

Information Technology Policy

Commonwealth of Pennsylvania Centralized Email Policy

Number

ITP-PLT018

Category

Platform

Contact

RA-ITCentral@pa.gov

Effective Date

November 20, 2009

Supersedes

All Prior Versions

Scheduled Review

August 2023

1. Purpose

Establishes that the Office of Administration, Office for Information Technology (OA/OIT) maintain a centralized email system.

2. Scope

This ITP applies to all entities utilizing the centralized email system, including all offices, departments, boards, commissions, councils, or any other organization (hereinafter referred to as "agencies").

Third-party vendors, licensors, contractors, or suppliers shall meet the policy requirements of this ITP that are applicable to the products and services provided to the Commonwealth as outlined in the Responsibilities Section.

3. Policy

Agencies shall use the centralized email system for inbound email communications.

Agencies utilizing the Commonwealth Metropolitan Area Network shall use the email filtering solution provided by the Commonwealth's Telecommunication Contract. This includes Agencies that have obtained an IT policy waiver and are maintaining email servers that are not part of the of the Commonwealth active directory forest.

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

There is no requirement for a Commonwealth email account to be assigned if an employee or contracted resource does not require Commonwealth email services for their normal job duties.

3.1 Exchange Configurations and Basic Settings

OA/OIT and Agency IT Administrators shall follow guidance on usage limits, detailed at: <https://docs.microsoft.com/en-us/office365/servicedescriptions/exchange-online-service-description/exchange-online-limits>

3.2 Email Message Size

OA/OIT and Agency IT Administrators across the Commonwealth shall 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.

3.3 Personal Storage Table (PST) Requirement

OA/OIT and Agency IT Administrators across the Commonwealth shall deploy configurations that do not allow users to create nor open .PST files without an exemption, in the form of a policy waiver. Agencies' 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 shall include a list of the Commonwealth personnel's CWOPA user ID. A business justification for allowing the creation of .PST files shall also be provided. Refer to Section 8 Exemption from the Policy for guidance on the waiver process.

4. Responsibilities

4.1 Agencies Shall:

- Utilize the centralized email system for inbound email communications.
- Follow guidance for usage limits as mentioned in section 3.1.

4.2 OA/OIT Shall:

Manage the operations of the centralized email system.

4.3 Third-party vendors, licensors, contractors, or suppliers shall:

Comply with the requirements outlined in this ITP if they are utilizing the Commonwealth's centralized email system. If the third-party vendor, licensor, contractor, or supplier is not utilizing the Commonwealth's centralized email system, compliance is implied. If the third-party vendor, licensor, contractor, or supplier subsequently begins utilizing the Commonwealth's centralized email system in the future, compliance with the policy is required.

5. 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 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*](#)

- [ITP-ACC001, Digital Accessibility Policy](#)
- [ITP-SEC000, Information Security Policy](#)
- [ITP-SEC041, Commonwealth IT Resources Patching Policy](#)
- [ITP-SEC008, Enterprise Email Encryption](#)

6. Authority

[Executive Order 2016-06, Enterprise Information Technology Governance](#)

7. Publication Version Control

It is the [Authorized 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 shall be directed to RA-ITCentral@pa.gov.

8. Exemption from this Policy

In the event an agency chooses to seek an exemption from the guidance within this ITP, a request for a policy waiver shall be submitted via the enterprise IT policy waiver process. Refer to [ITP-BUS004, IT Policy 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 Link
Original	11/20/2009	Base Document	N/A
Revision	10/25/2010	ITP-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	N/A
Revision	08/29/2022	ITP Refresh Added third parties the scope Added language clarifying that there is no requirement for a Commonwealth email account to be issued if not required for normal Job Duties Removed product names Added Responsibilities section Updated references	Revised IT Policy Redline <08/29/2022>