

Enterprise Information Technology Standards

Standards Category: Software

Title: Enterprise Email Server Software Standard

Number: S-107-001-10 ("S" – Standard, Agency #, Standard #, Year)

Applicability: This standard is applicable to all state agencies. For the purposes of this standard - "State Agency" or "Agency" means every state officer, board, commission, department, institution, branch or agency of the state government, whose costs are paid wholly or in part from funds held in the State Treasury, except:

- The Legislative Assembly, the Oregon Judicial Department - courts and their officers and committees;
- The Public Defense Services Commission;
- The Secretary of State and the State Treasurer in the performance of the duties of their constitutional offices;
- The State Board of Higher Education or any state institution of higher education within the Oregon University System; and
- The State Lottery.

Status: Adopted Draft Other: _____

Dates (Effective Date/Revision/Review)

Effective: March 1, 2010 Revision: <Enter Date> Scheduled Review By: March 2012

Prepared by: DAS Enterprise Information Strategy and Policy Division (EISPD)

Adopted by: *Dugan Petty* 02/24/10
Dugan Petty, State Chief Information Officer Date

Statutory Authority: ORS 291.038

Enterprise Standard: To achieve the purposes described in Section (1) of this document the standard for email server software for Oregon state agencies is Microsoft Exchange Server.

Minimum – Microsoft Exchange Server 2007 (Enterprise Edition or Standard Edition Service Pack 2)

Recommended – Microsoft Exchange Server 2010 (Enterprise or Standard Edition)

Section (1) - Purpose and Objectives: The formal adoption of this enterprise email server software standard is expected to:

- Allow the State of Oregon to leverage its purchasing power and negotiate software licenses and maintenance and support agreements as one enterprise with more favorable terms than any individual agency could receive on their own.
- Streamline efforts to establish standardized Software as a Service (SaaS) email service offerings
- Accelerate the establishment of operational standards and procedures related to email system, email addressing, and email user account management
- Enable the creation of shared/common approaches to address agency email storage, e-discovery, archival, retention and security challenges
- Simplify hardware configuration and architecture investments
- Support the establishment of common/integrated calendar and directory services.
- Allow a common and consistent training regimen for state staff to be implemented, allowing streamlined, efficient training and skills development.
- Enable the most integrated, economic and efficient acquisition, installation and use of email server software across Oregon state government.

Section (2) Definitions: For the purposes of this standard:

- “Email” means: A message sent or received by an email system. E-mail is asynchronous and does not require the receiver of the message to be online at the time the message is sent or received. E-mail also allows a user to distribute messages to large numbers of recipients instantaneously.
- “Email System” means: A system (comprised of hardware, software, and personnel resources) designed to allow a computer user to send and receive messages electronically over a computer network. Email systems typically use SMTP (Simple Mail Transfer Protocol) for sending email, and either POP3 (Post Office Protocol 3) or IMAP (Internet Message Access Protocol) for receiving email.
- “Email Server” means: A computer that serves as an electronic post office for email. Email exchanged across networks is passed between email servers that run specially designed email server software.
- “Email Server Software” means: An application that runs on an Email Server which receives incoming e-mail from local users (people within the same domain) and remote senders and forwards outgoing e-mail for delivery. Microsoft Exchange, Novell Groupwise, IBM Lotus Notes/Domino are among the more common email server software applications.

Section (3) – Other Requirements

- No additional requirements have been identified.

Section (4) – Exceptions: The State Chief Information Officer (CIO) or designee may grant an agency a written exception to this email server software standard.

Considerations for evaluating an agency exception request. Considerations to be weighed by the State CIO or designee in evaluating an agency request for an exception to the email server software standard include, but are not limited to:

- Agency business rationale for use of non-standard email server software;
- The degree to which the requested non-standard use of email server software would materially inhibit the state from ensuring that its information resources fit together in a statewide system capable of providing ready access to and sharing of information, computing or telecommunication resources;
- The degree to which the requested non-standard use of email server software would interfere with the state's goal of acquiring and using enterprise information technology resources in the most integrated, interoperable, efficient and economical manner possible; and
- Other factors deemed to be relevant to consider by the State Chief Information Officer (CIO).

Agency Exception Request. An agency may be granted an exception to the email server software standard by submitting a written exception request to DAS Enterprise Information Strategy and Policy Division (EISPD). An agency exception request must address each of the considerations described in the "Considerations" subsection above and contain the facts base necessary to justify agency conclusions.

Conditions requiring agency to submit an exception request. An agency must submit a written agency exception request to DAS EISPD when the any of the following conditions arise:

Use of excepted, non-standard email server software evolves over time. Any agency using excepted, non-standard email server software must submit a request to continue that exception whenever agency's use of the non-standard email server software is anticipated to change. Changes include, but are not limited to:

- An expansion (>10%) in the number of software licenses used within the agency.
- A lifecycle replacement of email server hardware is expected to occur
- An upgrade/migration from one software version to another is expected to occur.
- Supplementing or replacing the existing email server software in use with a third party hosted or Software as a Service email service offering.

Initial acquisition of non-standard email server software. Before initial acquisition of non-standard email server software an agency must request an exception to the email server software standard.

Emergency exception. Notwithstanding the exception request process described above, the State CIO or designee may waive some or all of the requirements for written submission of an agency exception request when immediate action is required to address an agency's emergency need to use non-standard email server software.

Reconsideration. An agency may request reconsideration of a denial of an email server software standard exception request by submitting a subsequent request in writing to the State Chief Information Officer containing additional supporting information that was not included in the original exception request.

Section (5) – Standards Review: This Standard will be reviewed at least every two years and updated as needed.