

This agreement is based upon a mutual understanding between ITD and the [IT Coordinators Council](#) (last reviewed March 8, 2017; modifications pending review by ITCC on December 13, 2017). In conjunction with ITD's [Enterprise Service Level Agreement](#) and [Hosting Service Level Agreement](#), it acts as a [Service Level Agreement](#) between ITD and all customers utilizing the [Email](#) service.

Enterprise Email Gateways

All email from the public passes through enterprise email gateways. They are the only servers with email ports exposed to the public through the firewall. The gateways are configured to protect against open-relaying of messages; thus ensuring that spammers do not maliciously utilize the state's system and that legitimate service providers do not block (or blacklist) email from the state.

Protective Measures

- Message header information is logged and retained for one month.
- Messages over 50 MB in size are rejected. (Originator is notified.)
- Messages from blacklisted sources are rejected. (No notification.)
- Messages from suspect sources with unresolvable/non-existent domains are rejected. (No notification.)
- Messages from external sources are tagged with a warning. (Recipient is notified to proceed with caution.)
- Messages containing a virus are discarded. (No notification.)
- Messages that are positively identified as spam are discarded. (No notification.)
- Messages that are suspected to be spam are quarantined for one week and then discarded. (No notification.)
- Messages containing profanity or sexually explicit content are quarantined for one week and then discarded. (No Notification.)
- Suspicious attachment types are removed. (Recipient is notified.)
 - *.bat
 - *.cmd
 - *.com
 - *.exe
 - *.hta
 - *.pif
 - *.scr
 - *.vba
 - *.vbs
 - *.zip
 - *.rar
 - admin.dll

Quotas

By default, Microsoft Exchange and Pioneer mailboxes are configured to:

- Issue a warning message when they reach 1,004 MB
- Restrict sending at 1 GB (1,024 MB)
- Restrict receiving at 1,074 MB

For an additional charge, mailbox quotas can be increased in 1 GB increments.

Account Management

- Active Directory accounts shall be Exchange email-enabled by ITD, upon receipt of a customer request via the [Work Management System \(WMS\)](#).
- The user portion of the Exchange email address shall match the Active Directory login-ID.

Backup and Retention

- Email is not systematically retained and/or discarded for [Records Management](#) purposes. Users should treat email similarly to other types of records/documents. Email retention is covered by [ND Record Series 450102](#), and its disposal is completed by manual processes adopted by each agency.
- Email will be backed up nightly for disaster recovery purposes, and 14 days of backup data will be retained.
- Microsoft Outlook's "Recover Deleted Item" feature is configured to retain items for 14 days.
- Microsoft Exchange's "Recover Delete Mailbox" feature is configured to retain items for 14 days.

Disaster Recovery

Email has a Recovery Time Objective of one hour.

Modifications

Date	SLA Modification
2017-11-09	Explained how profanity and sexually explicit content is filtered. This is not new functionality; it simply aligns the SLA with a longstanding practice.
2017-03-08	Transferred list of "suspicious attachment types removed" from Email Standard into Email SLA and updated the link to Record Series 450102.
2016-12-14	Inserted a warning message on emails originating from external sources and added quotas on Pioneer mailboxes.
2016-03-09	Increased quotas in conjunction with Exchange 2013 upgrade: Warning from 480 MB to 1004 MB, Restrict Sending from 500 MB to 1024 MB, and Restrict Receiving from 550 MB to 1074 MB. Also added Account Management section.