



Standard Operation Procedure (SOP)

Topic: Anonymous E-mail Accounts and Distribution Lists

Purpose: To outline the process for establishing and managing anonymous e-mail accounts and public distribution lists.

Definition:

- **Anonymous e-mail Accounts:** A mailbox that can receive e-mail intended for a department, program, or activity. The generic email address associated with the mailbox can be used to send e-mail on behalf of the department vs an individual email address.
- **Public Distribution Lists:** A distribution list that is an e-mail address that forwards incoming mail to a set group of people. The distribution list is visible and available in Outlook's Global Address List (GAL) to all LRCCD employees. Note: Distribution Lists that do not need to be available for all CRC employees can be created in an individual's e-mail account without the use of the procedure outlined below.

Request for an anonymous e-mail account:

1. "Owner" of proposed account sends request for approval to their CAC Dean/VP outlining the intended use of the account.
2. CAC Dean/VP sends approved request via the CRC Help Desk Form with the required information:
 - a. *Purpose & Justification* – The business reason for the account must be clearly stated. Include an explanation of why the need cannot be met by use of an individual employee account.
 - b. *Mailbox Name* – CRC anonymous e-mail accounts must begin with CRC- and end with @crc.losrios.edu.
 - c. *Owner* – individual responsible for approving add/remove requests for mailbox access. Owner cannot manage access independently.
 - d. *List of users* - Who will access the mailbox (EmpID and Name)
3. IT staff reviews the request for completeness and forwards to LTS Dean for approval.
4. LTS Dean reviews the request. Notifies IT Staff of approval via e-mail.
5. IT staff creates the requested mailbox and notifies the new "Owner", CAC Dean/VP, and LTS Dean.
6. Account owner must notify IT staff via the CRC Help Desk Form to remove the account when it is no longer required.

Request for a Distribution List:

1. "Owner" of proposed distribution list sends request for approval to their CAC Dean/VP outlining the intended use of the distribution list.
2. CAC Dean/VP sends approved request via the CRC Help Desk Form with the required information:
 - a. *Purpose & Justification* – The business reason for the account must be clearly stated. Include an explanation of why the distribution list needs to be available for all CRC employees.
 - b. *Distribution List Name* – CRC distribution lists must begin with CRC-.
 - c. *Owner* – Individual responsible for managing the membership of the distribution list through Outlook. Once the distribution list is created, the owner can populate the recipient list inside of Outlook. (EmpID and Name)
3. IT staff reviews the request for completeness and forwards to LTS Dean for approval.
4. LTS Dean reviews the request. Notifies IT Staff of approval via e-mail.
5. IT staff creates the requested distribution list and notifies the new "Owner", CAC Dean/VP, and LTS Dean.
6. Account owner must notify IT staff via the CRC Help Desk Form to remove the distribution list when it is no longer required.

Grounds for removal of e-mail accounts or distribution lists

- Specialized e-mail accounts, as described in this document, that are found to be inactive for a semester or longer will be removed. The account owner and their Dean/VP will be notified at least 30 days in advance of the intent to remove the account.
- Each summer session, all specialized e-mail accounts will be reviewed by the IT staff and LTS dean for activity and relevancy.
- Accounts that are not maintained by their owner and/or are overfull are eligible for deletion without notice at the sole discretion of the IT Supervisor and/or the LTS Dean.
- Inappropriate use of the account as defined in LRCCD Board Regulations <https://losrios.edu/docs/lrccd/board/regulations/R-8831.pdf>.