

**Information Technology Bulletin  
Commonwealth of Pennsylvania  
Governor's Office of Administration/Office for Information Technology**

<b>ITB Number:</b>	<b>ITB-APP032</b>	
<b>ITB Title:</b>	<b>Commonwealth of Pennsylvania Centralized E-Mail Policy</b>	
<b>Issued by:</b>	<b>Deputy Secretary for Information Technology</b>	
<b>Date Issued:</b>	<b>November 20, 2009</b>	<b>Date Revised: October 2,5 2010</b>
<b>Domain:</b>		
	<b>Application</b>	
<b>Discipline:</b>		
	<b>Messaging</b>	
<b>Technology Area:</b>		
	<b>E-mail</b>	
<b>Revision History</b>		
<b>Date:</b>	<b>Description:</b>	
<b>10/25/2010</b>	<b>ITB-Refresh</b>	

**Abstract:**

In an effort to increase the efficiency of e-mail-based communication within the Commonwealth, the Office of Administration/Office for Information Technology (OA/OIT) maintains a centralized e-mail system for all executive branch agencies that fall under the Governor's jurisdiction. The centralized e-mail system uses Microsoft's Exchange 2007 and Active Directory as the underlying platform and Microsoft Outlook as the client interface. A server farm and storage area network (SAN) is located at the Commonwealth Technology Center (CTC) to support enterprise e-mail and public folder services. The OA/Bureau of Infrastructure and Operations manages these servers and the SAN.

Located on the centralized exchange servers are e-mails, calendar items, tasks, and other information contained within a mailbox. All data is contained in a Microsoft Exchange Information Store, which stores users' mailboxes and folders.

**General:**

This ITB applies to all departments, boards, commissions and councils under the Governor's jurisdiction (agencies). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this policy.

**Policy:**

Agencies under the Governor's jurisdiction are to use the centralized e-mail system for inbound e-mail communications. Agencies that have obtained a waiver due to business requirements, that are maintaining e-mail servers not part of the of the Commonwealth of Pennsylvania active directory forest and are utilizing the Metropolitan Area Network (MAN) are required to utilize the e-mail filtering solution provided by the Commonwealth's Telecommunication Contract.

**Refresh Schedule:**

All standards identified in this ITB are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

**Exemption from This Policy:**

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver

may be submitted via the Community of Practice Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at [WWW.COPPAR.STATE.PA.US](http://WWW.COPPAR.STATE.PA.US). Agency CIO approval is required. Contact your agency [CoP Planner](#) for further details or assistance.

**Questions:**

Questions regarding this policy are to be directed to [ra-oaitb@state.pa.us](mailto:ra-oaitb@state.pa.us).