Procedure: Email accounts

Purpose

To set a framework for establishing University email accounts and team or resource calendars in Office 365.

Definitions

Definitions of terms used in this document are provided in the overarching Policy (Acceptable Use of Information Technology Policy).

Procedure

1. Requests to establish Position/Role Alias, Function/Team, and Time Limited/Campaign email accounts must be made via the IT Service Desk using the Appropriate Form (Email Account Request Form). The creation of these accounts is to be approved by a Service Division Director / College General Manager, or their chosen delegate (such as a College IT Manager). All other email accounts, with the exception of personal accounts, can be established via an IT Service Desk Request with the appropriate form.

2. All ANU email accounts, including alumni and auxiliary accounts, are subject to the Freedom of Information Act 1982 (FOI Act), and the Privacy Act 1988 and Australian Privacy Principles.

3. The requirement for, and usage of, email accounts other than personal accounts such as staff or student accounts may be periodically reviewed.

4. University IT facilities and services (such as email) must not be used in the conduct of personal business or unauthorised commercial activity. Limited personal use of University IT is acceptable, however access can be revoked at any time and is subject to the same monitoring practices as employment related use.

Personal email accounts

5. All staff are issued a personal email account on their appointment to the University, using the format ‘firstname.lastname@anu.edu.au’. This account is established as part of the standard Human Resources induction procedure and does not require a separate request via the IT Service Desk.
6. Staff personal email accounts are issued as a licensed mailbox in Office 365, which has a 50GB mailbox, 100GB online archive, and In-Place Hold to meet the University’s legal requirements.

7. All students are issued a personal email account on their commencement at the University, using the format ‘university_id@anu.edu.au’. This account is established as part of the standard Student Administration induction procedure and does not require a separate request via the IT Service Desk.

8. Postgraduate students may request the optional email format of ‘firstname.lastname@.anu.edu.au’.

9. Student personal email accounts are issued as a free licensed mailbox in Office 365, which has a 50GB mailbox.

Alumni email accounts

10. As of December 2013, all ANU alumni receive an ANU email account for life. These accounts are issued using the format ‘university_id@alumni.anu.edu.au’, or the optional format of ‘firstname.lastname@alumni.anu.edu.au’ on request. This is a free licensed mailbox in Office 365, which has a 50GB mailbox.

11. Alumni can opt out of their ANU email account for life via an IT Service Desk request.

12. ANU Alumni can opt out of their ANU email account for life via an IT Service Desk Request.

Team/role alias

13. A position/role alias email account reflects a specific position or role within the University, such as Vice-Chancellor or Dean; they can also reflect a responsibility, such as Privacy Officer. Position/role alias accounts are issued using the format ‘position title.organisational unit@anu.edu.au’ or ‘keyword@anu.edu.au’.

14. Email sent to a position/role alias address will be delivered to the personal email mailbox of the employee/s occupying the position/role. They also have the ability to send email using the alias.

15. Staff access can be added and/or removed from a team/role mailbox by submitting a request via the IT Service Desk.

Team/role mailbox

16. A function/team email account can be established on behalf of several people who are responsible for the same service, and issued using the format
‘area name/organisational unit@anu.edu.au’.

17. Staff access can be added and/or removed from a team/role mailbox by submitting a request via the IT Service Desk.

18. Function/team mailboxes are issued as a licensed mailbox in Office 365, which has a 50GB mailbox, 100GB online archive and In–Place Hold to meet the University’s legal requirements.

**Timed mailbox**

19. A timed mailbox functions in the same way as a function/team mailbox, but must have an expiry date set at the time of creation. Timed mailboxes are preferred for non–ongoing campaigns, one–off conferences, time limited projects, and tender processes.

20. Timed mailboxes are issued as a licensed mailbox in Office 365, which has a 50GB mailbox, 100GB online archive and In–Place Hold to meet the University’s legal requirements. These mailboxes use the format ‘keyword@anu.edu.au’.

**Team Calendar**

21. Team calendars are preferred for recording rosters and/or staff leave. They are created using the format ‘College/Division acronym – calendar name’ (e.g. ITS – Leave Calendar).

22. Team calendars use a shared Office 365 mailbox which requires no license and is limited to 5GB in size. It can have two levels of security:
   a. Editor security access
   b. Read–only security access (if required).

**Room or resource calendar**

23. Room or resource calendars are preferred for the automated booking of rooms and equipment and/or resources. Resource mailboxes don’t require a license and are limited to 25MB in size. By default, bookings can be made up to 365 days in advance, for a maximum duration of 24 hours, and all ANU staff have reviewer rights. On request these defaults can be modified.

24. Room or resource calendars are issued using the following formats:
   a. For a room calendar, ‘Building #, Building Name (if building has a name), Level # (if building has multiple floors and not a room number), Room # (if room has a number), Common Name (if room has a common name)’ (e.g. Building 43, Hancock West, Room 4.07, Student Equity Meeting Room).
b. For a resource calendar, ‘Area – Equipment/Resource Type – Description of Equipment/Resource’ (e.g. FBS – Car – YJA78Q).

25. There are three levels of security access:

a. Delegate – has the rights to create, modify, or remove any meeting in the calendar. When a member of the ‘Requires Approval’ group creates a meeting on the calendar, all members of the delegate group receive an email to approve or reject the meeting request.

b. Auto Approved – has the rights to create new meetings in the room or resource calendar. Auto approved meeting are issued via an invite from the creator’s calendar to the room or equipment/resource calendar (i.e. the resource calendar is listed as an attendee). Auto approved individuals only possess rights to modify their own meetings by changing the date and time or deleting the meeting request in their own calendar.

c. Requires Approval – has the rights to send a meeting request through to the room or resource calendar which is tentatively accepted until approved by a member of the ‘Delegate’.

26. Room or resource calendars can also have a capacity limit set. This will prevent a meeting with more attendees than the size of the room can accommodate from being made (e.g. the calendar for a room that can only seat 10 attendees will not accept a meeting with 20 attendees). Similarly, if the resource is a vehicle, the attendees can be limited to the number of seats available.

Email distribution/mailing lists

27. Email distribution lists are designed to provide a simple method of communication to large groups of contacts. Lists can be used for one-way distribution of information or for group email-based discussion.

28. ANU permits email distribution/mailing lists, provided that lists are not made public if they contain non-anu.edu.au email addresses.

29. Each list must have a list owner or manager. List owners are responsible for the administrative management of the list, including moderation.