
Service Level Description: Email

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1. Service Aims

- To provide an email service for use by students and staff at the College, accessible to as many different platforms as possible.

2. Operational Framework

- To provide an email address for all entitled users.
- The email service may be interrupted from time to time for planned work on server hardware and software during the maintenance window. At least 14 days notice will normally be given.
- In emergency situations ITS may have to interrupt mail services. As much notice as possible will be given in these cases.
- Email delivery to and from the outside world may occasionally be delayed by planned network downtime from external network providers.
- During weekends and College closure days, the email servers will run unattended. In the event of faults, these may not be corrected until the next working day.
- Problems reported will be acknowledged within 4 hours on a normal working day, and by 10:00 am on the next normal working day in the case of problems reported outside the hours of 9:00 am – 5:00 pm or any time at weekends or College Closure days.
- All users of the College email system must abide by the acceptable use policy.
- To protect users from unsolicited bulk email, ITS core mail servers and other mail servers under ITS management may refuse to accept incoming email. Such email will normally have a 'from' address which is not a 'fully qualified domain name' (that is, the originating mail server is not named like "mailserver.university.ac.uk") recognisable by our servers or it will originate from address ranges on IP blacklists.
- To reduce the number of successful 'phishing' attempts on College email users, ITS will take all possible action to prevent phishing messages being received or replied to. Users who respond to phishing emails will have their accounts suspended temporarily and may have their email account revoked permanently.
- Unauthorised email servers will be disconnected from the network.

3. Service Elements

3.1 Email Servers

- The provision of servers for the sending, receipt and storage of email.
- Email servers are backed up. However, if a user accidentally deletes messages or mailboxes, ITS will endeavour to restore messages if possible however this can not be guaranteed and is subject to the request or requests being reasonable and may be charged for.
- ITS will provide infrastructure for the support of email distribution lists and for the sending of bulk emails.

- ITS will provide an 'out of office/auto-reply' mechanism for all users.

3.2 SPAM Management

- The detection by the above servers of unsolicited and unwanted email (SPAM) and viruses, and the appropriate processing of such messages.
- Messages that contain potentially dangerous attachments such as executable files will not be delivered to a user's email inbox.
- Messages identified as SPAM by virtue of the blacklists provided to the College by our Internet Providers will be immediately rejected. Other messages identified as SPAM will receive an appropriate 'score' allowing them to be filtered as desired by the user.

3.3 Email Software

- ITS will provide software to enable members of College to read their email. This will be either an application installed on the local computer or access using a web browser.

4. Exclusions

- IT Services does not guarantee 24 hour uptime for email facilities, but endeavours to provide the best possible service within normal working hours.
- IT Services does not warrant that all email clients are fault free, but will endeavour to correct problems in line with the support level of the product.

5. Service Targets

- Where technically and economically possible, ITS will endeavour to build resilience into the email infrastructure such as the provision of multiple, redundant servers.
- The aim is to offer 24 hour, 7 days per week availability.

6. Charges

- Most of these services are regarded as core services and so are not charged for.
- However, the recovery of mail if due to user error may be charged for.

7. Contacts

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