



Part 1 - Naming Standards

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**CTO/S 6.6.1 PART 1
TECHNOLOGY – NAMING STANDARDS – USER NAMES AND INTERNET EMAIL
ADDRESSES SAGEMS (@SAUGOV.SA.GOV.AU)**

Government Standard on Information & Communication Technology

**CTO/S 6.6.1 Part 1
Technology – Naming Standards – User Names and Internet Email Addresses
SAGEMS (@saugov.sa.gov.au)**

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Coverage:

The South Australian public authorities required to adhere to this Standard are defined in CTO/P1.1 Government Policy on Information & Communication Technology – Governance – Compliant Authorities.

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1. BACKGROUND

1.1 Context

The context for the following standards is given by the policy 'CTO/P6.1 Technology – Information and Communication Technology (ICT) Infrastructure Standards'.

1.2 Rationale & Background

A systematic approach to the naming of email addresses is necessary to ensure their unique allocation and to facilitate the provision of consistent, government-wide security.

2. IMPLEMENTATION

2.1 Implementation Considerations

In recognition of the cost and effort required to convert all government systems to this Standard, implementation is to occur at times of major revisions of legacy systems and implementation of new systems.

Email addresses will be allocated on creation of a SAGEMS mailbox or when a migration of mailboxes to SAGEMS occurs.

2.2 Exemptions

Advice regarding exemptions from these standards is provided in CTO/P1.2 Government Policy on Information and Communications Technology entitled 'Governance – Exemptions'.

Agencies wanting a Primary Domain Name representing their portfolio must adhere to the Policy, 'Governance – Exemptions' as well as submit an on-line [Mail Address Change application form](#) available from the SAGEMS Web Site.

2.3 Responsibilities

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

3. STANDARD STATEMENT

3.1 Naming Standards

3.1.1 1.1 *User Name for logging into the network*

The user name will comprise a string of 8 characters as follows:

Chars 1-5	The first five characters of the user's family name;
Char 6	The first character of the user's first name
Chars 7-8	A 2-digit sequence number to ensure uniqueness across the public service

Example - smithj03

3.1.2 1.2 *Email Address Names*

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

[lastname.firstname+sequence@saugov.sa.gov.au](#)

A user must have one primary email address and may have up to 5 secondary addresses.

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

1. LastName.FirstName@saugov.sa.gov.au
2. LastName.FirstName+MiddleInitial@saugov.sa.gov.au
3. LastName.FirstName+Number@saugov.sa.gov.au

where

'Lastname' is the user's family name

'Firstname' is the user's 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 – abbott.andrew@saugov.sa.gov.au
bloggs.williamc@saugov.sa.gov.au
smith.jane3@saugov.sa.gov.au

NB: Number can be 1 or 2 digits. The plus (+) symbol must not be included in the email address.

The domain @saugov.sa.gov.au will identify all electronic mail passing through a Microsoft Exchange based South Australian whole-of-government messaging system. There will be no requirement to include the name of an agency in the electronic mail address. This will avoid 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.

Helpdesks have access to a tool that can create SMTP addresses (email addresses) automatically for every mailbox creation request. Should helpdesks not be able to create the standard address shown as the first address on the list above, due to duplicate names on the Global Address List, they will try options 2 & 3 above until successful. The SAGEMS Operations Team will also use these rules when creating mailboxes manually.

3.2 Secondary Addresses: (Up to 5 requires agency CIO approval)

The secondary Internet email address consists of 2 parts:

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

The format of the user name may be:

1. FirstName.LastName
2. FirstName.LastName+Number
3. FirstName.LastName+MiddleInitial
4. LastName.FirstName
5. LastName.FirstName+Number
6. LastName.FirstName+MiddleInitial

The domain name must be in the form of @*domainname*.sa.gov.au, @*domainname*.com.au, @*domainname*.org.au or @*domainname*.net.au where the *domain name* must be the agency name or acronym.

All secondary domain names must be approved by the respective agency's CIO.

NB: NUMBER CAN BE 1 OR 2 DIGITS. THE PLUS (+) SYMBOL MUST NOT BE INCLUDED IN THE EMAIL ADDRESS.

3.3 Global Address List Display Names

A Naming Standard mandated by the Chief Technology Officer (CTO) in consultation with the CTO Reference Group is critical in maintaining consistency and integrity of a whole-of-government mailbox directory.

