**Maine State Government
Dept. of Administrative & Financial Services
Office of Information Technology (OIT)**

Email Global Address List Management Standard

1.0. Purpose

1.1. Through this Standard, the Office of Information Technology (OIT) manages the State's Enterprise Messaging System's Global Address List (GAL, see Definitions). The purpose of this Standard is to ensure that approved methods and procedures are followed in managing mailbox address/contact information and Global Distribution Lists (GDLs, see Definitions).

1.2. Additionally, OIT must comply with the [Freedom of Access Act](#)[1] (FOAA), and [Public Law Chapter 583- An Act to Amend the Notice of Risk to Personal Data Act](#).[2]

2.0. Definitions

2.1. *Active Directory (AD) User Account:* For this Standard, this refers to user identifiers contained within AD which have email addresses attached. This excludes AD accounts such as service and administrator, which do not have associated email addresses.

2.2. *Email Address:* For this Standard, this includes individuals' user accounts (firstname.lastname@maine.gov), and Resource Accounts used to identify conference rooms, aliases on web pages (for example, webmaster@maine.gov), shared-access calendars, etc.

2.3. *Computing Infrastructure and Services Leadership*: The OIT Director or OIT Deputy Director who are among the leadership staff within the OIT Computing Infrastructure and Services team.

2.4. *Global Address List (GAL):* The GAL is a Microsoft Exchange directory service, which contains information for all email users, distribution groups, and Exchange resources.

2.5. *Global Distribution List (GDL):* A GDL is a list of @maine.gov user accounts, created by OIT, which may be viewed and used by all users of the State's Enterprise Messaging System.

2.6. *Personal Distribution List (PDL):* A PDL lists any number of user accounts, including email address from outside State government, created by individual Enterprise

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[1] http://legislature.maine.gov/legis/statutes/1/title1sec408-A.html
[2] https://legislature.maine.gov/statutes/10/title10ch210-B.pdf

Messaging System users. Only the personal distribution list owner can create, manage, and use them.

2.7.   *Resource Accounts:* Mailboxes used for conference rooms, aliases on web pages, and shared calendars, not a person.

3.0.   Applicability
3.1.   This Standard is intended to manage the requests for:
   3.1.1.   Creating and managing State email addresses (see Definitions);
   3.1.2.   Creating and managing GDLs;
   3.1.3.   Managing access to public information contained in the GAL properties; and
   3.1.4.   Managing AD user account name exception requests.

3.2.   This Standard is intended to manage requests by:
   3.2.1.   Executive Branch and semi-autonomous State agencies;
   3.2.2.   Agencies from other Maine State government branches that use Executive Branch managed services; and
   3.2.3.   Vendors approved by the OIT Computing Infrastructure and Services Leadership (see Definitions).

4.0.   Responsibilities
4.1.   The OIT Computing Infrastructure and Services Leadership is responsible for enforcement of these standards and manages the process for approving the creation and management of all messaging accounts.

4.2.   OIT's Enterprise Messaging System staff are responsible for applying the standards and procedures for global address list management.

4.3.   OIT Account Managers approve all requests for the creation of GDLs and Resource Accounts (see Definitions) and will communicate any special needs to the OIT Computing Infrastructure and Services Leadership.

4.4.   Authorized individuals within the Bureau of Human Resources (BHR) certify AD user account name requests that are exceptions to the characteristics described in 5.1.2. An authorized individual is anyone at the BHR Director level or above.

4.5.   Governmental entities using the State's wide area network, but not participating in the Enterprise Messaging System may be granted real-time access to the GAL by the OIT Computing Infrastructure and Services Leadership.

4.6.   Enterprise Messaging System users may create Personal Distribution Lists (PDLs, see Definitions) from the Contacts section of Outlook. PDLs may contain non-state email addresses and are maintained and deleted by their creators.

5.0. Directives

5.1. Global Address List – The GAL is established by the OIT Enterprise Messaging System staff to provide contact and email information to users and has the following characteristics.

