

ISC10D032

Generic email and web address naming policy

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This document defines the University's policy on naming generic email addresses and web addresses, and is based on the following principles.

- Addresses should follow a standard format
- Exceptions are permitted but must be submitted for approval

Further work is required on examining the current use of mailing list names. This policy will be extended in due course to include mailing lists.

Version history

Version	Date	Note
0.1	21/12/2010	First draft
0.2	20/1/2011	Second draft updated after review by ISDMT

Introduction

Generally, personal email addresses take the name of the individual (e.g. r.scott@uea.ac.uk). There are variations on the format depending on whether the base format is already in use. Combinations of full name and numbers may be used to find a unique address.

Generic email addresses, however, can take any available format. This policy clarifies what approach to take to ensure consistency across generic email address creation.

The questions around generic email address naming are similar to those which might arise when considering web addresses, and so the naming policies for both are combined.

Scope

This policy applies to:

- All UEA users requesting generic email address
- All web editors creating content on the UEA CMS
- The ISD IT Helpdesk which creates generic email addresses

Definitions

The following definitions apply to this policy:

- **Generic email address.** An additional email address for a staff user which is dependent on function or role rather than individual identity. Generic email addresses are owned by an individual.
- **Top level generic email address.** A generic email address of the form *<something>*@uea.ac.uk such as foi@uea.ac.uk.
- **Top level web address.** The main home page for the UEA website is www.uea.ac.uk. A top level address is anything which comes immediately after the University domain, e.g. www.uea.ac.uk/passwords.

Aims

The aims of the policy are to:

- Standardise the creation of generic email addresses and web addresses
- Clarify the standard format for generic email addresses and web addresses
- Provide appropriate controls and authorisation for use of top level generic email addresses and web addresses

Policy statements

Standard generic email addresses are of the format <dept>.<function/area>@uea.ac.uk. Examples include, ssf.admiss@uea.ac.uk, avs.bookings@uea.ac.uk.

Where there is a need for top level generic email address:

1. The user completes the request form¹ on the UEA web site
2. The IT Helpdesk passes the request to MAC for approval obtaining reasoning if necessary
3. MAC consider the application and decide whether the request should be permitted
4. IT Helpdesk set up the generic email address, or communicate the refusal to the user as appropriate

Standard web addresses reflect the structural hierarchy of the website and are of the format www.uea.ac.uk/<dept>/<function/area>. Examples include www.uea.ac.uk/estates/pest, www.uea.ac.uk/foh/research.

Likewise, requests for top level web addresses should be passed to MAC for approval.

Responsibilities

Within this policy, the following individuals have the following responsibilities:

Responsibility	Owner
Submit requests for generic email address/web address	User
Advise on the naming policy. Set up generic addresses following standard naming format. Pass requests for top level addresses to MAC for approval	IT Helpdesk
Consider and approve or refuse requests for use of top level addresses	MAC

Review

This policy will be reviewed by the Web Steering Group² every two years.

¹ <http://www.uea.ac.uk/is/itaccounts/genericemailaccount>

² <https://intranet.uea.ac.uk/is/committees/web-steering-group>