



DPC/S6.10

ACROSS GOVERNMENT POLICY

# South Australian Government Electronic Messaging Service (SAGEMS) naming standards

## Background

The SA Government email address is used as authorisation criteria and is considered the one unique identifier across government. Consistent naming of email addresses is necessary to ensure their unique allocation and to facilitate the provision of government-wide security.

Email addresses are allocated on creation of new mailboxes or when migration of mailboxes to new infrastructure occurs.

## Exemptions

Advice regarding exemptions from these standards is provided in [ICT Ruling 1 Exemptions](#)

Agencies wanting a Primary Domain Name representing their portfolio or a Primary Domain Name for a Generic Mailbox that doesn't represent the function of the mailbox name must adhere to the exemptions policy and submit an on-line Exemption Form for approval.

## Responsibilities

South Australian public authorities required to adhere to this standard are defined in [ICT Policy Statement 1 Compliant Authorities](#).

Chief Executives are responsible for ensuring compliance of their organisations with this standard.

## Email address names

The whole-of-government messaging service will comprise a standard Internet style address in the format below:

firstname.lastname+sequence@sa.gov.au

A user must have one primary email address (SMTP) and may have up to five secondary addresses.

A unique Primary SMTP address will be generated by using the following rules:

1. firstname.lastname@sa.gov.au
2. firstname.lastname+middleinitial@sa.gov.au

3. firstname.lastname+number@sa.gov.au

where

'firstname' is the user's given name

'lastname' is the user's family name

'middleinitial' is the user's second given name

'sequence' is to be included only if there are two or more people with the same name and must be either an alphabetical character or a single numerical character.

Where there are more than 9 people with the same name, 2 numerical digits may be used to ensure uniqueness across the public service.

Example

andrew.abbott@sa.gov.au

william.bloggsC@sa.gov.au

jane.smith3@sa.gov.au

NB: Number can be one or two digits. The plus (+) symbol must not be included in the email address.

The domain **@sa.gov.au** will identify all electronic mail passing through the South Australian Government Messaging Service (SAGEMS). There is no requirement to include the name of an agency in the electronic mail address. This naming standard avoids the need to make changes should agency name changes occur or a person moves from one agency to another within the South Australian Public Service.

Service desks must enter a unique SMTP address (Internet email address) into the Active Directory 'email address' field after first checking the Global Address List (GAL) to ensure no duplication occurs. Should service desks not be able to create the standard address shown as the first address on the list below, due to duplicate names on the GAL, they will try options 2 & 3 below until successful.

## Secondary addresses

A user must have one primary email address and may have up to five secondary addresses.

The secondary internet email address consists of two parts:

- The user's name (the part of the address before the @ symbol)
- The domain name being the part after and including the @symbol.

The format of the user name may be:

firstname.lastname

firstname.lastname+number

firstname.lastname+middleinitial

lastname.firstname

lastname.firstname+number

lastname.firstname+middleinitial

All secondary domain names must be approved by the respective agency's Chief Information Officer or equivalent.

Applications for secondary domain names will not be approved if doing so will exceed the allowable number of secondary addresses.

## Deletion of unused addresses

Where secondary addresses or exempted primary domains become redundant through a portfolio or agency name change or similar, then a transition period must be defined that includes the date for removal of the redundant address. The maximum transition period allowed is 12 months.

Requests for secondary domain names that are required because of a portfolio, agency change of name or similar must state the transition period that the redundant portfolio or agency name will remain for as a secondary address.

## Global address list display names

### Naming standard

The display names in the GAL comprise user mailbox names, positional and resource mailbox names, and distribution lists as described below.

The Naming standard assists to maintain consistency and integrity of the whole-of-government mailbox directory.

### User display names

The naming standard for user display names listed in the GAL is as follows:

lastname, firstname (department)

Example:

lastname, firstname (SAPOL) or

lastname, firstname (Health)

Alternatively, where a department has several agencies:

lastname, firstname (department–agency)

Example

lastname, firstname (PIRSA-SARDI) OR

lastname, firstname (department-location)

Example

lastname, firstname (SAPOL-Holden Hill) – mainly used for staff located at the various Police Stations.

Where there are two people with the same name in the same agency/location then the initial of their middle name can be used as the differential.

Example

lastname, firstname letter (portfolio/department-agency)

## Generic mailbox display names

It is necessary to establish a unique primary account name with the creation of a generic or resource mailbox. The naming standard for generic mailboxes is:

agency abbreviation ":" generic name with no space either side of the colon.

Example:

DPTI:Service Desk

DPTI:Administrator

Where there is a requirement for an agency to remain anonymous then the agency acronym should be replaced with the acronym of the name of the mailbox

Example:

RSFF:Riverland Sustainable Futures Fund.

In this case a primary SMTP address of RSFF@sa.gov.au can be assigned. However if the SMTP address required is too generic such as Eco, Green, Contact, Help etc and/or doesn't represent the function or relate to the mailbox name then agencies must apply for an exemption via <https://dpc.sa.gov.au/digital/exemption>.

## Resource mailbox display names

The naming standard for resources, such as conference rooms or equipment is:

agency abbreviation + ":" *resource abbreviation*

Example:

DPTI:Car (if more than one car add specific data) e.g. DPTI:Car ABC123

DPTI:Meeting Room (If more than one add 1,2,3 or another descriptor such as name of meeting room or the location) e.g. DPTI:Level 2 – Room 1

## Distribution lists

The naming standard for agency distribution lists is:

DL:agency abbreviation Distribution list name

Example:

DL:DPTI All Staff

Each distribution list should be assigned an owner from within that agency, who will be responsible for the management of the distribution list. It is the agency responsibility to maintain and manage the list on a case by case basis.

Delivery restrictions for each distribution list should be configured to accept messages from either the members of the distribution list or, a distribution list containing all mailboxes in an agency.

## Public folders

The naming standard for agency public folders is a mandatory prefix of 'PF:' followed by department abbreviation and then the name of the folder.

Example:

PF:DPTI Notifications

## References and links

- [ICT Policy Statement 1 Compliant Authorities](#)
- [ICT Ruling 1 Exemptions](#)

## Document Control

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