



**DEPARTMENT OF DEFENSE
DEPENDENTS SCHOOLS
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Information Technology Division

DoDDS-E Mailbox Management Policy

- References:**
- (a) DoDEA Regulation 1400, "Electronic Mail System," November 1993.**
 - (b) DoDEA Regulation 1400.0-Change 1, "Regulation System Transmittal Instructions for Recipients," August 14, 1996.**
 - (c) DoDEA AI 6700.9, "Limiting and Managing Electronic Mail Files", June 20, 2002.**

Supersedes: DoDDS-E Mailbox Management Policy, dated June 13, 2003

1. PURPOSE

The purpose of this document is to establish proper mailbox configuration and standard use policy for the DoDDS-Europe email system.

2. APPLICABILITY AND SCOPE

The Microsoft Exchange messaging environment across DoDDS-E has proved to be very successful and is providing a crucial component in conducting the agency's daily business in support of its teaching, learning, research and administrative activities. However, like many IT resources, unconstrained use and lack of mailbox configuration standards and controls can place undue demand on IT resources (infrastructure and staff).

To assist in achieving standardized use and establishing configuration standards within the DoDDS-E Microsoft Exchange environment, the following policy is issued in this document.

Definition of Authorized DoDDS-E Mailbox Holders
Message Size Limits
Mailbox Size Limits
Automatic Deletion of Items in All User's "Deleted Items" Folders
Restricting the use of Email Distribution Lists
Handling of Official Mailboxes
Handling of Public Folders
Email Usage Guidelines
Email Usage Prohibitions

3. POLICY

Administrators, teachers, support staff, and contract employees, are authorized to have a DoDDS-E email box issued to them (DoDEA Regulation 1400.0). The district and school levels have the authority to determine, based on duties assigned to the above listed individuals at those locations, whether or not a mailbox will be assigned.

4. RESPONSIBILITIES

4.1 Message Size Limits

To prevent bandwidth saturation during the transmission of email messages, a message size limit of 5000KB (5MB) will be established on all DoDDS-E Exchange servers.

4.2 Mailbox Size Limits

Because of limited hard drive space on individual DoDDS-E Exchange servers, mailbox size limits have been established at each “site” in the organization (see below). A site is defined as a location that has its own Exchange server(s) to support a specific location in the DoDDS-E Exchange organization (i.e., area office, district superintendent’s office, or school).

The size limits outlined below will be reviewed regularly by IT support staff to ensure that normal email user functions can be performed within the quotas allocated. If server storage limits cannot support standard mailbox sizes, then the local IT support staff will need to adjust mailbox sizes downward accordingly.

Standard mailbox size limits will be established as follows:

Position	ASO	DSO	School*
Director, Deputy Director, Superintendent, Asst. Superintendent, Chief of Staff, Chief of Management Services, Public Affairs Officer	400MB	400MB	N/A
OFT Executive Committee President and European Director	400MB	400MB	400MB*
All other OFT Union Representatives (FRS’s) w/official mailboxes (i.e., OFT, Incirlik ES, etc.)	100MB	100MB	100MB*
FEA Board of Director Members (incl. European and District level Committee Members)	400MB	400MB	400MB*
All other FEA Union Representatives (LUR’s) w/official mailboxes (i.e., FEA, Butzbach ES, etc.)	100MB	100MB	100MB*
School Principals, Asst. Principals	N/A	N/A	100MB*
Division Chiefs, District Tech. Leaders, District ET Leaders	350MB	350MB	N/A
Official Mailboxes	100MB	100MB	100MB*
All Staff	250MB	250MB	30MB*

***Current hardware limitations prevent larger mailbox size limits from being assigned at the school level at this time.**

4.2.1 Exceptions to Mailbox Size Limits

Exceptions to the above size limits can be granted on a case-by-case basis and must be requested from and approved by the IT Division.

4.2.2 Warning and Send/Receive Mail Limits

In addition to the size limits listed above, Exchange should also be configured to warn users and the appropriate ATs when their mailbox size reaches 90% of their limit. It is at this point that users should delete unwanted messages and/or archive off the messages they want to keep. When the mailbox reaches 100% of the size limit, the ability to send email messages will be disabled systematically. This restriction will remain in place until the user either deletes or archives some of their mail messages.

