VCU E-Mail Policy & Operational Procedures

Issue	Comments	Implementation
1. Permit e-mail forwarding?	• No control over remote systems (e.g., Yahoo). • Official University communications via @vcu.edu account. • Legal and records management requirements.	• Student e-mail policy to not permit forwarding. • Require administrative approval* for faculty and/or staff forwarding.
2. Supported client/browsers	• Domino supports IMAP/POP clients Domino Web Access interface has close to full functionality of Notes client. • Department IT staff will continue to support users.	• Notes client recommended for maximum functionality. • Any standard IMAP client permitted No longer allow POP mail for faculty/staff. • PINE no longer supported. • Domino Web Access standard Web interface. • Portal mail portlets/simple web interface.
3. Quotas	• Current quotas not enforced.	• Establish and enforce quotas for UG, GR, faculty, staff, special groups. • Once quota is reached, user will still receive and send mail. • Require administrative approval* to exceed quota.
4. Restoration of deleted mail	• Recovery of accidentally deleted mail is a costly, manual process. • Notes has "soft delete" feature.	• Require administrative approval* to restore mail.
5. PDA/Blackberry support	• Faculty and staff use multiple mobile devices. • Support costs per type of device are high (hardware, software, learning curve). • No published standards.	• Central support provided for Blackberry devices. • PDA software that affects server performance will not be permitted.
6. Duplicate accounts	• Some users have multiple individual accounts on different systems (e.g., Notes and Mail1/2). • Many organizational e-mail accounts (e.g., ts@vcu.edu).	• Permit one individual account per user. • Have user identify primary account prior to conversion.
7. Auto archiving	• Domino allows automatic archiving of e-mail to off-line storage (still accessible). • May not work with non-Notes clients.	• Investigate further for future implementation.

*Administrative approval: Requires authorization from dean or equivalent administrative position (or above) and approval from Chief Information Officer, Technology Services.

Rev. 11/3/2006