The Display Names in the Global Address List comprise user mailbox names, Positional & Resource Mailbox names and Distribution Lists as described below.

3.3.1 User Display Names

The naming standard for user display names listed in the Global Address List, is as follows:

Lastname, Firstname (Portfolio/Department)
eg Lastname, Firstname (SAPOL) or Lastname, Firstname (Health)

Alternatively where a Portfolio/Department has several Agencies:

Lastname, Firstname (Portfolio/Department–Agency)
eg Lastname, Firstname (PIRSA-SARDI)

OR

Lastname, Firstname (Portfolio/Department-Location)
eg Lastname, Firstname (SAPOL-Holden Hill) mainly used for staff located at the various Police Stations.

Where there are 2 people with the same name in the same Agency/location then the initial of their middle name can be used as the differential.

Eg: Lastname, Firstname *Letter* (Portfolio/Department-Agency)

3.3.2 Positional (Generic) and Resource Mailbox Display Names

It is necessary to establish a Unique Primary Account Name with the creation of a positional or resource mailbox. The naming standard for positional mailboxes is:

Agency abbreviation “:” position or generic name with no space either side of the colon.

Example:

DAIS:Helpdesk

DAIS:Administrator

Resources

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

Agency abbreviation + “:” *resource abbreviation*

Example:

DAIS:Car (if more than one car add specific data)

eg DAIS:Car ABC123

DAIS:Meeting Room (If more than one add 1,2,3 etc or another descriptor such as name of meeting room or the location)

DAIS:Laptop A

3.3.3 Distribution Lists

The naming standard for agency distribution lists is:

DL:Agency abbreviation Distribution List Name
eg DL:DAIS 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. 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. These permissions are assigned by the SAGEMS Operations Team.

3.4 Setting up Microsoft Exchange Accounts

The following conventions have been defined in order to assist automatic name resolution (ANR) in the global directory for the “Ctrl-K” option.

In the address book, if a partial name is typed and the Ctrl-K is used to check the name, the search compares the input against the beginning characters of Surname, Display Name, Alias and e-mail address fields.

To help make searching for users easier the following are the minimum **mandatory** fields when creating a Microsoft Exchange account. NOTE: These are also the fields required by the Quest Provisioning Tool before sending the form for action.

Field	Description
First	First name (all lower case)
Initial	Initial
Last	Surname (all lower case)
Display	Surname, First Name (Agency Abbrev)
Alias	Primary Account name or other name eg DAIS
Custom Attribute 1	Portfolio Name (listed in Quest as Portfolio)
Custom Attribute 2	Agency Name (listed in Quest as Agency) NOTE: this field is also linked to the Company field – the Agency name in full will be placed in the Company field
Assistant	Billing Code (automatically assigned by Quest based on Agency selected)

Some of the fields are linked (as outlined for Custom Attribute 2 above) and these include:

- Custom Attribute 2 and Company = Agency abbreviation and the Agency name in full
- Custom Attribute 3 and Department = The next level down from Agency, CA3 will be the abbreviation and Department will include the 'next level down' in full.
- Office = The next level down from 'Department', will be shown as an abbreviation

3.5 Mailbox creation utilising the Quest Provisioning Tool:

Portfolio

- Will update the Custom Attribute 1 field in the mailbox with the abbreviation of the Portfolio name.
Example: DAIS

Agency

- Will update the Custom Attribute 2 field in the mailbox with the abbreviation of the Agency name.
Example: DAIS
- Will update the Company field in the mailbox with the Agency name in full.
Example: Department of Administrative and Information Services

Tier 3

- Will update the Custom Attribute 3 field in the mailbox with the abbreviation of the Tier 3 selection.
Example: HR
- Will update the Department field in the mailbox with the Tier 3 selection in full.
Example: Human Resources

Tier 4

- Will update the Office field in the mailbox with the abbreviation of the Tier 4 selection.
Example: PAYROLL

4. REFERENCES & LINKS

- CTO/P1.1 Government Policy on Information & Communication Technology – Governance – Compliant Authorities
- CTO/P1.2 Government Policy on Information & Communication Technology - Governance – Exemptions
- CTO/P6.1 Government Policy on Information and Communication Technology - Technology – Information and Communication Technology (ICT) Infrastructure Standards.