4.2.3 Automatic Deletion of Items from All Outlook Folders.

Use of the “Mailbox Manager” Add-In for Exchange allows Systems Administrators the ability to delete email messages that are no longer wanted/needed from specific folders in any or all users mailboxes in an automated fashion. It should be configured to permanently delete all messages older than 120 days from the Exchange server. It is important for users to understand that this will occur. If they do not archive email messages off the server themselves, all messages older than 120 days will be permanently deleted. Once deleted, they are unrecoverable by either the user or IT staff.

Note: If other mailbox management tools are used instead of the “Microsoft Mailbox Manager Add In”, the ATs must bring this information to the attention of their DTL, who will in turn notify the DoDDS-E IT Division email administrator.

4.3 Restricting the use of E-mail Distribution Lists

Within DoDDS-E, distribution lists are used to send email messages to multiple addressees simultaneously. Distribution lists can be established for multiple purposes, for example:

- to send messages to multiple users at a particular location, such as all users at the Area Office, a District Office, or a specific school (i.e., #EUR AAOT/MZK All Users, or #Heidelberg HS All Staff)
- to send messages to multiple users who share a common function (i.e., #EUR – Superintendents, #Isles ETs, or #EUR – Information Assurance).

However, the use of distribution lists also causes a strain on email server resources as the system works to send a message to many users simultaneously. This strain on system resources must be properly managed to prevent server slowdowns and/or outages. Additionally, users must be educated to use distribution lists judiciously.

To assist system administrators in managing their email server resources, the ability exists to limit the use of distribution lists to a specific set of users. The determination of who is authorized to use specific distribution lists is left to the discretion of local authorities at each level of DoDDS-E as follows:

- Area Office distribution lists - the DoDDS-E email administrator
- District Office distribution lists - the Superintendents
- **School distribution lists - the Principals

**In campus situations where two or more schools share a distribution list, the principals from all schools involved must consult together to determine who is authorized to use such lists.

Use of distribution lists should be limited to official business only.

4.4 Handling of Official/multi-user Mailboxes

In many situations, it is necessary that an official or multi-user mailbox be created for a special purpose or for a specific group of people to monitor. For example, DoDDS-E has an “Information Assurance” official mailbox where DoDDS-E employees can send messages relating to information assurance issues/items. One or more IT Division staff members are responsible for monitoring and responding to items sent to this mailbox.

The rules associated with official/multi-user mailboxes are as follows:

- A single individual must be designated as the POC for each official mailbox. He/she is responsible for monitoring the size of the box and keeping it below the normal user mailbox size limit.
- Official mailboxes should NOT have a generic NT logon account created with it.

4.5 Handling of Public Folders

Public folders are used in Exchange as a place to store messages that are of interest to large groups of people. Instead of sending a message to a large distribution of people, one can post a message to a public folder and all interested parties can access the public folder and read the message there. Examples of public folders are the "TDY/Leave" folder used at the ASO for personnel who need to request official travel orders.

The rules associated with public folders are as follows:

- The size limit for public folders is 50MB if they are not being replicated.
- The size limit for public folders is 15MB if they are being replicated.
- When creating a public folder, a mutually agreeable timeframe for retaining items should be established between the AT and the person/group responsible for the public folder.
- As a default standard, public folders should NOT be set up to replicate to any other site without advance coordination between the appropriate DTL and the DoDDS-E Email Administrator.
- All public folders should only be viewable at the local level.
- Messages older than 1 year will be automatically deleted.

4.6 Email Usage Guidelines

Users of the DoDDS-E email system should follow these guidelines and conventions:

