

Chapter Name

2.0 Communications

Chapter Number Title

2.1 Auto-Forwarded E-mail Policy

1.0 Purpose

This purpose of this policy is to outline restrictions placed on Eastern Michigan University (EMU) e-mail to prevent inadvertent disclosure of confidential information and interruption of e-mail service to external e-mail providers that hold mail servers responsible for the mail they forward through forwarding addresses.

2.0 Scope

This policy covers all electronic mail sent from or relayed through EMU mail servers that is auto-forwarded by virtue of an alias, forwarding address, or any other means.

In cases where policies conflict with each other, the most restrictive rule will always apply, unless explicitly stated otherwise.

This policy covers all e-mail auto-forwarding. No previously existing arrangements will be grandfathered.

3.0 Policy

The Division of Information Technology (DoIT) is responsible for the confidentiality and reliability of e-mail transactions to and from the University, where this can be feasibly provided by mail servers. Because the content of messages delivered to an account can only be controlled in a limited fashion, auto-forwarded e-mail creates a clear risk to the University by potentially enabling automatic, unintentional delivery of confidential information. It also creates problems with external e-mail providers that view EMU as a source of SPAM when it is forwarded from EMU servers. It is therefore imperative that careful control of automatic e-mail forwarding be maintained.

Certain e-mail providers (Yahoo! for example) make no origin distinctions when an e-mail is reported as SPAM. In order to ensure delivery to these providers, auto-forwarding may need to be prohibited. DoIT Network Engineering will maintain a list of these providers as they are discovered. Whenever possible, DoIT will provide instructions for mail delivery alternatives (usually external POP) for sites prohibited as auto-forwarding destinations.

DoIT reserves the right to remove auto-forwarding features from any system in the interests of security and performance, even if the forward was previously approved.

4.0 Responsibility for Implementation

Director IT, Network and Systems shall cause the implementation of this policy.

5.0 Enforcement

Enforcement will be handled by the Director of IT Security Administration and Director IT, Network and Systems.

Any user found to have violated this policy may be subject to loss of certain privileges or services. Disciplinary actions or legal sanctions, civil and criminal apply where stated by policy or law.

6.0 Definitions

<u>Term</u>	<u>Definition</u>
Auto-Forward	The process that automatically redirects all e-mail from your emich account (e-mail box) to another email address.
DoIT (Formerly known as ICT)	Division of Information Technology –[This is the new name for the Division of Information and Communications Technology.]
External POP	A service offered by some e-mail providers that allows e-mail from an external system to be downloaded into the mailbox maintained by that provider. Example: a user of Gmail™, a primarily web-based e-mail service, can configure their account to download e-mail from the EMU server. This permits EMU mail to reach the Gmail account without the EMU server forwarding that mail.
SPAM	SPAM is unsolicited email intended for large numbers of recipients. It is often used to solicit money from the email recipient, or request they take some action. SPAM can be a noun - the email itself - or a verb - the act of sending SPAM. Here it includes "junk mail", unsolicited commercial email (UCE), unsolicited bulk email (UBE).

7.0 Revision History

<u>Creator</u>	<u>Description</u>	<u>Submission Date</u>	<u>Approval Date</u>
ICT Security	ICT Security Team	March 10, 2006	
ICT Policy – J. French, A. Barr	Revised section 3.0	January 16, 2008	
A. Barr	Added Date last revised	02-25-2008	
A. Barr	Modify header per Lynn Dorendorf amended template; add definition of SPAM; prepare for Town-Hall and Publishing per Policy Committee 02-26-2008; sent to Lynn Dorendorf for template – header review.	02-29-2008	
A. Barr	Changed ICT to DoIT where appropriate; modified footer; added DoIT to definitions;	March 12, 2008	
A. Barr	Convert to PDF and post to Proposed Policies on IT Policy Web site.	March 13, 2008	
A. Barr w/ John French	Added definition of “External POP”; added language to Section 4.0 Responsibility for Implementation	April 29, 2008	