

Policy & Standard Background

Name: Standard 182.20.10 – Email Address Naming Standards

- Purpose of Action: This standard combines the current email naming standard and guideline to promote standardization across the state . Specifically this standard establishes common E-mail address naming conventions for employee E-mail aliases including the Session Initiation Protocol (SIP) and the User Principle Name (UPN), and the Simple Mail Transfer Protocol (SMTP).

What is the business case for the policy/standard?

This standard designates the state's Email address naming conventions as common solutions for state government to promote common IT practices and provide an integrated end-user experience. This updated is needed as the state transitions from on premises email and other services to M365. This update considers equity concerns that have been identified by agencies and the State’s DEI group.

What are the key objectives of the policy/standard?

1. This standard establishes common E-mail address naming conventions for employee E-mail aliases including the Session Initiation Protocol (SIP) and the User Principal Name (UPN), and the Simple Mail Transfer Protocol (SMTP).
2. Combines the current email naming standard and guidelines into one document to establish clear objectives and intended outcomes.
3. Email addresses must be unique in each agency
4. What and who is in scope and out of scope of this standard.
5. Sets a date of 4/1/2022 for agencies to submit a waiver if they are not currently in compliance and what the expected timeline and effort is needed to come in compliance.

How does policy/standard promote or support alignment with strategies?

This standard supports and promotes alignment with the state’s strategies for:

- Adopting cloud solutions and migrating existing systems to cloud services.
- Adopting shared services for common business solutions.
- Reducing unnecessary operational complexities and costs.
- Modernizing IT infrastructure to promote business innovation.
- Protecting the state’s IT assets by improving security and resilience of IT systems.
- Advancing efficient and accountable government.

What are the implementation considerations?

- The policy memorializes what has been statewide practice for several years. Most of the requirements in this standard are in the current OCIO Email naming standard and guidelines or standards approved by the statewide Enterprise Active Directory Steering committee. It combines many of these standards into one standard.
- Agencies are in varying degrees of compliance with the current standard as well as this draft standard.
- Some agencies may not be able to prioritize resources or have the funding needed to meet the required timeline. They can apply for a waiver, but that means there could be technical and collaboration issues as the State continues to move to cloud based solutions. For some of the agencies not currently in compliance it could mean a major project to transition their legacy naming practices to the ones proscribed in this updated standard. The amount of time and money needed to complete this transition will vary by agency. These agencies can submit a waiver that describes their current state of compliance and the plan moving forward.
- This is one of many policy, standards, and guidelines that are needed for efficient and effective adoption of shared cloud resources such as M365.

How will we know if the policy is successful?

The Policy is successful if all in scope agencies have met the conditions outlined in this standard or have a plan to become compliant.

Standard 182.20.10: Email Address Naming Standard

Purpose

This standard provides common E-mail address naming conventions for employee E-mail aliases including the Session Initiation Protocol (SIP) and the User Principle Name (UPN), and the Simple Mail Transfer Protocol (SMTP). This standard designates the state's Email address naming conventions as common solutions for state government to promote common IT practices and provide an integrated end-user experience.

Scope

These standards apply to state of Washington executive branch agencies and agencies headed by separately elected officials.

Standard

1. When creating email accounts for individuals, agencies must use the naming format of **FirstName.LastName@agency.wa.gov** or **Firstname.mi.LastName@agency.wa.gov** for the Primary SMTP Email address, Session Initiation Protocol (SIP) address, and the User Principal Name(UPN) . This applies to any individual that is assigned a State Email address.
 - a. **FirstName** can be either the individual's legal name or their preferred name that they are commonly known by as long as it meets the agency's policy.
 - b. **LastName can be one or more LastNames** (Examples: **Person1.Smith@acy.wa.gov**, **Person2.SmithJones@acy.wa.gov**.)
 - c. The Primary SMTP, SIP, and UPN must match.
2. The local-part (before the @) of the address cannot exceed 64 characters as outlined in [RFC 5321](#) and the entirety of the address cannot exceed 256 characters.
3. Email accounts must be unique within each agency namespace. Duplicates may be resolved by adding a middle initial or a number following the LastName of the email address.
4. The format for Secondary/Proxy addresses are at the discretion of the agency.

Note: Special characters are not recommended and will be converted to underscores when they are [synchronized to M365](#).

Exemptions

This standard does not apply to:

1. Email-enabled accounts that are not the primary account of the individual. These include service accounts, groups, administrative accounts, shared mailbox accounts and other such accounts.
2. Institutions of higher education.
3. Employees where the email address of the individual should be obfuscated for the protection of the individual.

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Waivers

Any agency that is not currently in compliance with this standard must submit a waiver request by 4/1/2022, following the instructions in [Policy 103 Technology Policy & Standard Waiver Request](#) to outline the agencies' [compliance plan](#).

For questions about this standard or to request a waiver, please contact the [OCIO Policy and Waiver Mailbox](#).

SUNSET REVIEW DATE: TBD

ADOPTION DATE: TBD

APPROVAL DATE: TBD

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Standard 182.20.10 - Email Address Naming Standards			
Agency	Name	CIO Comments	Response
AGR	Susie Fry	Why is there no LastName stipulation for people with hyphenated or multiple last names? Does the user or the agency chose how to standardize LastName option? Example concern, an employee's birth last name could be "Smith Jones", so would the choice be Smith, SmithJones, or Jones? It's critical since there's some cultural sensitivity around this.	The proposed language did not preclude this use case but after the feedback specific language was added to the draft to make it clear.
AGR	Susie Fry	Who chooses how to work around names that extend beyond the 64 characters (@agr.wa.gov = 11 characters, leaving 53 for the user)?	We added language to the standard clarifying that the 64 characters are to the left of the @.
AGR	Susie Fry	Is there a possibility of a "legacy" clause rather than applying for a waiver? Meaning that my agency could address this new standard through attrition (new employees). Rebuilding approximately 900 current user accounts would absorb a significant amount of time for our small team.	No additional changes were made to the standard but we let Susie know she could submit a waiver to ask for additional time to become compliant with the standard.
DOL	Thomas Heichelbech	DOL supports the standard	No additional action needed.
DSHS	Marie Finn	Overall DSHS supports the revisions to the standard	No additional action needed.
DSHS	Marie Finn	DSHS recommend to include the reasoning for the 64 total character limit and, if appropriate, the number of characters allowed before and after the @ sign.	This was addressed in conjunction with AGR's comments and clarified in later drafts. Specifically the applicable RFC.
DSHS	Marie Finn	Add a list of invalid characters.	A link to the applicable RFC was included. Agencies also further clarify in their standards as well.
ECY	Cristie Fredrickson	ECY noted that adoption and approval dates have passed. They also noted that ECY will be seeking a waiver as they are not positioned to meet the April 2022 date.	The adoption and approval dates were changed to TBD. ECY was notified that a waiver and compliance plan is an acceptable outcome as they cannot meet the April 2022 date.
MIL	Mark Glenn	The Military department concurs with the version as written, thanks so much.	No further action needed
SIB	Corina McCleary	Noticed that e-mail and email were not consistently used otherwise supports the standard	Modified the draft to be consistent.
WaTech	Angie Sherrer	Supports and contributed to the draft standard.	