naming Convention

The naming convention for student accounts is derived from the student information system and it is very similar to that shown for faculty and staff. However, periods are placed between the first and second initials and between the second initial and the last name, (i.a.student@nsu.edu). When the character pattern is repeated, a number will be appended at the end, (i.a.student318@nsu.edu).

Student User Electronic Mail Storage Allocations and Retention

Student users are allocated 100 megabytes of storage in the email system. When a user's email mailbox exceeds 97.5 megabytes the user will receive an automated email warning message, and, the warning message is repeated each day until the size of the mailbox is reduced to a level below the threshold. When a user's mailbox exceeds 100 megabytes, the user can no longer send email until the mailbox size is reduced.