



**DEPARTMENT OF DEFENSE
DEPENDENTS SCHOOLS
OFFICE OF THE DIRECTOR, EUROPE
UNIT 29649 BOX 7000
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September 16, 2005

MEMORANDUM FOR DODDS-EUROPE EMPLOYEES

SUBJECT: DoDDS-Europe MS Exchange Public Folder Creation SOP

References: (a) DoDDS-E Mailbox Management Policy, September 12, 2003
(b) DoDEA AI 6600.1, Computer Internet and Access Policy, July 15, 2005
(c) DoD Instruction 1100.21, Volunteer Service in the Department of Defense, March 11, 2002.

A. PURPOSE: The purpose of this document is to establish the standard operating procedure for requesting creation of public folders on DoDDS-Europe MS Exchange servers, to ensure all public folders on DoDDS-Europe MS Exchange servers are created and maintained in a standard manner, and information presented is current and accurate.

B. APPLICABILITY AND SCOPE: This SOP applies to:

1. The Office of the Director, DoDDS-Europe, DoDDS-Europe District Superintendent Offices, school principals, teachers, and support staff.
2. Volunteers who provide services to DoDDS-Europe under the authority of reference (c).
3. All users of DoDDS-Europe information technology (IT) resources.

C. DEFINITIONS:

1. Service Desk Request: A request for technical assistance with IT computer related software and equipment.
2. DoDDS-Europe Service Desk: It is located at Mainz-Kastel Station in Mainz-Kastel, Germany, and is the central point for all service desk requests in Europe.
3. Owner of the Public Folder: A DoDDS-Europe employee responsible for the administration of the public folder.

D. POLICY: It is the policy of the DoDDS-Europe IT Division to ensure IT services are available to all students and employees in a timely manner.

E. RESPONSIBILITIES:

1. The DoDDS-Europe IT Division Chief will oversee and review implementation and compliance of all IT Division standard operating procedures.
2. The school principal, superintendent, or division chief will be the first-line approving authority for creation of public folders on the local MS Exchange server.
3. The owner of the public folder will be responsible for administering the public folder, assigning users rights to the public folder, and ensuring that items older than 1 school year are deleted.
4. All users of DoDDS-Europe IT resources will adhere to this SOP.

F. PROCEDURES: Specific procedures are outlined in Enclosure 1.

G. EFFECTIVE DATE: This SOP is effective September 23, 2005.

//Original signed//
Diana J. Ohman
Director, DoDDS-Europe

Attachments:

1. Procedures
2. Use of Public Folders
3. Assigning Permissions

ATTACHMENT 1

PROCEDURES

A.1.1. Purpose

This enclosure defines the roles, responsibilities, and process for requesting the creation of public folders on DoDDS-Europe MS Exchange servers.

A.1.2. Process

1. The school principal, superintendent, division chief, or designated representative desiring the creation of a public folder will submit a service desk request to the DoDDS-Europe Service Desk explaining the purpose and usage of the public folder (i.e. for calendar items, mail items, parent contact addresses, daily bulletin, etc.), the targeted audience, and the person responsible for ownership of the public folder.

1.1. The service desk request will be submitted via the Internet or telephone.

1.2. The preferred method of submitting a request is the Internet.

1.3. The link to the service desk via the Internet is <http://servicedesk.eu.dodea>

1.4. The directions for using the service desk may be found at
<http://it.eu.dodea/Documents.htm>

1.5. The service desk's hours are Monday through Friday 6 AM to 6 PM CET (excluding Federal holidays).

1.6. The telephone numbers for the service desk are:

DSN 334-2736 or Civilian (49) 06134-604-736

DSN 334-2515 or Civilian (49) 06134-604-515

1.7. Any questions or concerns about the DoDDS-Europe Service Desk can be addressed to the Service Desk Branch Chief, Cyril Ward, at 334-2963.

2. The DoDDS-Europe IT Division Chief, or representative, is responsible for approving or disapproving the service desk request.