    5.1.1. Resource Accounts, which are accounts that are not real user's names, i.e. mailboxes used for conference rooms, aliases on web pages, and shared calendars must use a firstname.lastname naming convention. Resource Account examples are as follows:

        5.1.1.1. Conference rooms must have a last name that references the department and/or building that it is set up for: ConfRm1.MaineDOT.

        5.1.1.2. Aliases for webmasters must have a last name that references the department it is set up for: Webmaster.MaineDOT.

        5.1.1.3. Mailboxes used as shared calendars must have a last name that references the department it is set up for: Region1.MaineDOT.

        5.1.1.4. Resource Accounts that pre-date this Standard, and use an alternative naming convention, are grandfathered, provided the name can be related to the associated agency. Legacy naming conventions that pre-date this Standard may not be used for net-new users or assets.

    5.1.2. New AD user accounts default to using the same name that is used for payroll. AD aliases (the name that shows up in the GAL from the AD account) must remain the same as the AD account name. The use of nicknames is prohibited for the account name; however, a nickname may be used as an alias in addition to the real name.
Example: Nickname: Scotty, AD Name: Maxamillian.Scott.Desjardins; GAL Alias: Desjardins, Maxamillian S (Scotty)

    5.1.3. Changes or exceptions to the AD account name described in 5.1.2. must receive certification from an authorized individual within BHR. For exceptions, the certification is documented in AD to capture the certifier and the date the certification was received by OIT to maintain a chain of custody. The AD account name and GAL alias are then changed to the certified exception from BHR.

5.2. Global Distribution Lists are established by OIT's Enterprise Messaging System staff upon

    5.2.1. Approval by the OIT Account Manager and

    5.2.2. Receipt of a work order generated by the Customer Support Center (CSC).

5.3. The GDL's names will be assigned in compliance with the following conventions and examples and will appear in bold face in the GAL as established by the OIT Computing Infrastructure and Services Leadership.

    5.3.1. Examples:

        5.3.1.1. DHHS-221 State

        5.3.1.2. ATT_Criminal_Div (ATT is the three-character Attorney General's Office identifier)

        5.3.1.3. Audit

5.3.2. Conventions:

        5.3.2.1. GDLs will <u>only</u> contain contact information for firstname.lastname@maine.gov accounts (no non-state email addresses will be included).

        5.3.2.2. A role-based owner must be assigned to maintain the GDL at the time of creation.

        5.3.2.3. Descriptions of the use of the GDL, creation date, and requestor's name must be documented in the Notes field of the list's AD entry.

5.4.   The OIT Computing Infrastructure and Services Leadership will:

5.4.1. Work with the CSC to develop forms to collect the needed information to manage the Enterprise Messaging System.

5.4.2. Oversee GAL, GDL, and Resource Account creation to ensure compliance with this Standard.

5.4.3. Annually, or upon request, provide lists of current GDLs to OIT Account Managers for their review to ensure the GDLs are still active.

5.4.4. Bring issues relative to the efficient management of the messaging system to the attention of the Core Technologies management for resolution.

5.4.5. Provide rates and fees associated with this Standard for publication.

6.0.   Document Information

6.1.   Initial Issue Date: August 31, 2007

6.2.   Latest Revision Date: March 20, 2024

6.3.   Point of Contact: Enterprise.Architecture@maine.gov

6.4.   Approved By: Chief Information Officer, OIT

6.5.   Legal Citation: [Title 5, Chapter 163: Office of Information Technology](https://legislature.maine.gov/statutes/5/title5ch163sec0.html)[3]

6.6.   Waiver: [Waiver Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/waiver.pdf)[4]

6.7.   FOAA: [FOAA Policy](https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/FOAAPolicy.pdf)[5]

6.8.   Distribution: [Internet](https://www.maine.gov/oit/policies-standards)[6]

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[3] https://legislature.maine.gov/statutes/5/title5ch163sec0.html

[4] https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/waiver.pdf

[5] https://www.maine.gov/oit/sites/maine.gov.oit/files/inline-files/FOAAPolicy.pdf

[6] https://www.maine.gov/oit/policies-standards