



NEBRASKA INFORMATION  
TECHNOLOGY COMMISSION

STANDARDS AND GUIDELINES

E-Mail Standard for State Government Agencies

Category	<b>Groupware Architecture</b>
Title	<b>E-Mail Standard for State Government Agencies</b>
Number	

Applicability	<input checked="" type="checkbox"/> <b>State Government Agencies</b> <input type="checkbox"/> All..... <b>Not Applicable</b> <input checked="" type="checkbox"/> Excluding: Higher Education; and agencies receiving an exemption pursuant to Section 4.2..... <b>Standard</b> <input type="checkbox"/> <b>State Funded Entities</b> - All entities receiving state funding for matters covered by this document..... <b>Not Applicable</b> <input type="checkbox"/> <b>Other:</b> _____ <b>Not Applicable</b>  <b>Definitions:</b> <b>Standard</b> - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval of <u>the Nebraska Information Technology Commission after review by the Technical Panel (see Section 4.2).</u> <b>Guideline</b> - Adherence is voluntary.
---------------	--

Status	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Draft <input type="checkbox"/> Other: _____
Dates	Date: (Draft) April 7, 2004 Date Adopted by NITC: Other:

**1.0 Standard**

**1.1 E-mail Standard for State Government Agencies**

The state will standardize on a unified e-mail system which provides agencies with the option of choosing a business-class e-mail product or a low-cost, basic e-mail product. These products are:

Unified E-mail System	Product
Business-Class E-mail	Lotus Notes
Basic E-mail	IBM/Lotus Workplace Messaging <ul style="list-style-type: none"> <li>• Mail server hosted by IMServices</li> <li>• Supported user-interfaces to the Basic E-mail system are:                             <ul style="list-style-type: none"> <li>○ Web browser</li> <li>○ Microsoft Outlook</li> <li>○ Microsoft Outlook Express</li> </ul> </li> </ul> [A list of supported versions of these products is available at: <a href="http://www.nitc.state.ne.us/standards/">http://www.nitc.state.ne.us/standards/</a> ]

**1.2 E-mail Infrastructure**

The e-mail infrastructure needs to provide for secure transmission of e-mail within state government and provide for a unified e-mail directory.

**1.3 Timeline - Transition from the 1997 Standard**

Date	Activity
June 3, 2004	NITC approval of this standard
June 2004	Pilot testing of Basic E-mail product
July 1, 2004	Begin transition to Unified E-mail System
January 1, 2006	Finish migration to Unified E-mail System for all agencies, excluding Higher Education and those agencies receiving an exemption under Section 4.2.

**2.0 Purpose and Objectives**

In 1997, the Information Resources Cabinet -- the predecessor of the Nebraska Information Technology Commission ("NITC") -- adopted the first electronic mail standard for Nebraska state government agencies. Section 1 of the standard states as follows:

"The state will standardize on four e-mail products from which agencies must select in order to take advantage of universal message switching and a central e-mail address directory. These products are:

- Internet Mail Products based on SMTP/MIME and IMAP4
- Lotus Notes/cc:Mail

- Microsoft Exchange
- OfficeVision (OV/VM and OV/400)”

That standard has remained unchanged since its adoption. Both the NITC and the State Government Council determined that this standard should be reviewed and recommendations made for possible revisions. A work group was formed to perform this review.

The work group, based on guidance from the State Government Council, established the following goals for this revised e-mail standard:

1. Provide for secure e-mail communications within state government.
2. Provide for regular, server-based backup of all state government e-mail, and assure that business recovery is possible.
3. Allow for gateway-based blocking of viruses and Spam.
4. Provide a unified e-mail directory for all state employees that provides information about the security of sending intra-agency e-mail communications.
5. Revise the standard to only include vendor-supported software.
6. Provide a low cost e-mail alternative.

This standard was developed to meet these goals. For more information, see the E-mail Work Group Report and Recommendations - February 2004. A link to the report is provided below in Section 6.

### **3.0 Definitions**

None

### **4.0 Applicability**

#### **4.1 State Government Agencies**

This standard applies to all state government agencies, except Higher Education and those agencies receiving an exemption under Section 4.2.

#### **4.2 Exemption**

Exemptions may be granted by the NITC upon request by an agency.

##### **4.2.1 Exemption Process**

Any agency may request an exemption from this standard by submitting a “Request for Exemption” to the NITC. Requests should state the reason for the exemption. Reasons for an exemption include, but are not limited to: statutory exclusion; federal government requirements; or financial hardship. Requests may be submitted to the Office of the CIO via e-mail ([info@cio.state.ne.us](mailto:info@cio.state.ne.us)) or letter (Office of the CIO, 521 S 14th Street, Suite 200, Lincoln, NE 68508). Requests will be considered by the NITC after review by the Technical Panel.

## **5.0 Responsibility**

### **5.1 IMServices**

IMServices will incorporate the needed hardware and software into their infrastructure to provide the following:

- Basic E-mail (support for Web mail via browser only, see Other)
- Directory for e-mail accounts
- Business/disaster recovery

### **5.2 Other**

Agencies/entities utilizing an application, other than a supported Web browser, to access Basic E-mail accounts are responsible for installation and support of the application.

## **6.0 Related Documents**

### **6.1 E-mail Work Group Report and Recommendations - February 2004**

[link]