- 2.1. If the service desk request is disapproved, it will be annotated on the service desk request and the person who submitted the request will be automatically notified.
 - 2.2. If the service desk request is approved, the DoDDS-Europe Service Desk will automatically process the request by assigning it to the appropriate System Administrator.
3. The DoDDS-Europe System Administrator will create the public folder, ensure correct replication if necessary, annotate the public folder name in the service desk request, assign ownership rights to the owner of the public folder, and close the service desk request.
4. The school principal, superintendent, division chief, or designated representative, who submitted the service desk request will notify the owner of the public folder of its creation.
5. The owner of the public folder is responsible for assigning users rights to the public folder, administration of the public folder, and ensuring that items older than one school year are deleted.
6. The school principal, superintendent, division chief, or designated representative is responsible for notifying the DoDDS-Europe Service Desk of any ownership changes or the need to delete the public folder.

ATTACHMENT 2

USE OF PUBLIC FOLDERS

Before submitting a request for the creation of a public folder, consider its purpose and whether other means would be more appropriate. Other means could be the local Intranet, or a distribution list.

Remember that public folders reside on DoDDS-Europe MS Exchange servers and are to be used for official purposes only. Public folders are useful for posting school calendars, parent email contact information, or static information useful to the school staff.

Public folders will adhere to rules as stated in DoDDS-E Mailbox Management Policy, September 12, 2003, section 4.5.

Public folders will adhere to the same email usage prohibitions outlined in DoDDS-E Mailbox Management Policy, September 12, 2003, section 4.7, and DoDEA AI 6600.1, Computer and Internet Access Policy, July 15, 2005:

- Sending chain letters.
- Advertising charitable events or fundraisers not associated with the office.
- Selling or giving away tickets, pets, or other items.
- Conducting personal business.
- Inclusion of religious quotes, themes, messages, or symbols unless directly related to official business.
- The creation and exchange of messages that are offensive, harassing, obscene, abusive, or threatening.
- The creation, storage, or exchange of information in violation of copyright laws.
- Money making schemes.
- Jokes.
- Photographs of personal nature.

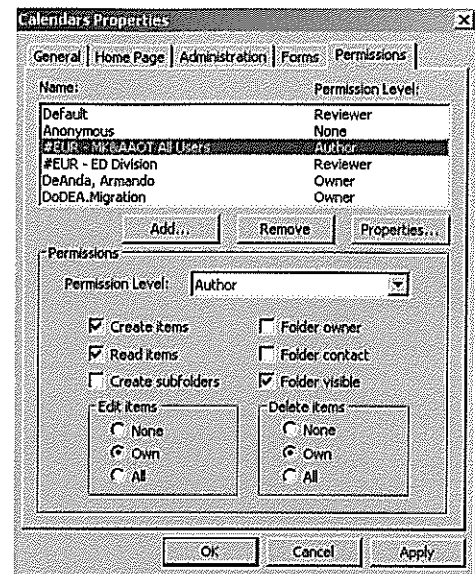
ATTACHMENT 3

ASSIGNING PERMISSIONS

The owner of the public folder is responsible for assigning permissions to users. Keep in mind that there are various levels of permissions as outlined below.

To assign a user or group permissions:

1. Open Outlook.
2. Navigate to the public folder.
3. Right-click on the public folder and choose **Properties**.
4. Click on the *Permissions* tab.
5. Click the **Add** button to add users or groups.
6. Click the **Remove** button to remove users or groups.
7. Select the appropriate Permission Level for each user or group.
8. You can customize permission levels by checking or unchecking items.
9. Click **OK** when finished.



With this permission level (or role)	You can
Owner	Create, read, modify, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels others have for the folder. (Does not apply to delegates.)
Publishing Editor	Create, read, modify, and delete all items and files, and create subfolders. (Does not apply to delegates.)
Editor	Create, read, modify, and delete all items and files.
Publishing Author	Create and read items and files, create subfolders, and modify and delete items and files you create. (Does not apply to delegates.)
Author	Create and read items and files, and modify and delete items and files you create.
Contributor	Create items and files only. The contents of the folder do not appear. (Does not apply to delegates.)
Reviewer	Read items and files only.
Custom	Perform activities defined by the folder owner. (Does not apply to delegates.)
None	You have no permissions. You can't open the folder.