



DPC/P4.42

ACROSS GOVERNMENT POLICY

Internal and External Email Domains Sending Mail

Purpose

The purpose of this policy is to outline best practice when configuring email domains for sending mail within the SA Government Electronic Messaging System (SAGEMS) Hybrid Exchange environment, including Exchange Online in Office 365.

Scope

This policy applies to all South Australian Government Public Sector agencies (as identified in [ICT Policy Statement 1 – Compliant Authorities](#)) with applications and Multi-Function Devices (MFD) that send emails.

Policy detail

As SA Government continues to migrate mailboxes to Exchange Online, it is important to ensure that any SA Government device sending email from within StateNet must be updated to send as a 'known' email domain. If not configured correctly, all SA Government email may be blacklisted.

A 'known' email domain is a domain that is registered in the South Australian Government Electronic Messaging System (SAGEMS), O365 and Mimecast and has an appropriate Sender Policy Framework (SPF) record to allow the uninterrupted flow and routing of emails. Therefore, only 'known' email domains will be allowed into the Hybrid Exchange environment and to the Mimecast 'allowed' list of domains. Any unknown email domains will be blocked from **10 December 2020**.

To comply with this policy, agencies are requested to:

1. Replace their unknown email domains to a 'known' email domain in the following format: AgencyacronymNameofApplication@known_domain e.g. DTFBasware@sa.gov.au or DTFBasware@dtf.sa.gov.au
2. If a new subdomain is required, the following steps will need to be completed:
 - a. SPF records added to the sending domain (agency)
 - b. a request to NTT for it to be added to SAGEMS and Mimecast (agency)
 - c. a request to the [Across Government Service Desk](#) for it to be added to O365.
3. Refer to the policy, [Using sa.gov.au as a sending address for external applications](#), for information about using agency-owned applications hosted externally and require them to send internally as @sa.gov.au.

Roles and responsibilities

Position title or unit/team	Listed responsibilities
Chief Executive	Responsible for their agency's compliance with this policy.
Chief Information Officers	Responsible for ensuring that their agency's devices that are sending email from within StateNet are updated to send as a 'known' email domain as per this policy.
IT Managers	Responsible for ensuring that the policy is observed by staff and that business processes support the policy requirements.
IT staff	Required to comply with the policy and any related procedures, and to play an active role in ensuring compliance.

Reporting

Not applicable.

Related documents

- [ICT Policy Statement 1 – Compliant Authorities](#)
- [Using sa.gov.au as a sending address for external applications](#)

For further information, please contact:

Name: Iris Gauci, O365 Adoption and Solutions Specialist, Department of the Premier and Cabinet

Phone: 0411 653 552

Email: iris.gauci@sa.gov.au

Document Control

ID	DPC/P4.42
Version	1.0
Classification/DLM	Official
Compliance	Mandatory
Original authorisation date	25/11/2020
Last approval date	25/11/2020
Next review date	25/05/2021

Licence



With the exception of the Government of South Australia brand, logos and any images, this work is licensed under a [Creative Commons Attribution \(CC BY\) 4.0 Licence](https://creativecommons.org/licenses/by/4.0/). To attribute this material, cite Department of the Premier and Cabinet, Government of South Australia, 2018.