

ISC10D023

Email names in Outlook

The ICT Forum has considered the format that names are shown in emails which by default is surname, first name, title, (department)

For example: Colam-French Jonathan Mr (ISD)

The ICT forum recommends to ISSC that this it would be appropriate to change this.

In particular displaying the surname first often causes confusion to external email recipients. The ICT forum is of the opinion that the title is not required. There was some discussion about whether the department should be retained and the overall view was that this should.

The following format for email names should be adopted: first name, surname, (department)

For example: Jonathan Colam-French (ISD)

It should be noted that that this will affect the sort order in the Outlook global address book which will list people alphabetically by first name rather than the current surname sort.

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Director of Information Services**