

Information Technology Policy

Commonwealth of Pennsylvania Centralized E-Mail Policy

ITP Number ITP-PLT018	Effective Date November 20, 2009
Category Platform	Supersedes ITP-APP032
Contact RA-ITCentral@pa.gov	Scheduled Review June 2018

1. Purpose

This policy establishes that the Office of Administration/Office for Information Technology (OA/OIT) maintain a centralized e-mail system for all executive branch agencies that fall under the Governor's jurisdiction.

2. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

3. 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.

The centralized e-mail system uses Microsoft's Exchange 2013, Microsoft Exchange Online, and Active Directory as the underlying platform and Microsoft Outlook as the client interface. Exchange 2013 leverages the PA Compute Services (PACS) and Enterprise Data Center (EDC) environments while Exchange Online leverages Microsoft's cloud environment. All data is contained in a Microsoft Exchange Database Availability Group (DAG), which stores users' mailboxes and folders.

The centralized email system operations are managed by the Office of Administration, Office for Information Technology, Enterprise Technology Services Office (OA/OIT/ETSO).

4. Related ITPs/Other References

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal:

<http://www.oe.pa.gov/Policies/Pages/default.aspx>

- Management Directive 205.34 *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- ITP-SEC000 *Information Security Policy*
- ITP-SYM006 *Desktop and Server Patching Policy*

5. Authority

Executive Order 2016-06, Enterprise Information Technology Governance

6. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov> for Commonwealth personnel and on the Office of Administration public portal: <http://www.oa.pa.gov/Policies/Pages/default.aspx>. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

7. 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 Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at <http://coppar.oa.pa.gov/>. Agency CIO approval is required.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	11/20/2009	Base Document
Revision	10/25/2010	ITB-Refresh
Revision	06/27/2017	ITP Reformat Moved to Platform domain from Application, including ITP number change Removed unnecessary language from Purpose section Added References section Removed Microsoft Exchange 2007, added Microsoft Exchange 2013, Exchange Online