

The Technical Panel of the NITC is seeking comments on this draft standard. Submit comments by May 21, 2004 to rbecker@cio.state.ne.us. Comments will be considered by the Technical Panel at their meeting on May 25, 2004.

For more information on the Technical Panel go to <http://www.nitc.state.ne.us>

For more information on this draft standard go to <http://www.nitc.state.ne.us/email/>

- or -

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**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.
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Status	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Draft <input type="checkbox"/> Other: _____
Dates	Date: (Draft) April 13, 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**

#### **3.1 Basic E-mail**

“Basic E-mail” means a simple, low-cost, e-mail communication service. Features of Basic E-mail include: personal address book; personal calendar; spell check; the ability to create folders; the ability to send and receive attachments; secure transmission of mail within the Unified E-mail System; and access available through a Web browser. Per Section 1.1 above, the IBM/Lotus Workplace Messaging product, hosted by IMServices, is the approved Basic E-mail product for state government agencies.

#### **3.2 Business-Class E-mail**

“Business-Class E-mail” means a full-featured groupware application that includes e-mail communications functionality. In addition to the features available to Basic E-mail users, Business-Class E-mail includes the following features: shared calendars; group scheduling; workflow application integration; and database integration. Per Section 1.1 above, the Lotus Notes product is the approved Business-Class E-mail product for state government agencies.

#### **3.3 Unified E-mail System**

“Unified E-mail System” means the e-mail system for Nebraska state government agencies established by this document, including Business-Class E-mail and Basic E-mail. The implementation of the system will provide for secure transmission of e-mail between all users in the system; regular backup of e-mail; gateway-based blocking of viruses and Spam; and provide a unified e-mail directory.

## 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]