- Users should have no expectation of privacy when using the DoDDS-E electronic mail system. It is a government owned system.
- Users will not subscribe to list servers and distribution lists that are not directly related to their jobs. Such lists tend to overload and adversely affect the performance of the email system.
- During the summer months, all Educator staff members should unsubscribe from all list servers. Mailbox size limitations still apply throughout the summer recess period.
- Users must not compromise the privacy of their password by giving it to others or exposing it to public view.
- Retain messages only if relevant to the business of DoDDS-E.
- Message addressees should be limited to those recipients who legitimately need to know, as opposed to sending a message to more people than is necessary. Messages sent unnecessarily can lower system and user performance.
- Construct messages professionally (spelling, grammar) and efficiently (Subject field, attachments).
- When possible, cut and paste the contents of a small text document into the body of a message itself instead of sending it as an attachment. Attachments can decrease system performance.
- Exercise care when determining recipients of group mailings.
- Always enter a subject into the subject line.
- Avoid sending attachments larger than 1 MB (megabyte).
- Zip large attachments before sending them.
- Avoid using all capitals in the title or text of a message.
- Use care when choosing "reply to all" or "bcc".
- Ensure you have contact information at the bottom of your email (i.e., your name and telephone number).
- Do not use backgrounds, art or logos in your email messages or signature blocks.
- Use an easy to read font size and color.
- Use the Out of Office Assistant to let people know how they can contact you.
- Use spell check as a default.
- Avoid sending emails to the person in the next office.
- Don't rely on email for important messages.
- Do not give out your DoDDS-E email address when attending public conferences, meetings and seminars. Use your personal email address instead.
- DoDDS-E email addresses should not be used when using Internet web services for personal use (i.e., when shopping on the internet, etc.).

4.7 Email Usage Prohibitions

The following use of the DoDDS-E email system is strictly prohibited per Government ethics regulation 5 CFR 2635.704. Refer also to DoDEA Regulation 1400.0. Users receiving any of the following types of email material should immediately report the incident to the appropriate authority:

- Sending chain letters.
- Advertising charitable events or fundraisers not directly 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.
- Reading or sending messages from another user's account, except under proper delegate arrangements.
- Money making schemes.
- Jokes.
- Photographs of a personal nature.

4.8 Blocked Email Attachment Types

The DoDDS-Europe organization uses McAfee Groupshield for its standard antivirus server software platform. Within the Groupshield for Exchange product, certain attachment file types are blocked in order to protect our network from viruses. The default McAfee list of blocked file extensions is used with the exception of all Microsoft Office extensions (i.e., doc, xls, ppt, and mdb, which should be allowed). DTLs have been provided with a list of all blocked attachment types. This list should be used as the standard for configuring Groupshield on Exchange servers. Any requests for additions or deletions to this list should be submitted through the appropriate DTL to the DoDDS-E IT Division Chief. The master list is maintained by the DoDDS-E IT Division Email Administrator. To ensure the integrity of our email system, this list must not be shared with non-IT staff members.

4.9 Archiving of Users Email

It is the responsibility of each user to archive their own email on a regular basis. Instructions on how to archive can be obtained from the DoDDS-E Helpdesk for Area Office personnel, or the technical support staff at each site for District and School personnel.

5. PROCEDURES

5.1 All existing electronic mail users will receive instruction on how to manage their electronic mailbox.

5.2 New users should be trained on electronic mail management within 30 days of his/her arrival at DoDDS-E.

5.3 Electronic Mail Users should learn how to:

5.3.1 Check the size of their electronic mail folders.

5.3.2 Archive their mail. Instructions will include automatic and manual methods for archiving mail.

5.3.3 Create personal folders and move mail to personal folders.

5.3.4 Create rules for managing mail.

5.3.5 Delete messages and empty deleted items folder.

5.4 Mailbox limits, as described in section 4.2 above, will be set through the Microsoft Exchange Server application.

5.5 Exceptions to the established mailbox size limits may be granted on a case-by-case basis.

5.5.1 User must submit a written request to their immediate supervisor documenting the reasons why they cannot complete their normal daily work requirements with the specified size limit in place.

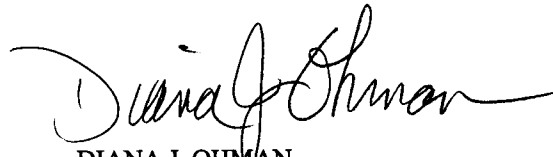
5.5.2 The supervisor will review the request and if he/she concurs, will sign the request and forward it to the IT Division Helpdesk (for Area Office personnel), or to the District Technology Leader for District and School personnel.

5.5.3 The IT Division email administrator (for Area Office personnel) or DTL (for District and School personnel) will review the request and make the decision to either extend the limit or reject the request.

5.5.4 The IT Division email administrator (for Area Office personnel) or DTL (for District and School personnel) will specify the new size limit.

6. EFFECTIVE DATE

This policy is effective immediately.



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DISTRIBUTION:

DoDDS-Europe Division Chiefs

DoDDS-Europe Superintendents

DoDDS-Europe District Technology Leaders