



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

Email Global Address List Management Standard

1.0 Purpose

Through this Standard, the Office of Information Technology (OIT) manages the State's Enterprise Messaging System's *Global Address List* (GAL). 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).

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

2.0 Definitions

- 2.1 **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.
- 2.2 **Enterprise Service Manager:** A managerial level employee within the Office of Information Technology, Core Technology Services.
- 2.3 **Global Address List (GAL)** – The GAL is a Microsoft Exchange directory service, which contains information for all email users, distribution groups, and Exchange resources.
- 2.4 **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.
- 2.5 **Personal Distribution List (PDL)** – A PDL lists any number of user accounts, including email address from outside State government, created by individual Enterprise Messaging System users. Only the personal distribution list owner can create, manage, and use them.
- 2.6 **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*,
 - 3.1.2 Creating and managing global distribution lists (GDLs),
 - 3.1.3 Managing access to public information contained in the GAL properties.

¹ <http://legislature.maine.gov/legis/statutes/1/title1sec408-A.html>

² https://legislature.maine.gov/ros/LOM/LOM122nd/15Pub551-600/Pub551-600-32.htm#P1323_256148

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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 using the wide area network
- 3.2.3 Vendors approved by the *Enterprise Services Manager*

4.0 Responsibilities

- 4.1 The Enterprise Services Manager is responsible for enforcement and manages the process for approving the creation and management of all messaging accounts.
- 4.2 OIT's Enterprise Messaging System staff implements the management of the standards and procedures for global email address list management.
- 4.3 OIT Account Managers approve all requests for the creation of GDLs and *Resource Accounts*, and will communicate any special needs to the OIT Enterprise Service Manager.
- 4.4 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 Enterprise Service Manager.
- 4.5 Enterprise Messaging System users may create *Personal Distribution Lists* (PDLs) from the Contacts section of Outlook. They 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 OIT's 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 web pages must have a last name the 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.
 - 5.1.2 New Active Directory user accounts should use the same name that is used for payroll. Active Directory (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;

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GAL Alias: Desjardins, Maxamillian S (Scotty)

- 5.1.3 Access – Public GAL information will be made available upon written request, and upon approval of the Chief Information Officer, in compliance with the Freedom of Access Act, and Public Law Chapter 583- An Act to Amend the Notice of Risk to Personal Data Act. OIT will approve the format of exported data and a charge will be associated with this function that is based on the cost to reproduce the information.
- 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 will appear in bold face in the GAL as established by the Enterprise Service Manager:
 - 5.3.1 DHHS-221 State
 - 5.3.2 ATT_Criminal_Div (ATT is the three-character Attorney General’s Office identifier)
 - 5.3.3 Audit
 - 5.3.3.1 GDLs will only contain contact information for firstname.lastname@maine.gov accounts (no non-state email addresses will be included).
 - 5.3.3.2 A role based owner must be assigned to maintain the GDL at the time of creation.
 - 5.3.3.3 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 Enterprise Service Manager 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

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Approved By: Chief Information Officer, OIT

Legal Citation: [Title 5, Chapter 163: Office of Information Technology](#)³

Waiver Process: See the [Waiver Policy](#)⁴.

³ <http://legislature.maine.gov/statutes/5/title5ch163sec0.html>

⁴ <https://www.maine.gov/oit/sites/maine.gov/oit/files/inline-files/waiver.pdf>