

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 July 2020

1. Purpose

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

Exchange Configurations and Basic Settings

IT Administrators across the Commonwealth are required to follow Microsoft guidance on Exchange Online Limits, detailed at: <https://docs.microsoft.com/en-us/office365/servicedescriptions/exchange-online-service-description/exchange-online-limits>.

Email Message Size

IT Administrators across the Commonwealth are to configure the email message maximum size to thirty-five megabytes (35 MB). No exemptions can be made for this requirement as it is a tenant setting.

Personal Storage Table (PST) Requirement

IT Administrators across the Commonwealth are to deploy configurations that do not allow users to create nor open .PST files without authorization (in the form of a policy waiver). Agencies under the Governor’s jurisdiction with Commonwealth personnel who are required to utilize .PST files due to business requirements must receive an exemption through the enterprise IT policy waiver process. Waiver requests must include a list of the commonwealth

personnel's CWOPA user ID. A business justification for allowing the creation of .PST files must also be provided. Refer to Section 7 Exemption from the Policy for guidance on the waiver process.

4. Related ITPs/Other References

Definitions of associated terms of this policy are published on the Office of Administration's public portal: <http://www.oa.pa.gov/Policies/Pages/Glossary.aspx>

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

<http://www.oa.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 from the guidance within this IT policy, a request for a policy waiver is to be submitted via the enterprise IT policy waiver process. Refer to [ITP-BUS004 IT Waiver Review Process](#) for guidance.

This chart contains a history of this publication's revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline
Original	11/20/2009	Base Document	N/A
Revision	10/25/2010	ITB-Refresh	N/A
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	N/A
Revision	07/19/2019	Added guidance on Exchange configuration requirements Added guidance on use of .PST files Removed outdated language	Revised IT Policy Redline <07/19/2019>