Guidelines for E-mail Account Management, Effective E-mail Usage & E-mail Address Format

November 2019
Version 1.0

Bangladesh Computer Council
Information & Communication Technology Division

Table of Contents

1. Introduction……..……..3

2. The purpose of the guideline…….3

3. E-mail Account Management
   3.1 Creation of E-mail Accounts……..3
   3.2 Process of Account Creation ……..4
   3.3 Process of Handover of Designation Based E-mail Ids …….5
   3.4 Data Retention ……...5
   3.5 Data Backup ……...5
   3.6 Password Reset……..……..……..……6
   3.7 Deactivation of Accounts...…….....6
   3.8 Desktop Protection ……7
   3.9 Status of account in case of Resignation or Superannuation ……..……7

4. Recommended Best Practices ……...……7

Appendix-1……..10

References ……..11

1. Introduction

The Government of the People's Republic of Bangladesh is implementing various activities across the country to create 'Digital Bangladesh'. One of the features of creating 'Digital Bangladesh' is e-governance, whereby digital technology is used to efficiently serve the people and manage all government activities. As the government of Bangladesh conducts e-government activities in various fields, the use of information and communication technology has increased in the daily activities of government officials and employees. E-mail is one of the means of communication with government officials, employees or citizens. Due to the lack of unique and standard government e-mail service, government officials and employees are using the e-mail service through various private e-mail service providers which are at risk of information security. In that context, an international standard government e-mail service is being deployed from centrally-stored servers for public relations and information exchange, enabling government officials and employees to perform their official duties efficiently and effectively through the use of a secure system. It is the state's responsibility to establish a sustainable e-mail service to ensure communication privacy, accountability and effectiveness. In view of this, an official e-mail policy "Government Email Policy 2018" has been formulated to cover all government e-mail users under the same rules. The policy is intended to establish a standard government e-mail service and clearly outlines the areas and processes of government e-mail usage. Through this policy, government officials and employees will be able to use the e-mail service in an acceptable way, under the public domain and following the instructions; As a result, the implementation of e-governance program will facilitate the creation of 'Digital Bangladesh', to provide instant service to the people.

2. Purpose

It is the state's responsibility to establish a sustainable e-mail service to ensure communication privacy, accountability and effectiveness. As a result, a government e-mail policy has been formulated to cover all government e-mail users. Enabling government officials and employees to use their e-mails efficiently and effectively through the use of secure procedures, so that users can use the e-mail service in an acceptable way. This document supports the implementation of the policy by providing the necessary guidelines on **"Guidelines for E-mail Account Management, Effective E-mail Usage & E-mail Address Format".**

3. E-mail Account Management

3.1 Creation of E-mail Addresses

Based on the request of the respective organizations, Bangladesh Computer Council (BCC) will create email ids based on the name of employee as per mentioned in the "**Government E-mail Policy 2018**". Currently BCC is practicing name based email address like -

- Example: forename.surname@domain.gov.bd

In addition to the name-based e-mail account, BCC also creates some exceptions for e-GP, Project, Event, Initiative, SMTP, Department/Section/Branch based etc. like-

- Example: designation@domain.gov.bd
  rolename@domain.gov.bd
  event@domain.gov.bd
  initiatives@domain.gov.bd
  unitname@domain.gov.bd
  department@domain.gov.bd
  project@domain.gov.bd

Note: Please find the details of E-mail naming convention in **appendix-1**.

a) In addition to the government users as mentioned in the "**Government E-mail Policy 2018**" of Government of the People's Republic of Bangladesh, accounts for outsourced/contractual employees shall also be created after due authorization from the competent authority of that respective organization. These accounts shall be governed by the "**Government E-mail Policy 2018**".

b) Account can be created by the E-mail Admin Officer from an organization by using the "Delegated Admin Console" or by routing their request to BCC. For more details, refer to the "**Government E-mail Policy 2018**" available at **ww.ictd.gov.bd** and **www.bcc.gov.bd** under the caption "**Government E-mail Policy 2018**".

3.2 Process of Account Creation

a) An e-mail account has to be created for every user in an organization. The user needs to request for an account by respective organization's E-mail Admin Officer or to BCC directly through proper authorization for new account. E-mail Admin Officer forward the request to BCC for respective organization.

b) The E-mail Admin Officer of an organization shall authorize creation of new e-mail accounts.

c) The e-mail account is created based on email addressing policy available at **www.ictd.gov.bd** and **www.bcc.gov.bd** - under the caption "**Government E-mail Policy 2018**".

d) If any user organization wants to adopt an addressing policy that represents their identity, the BCC would need to be informed by the user organization. However, "id" uniqueness needs to be maintained and must follow the "**Government E-mail Policy 2018**". Hence prior to sending a request for "id" creation, E-mail Admin Officer should discuss with BCC email team for e-mail account availability to ensure "id" availability.

e) For Delegated Admin Console, BCC shall be issued the VPN token after completing the registration process as indicated on the BCC's VPN services site (**http://vpn.bcc.gov.bd**) for the E-mail Admin Officer. For any queries/troubleshooting, mail can be sent to

datacenter@bcc.gov.bd or send a request to **https://support.bcc.gov.bd**.

3.3 Process of Handover of E-mail Ids

a) Users shall hand over the email id to their Email Admin Officer prior to moving out of the office.

b) Prior to leaving an organization on transfer, the user to whom the email id had been assigned shall ensure that the password for the account is changed.

c) The E-mail Admin Officer in each organization shall ensure that the password is changed.

E-mail password policy which includes:

- Minimum password length 8 digit
- At least 1 uppercase alphabet (like A-Z)
- At least 1 lowercase alphabet (like a-z)
- At least 1 special characters (like @, #, !, $, %, ^, &, *, etc.)
- At least 1 numerical value (like 0-9)
- Maximum Password Age 180 days

d) The above process shall be followed without any exception. If an id is misused, the respective E-mail Admin Officer of each organization shall be held accountable.

e) The E-mail Admin Officer and the user shall inform the BCC prior to their retirement/transfer of the user by sending a request to **https://support.bcc.gov.bd** or **datacenter@bcc.gov.bd**.

3.4 Data Retention

a) Users are responsible for e-mails saved in their folders as they deem appropriate for e.g. Inbox, Sent Mail, any other folder created by the user. E-mails shall be automatically purged from Trash and Junk or Spam folders after a specified time period by the BCC.

3.5 Data Backup

a) BCC takes a backup of the e-mail data on a regular basis to ensure timely recovery from a system failure/crash/loss impacting the e-mail service.

b) Each user is responsible for the individual e-mails stored in their folders. The BCC shall not be responsible for any accidental deletion of e-mails by the user.

c) The BCC will not be responsible for lost e-mails due to incorrect configuration of e-mail clients (eg Outlook / Eudora / Thunderbird, etc.).

d) The BCC shall not offer a service for restoration of lost data due to an action committed by the user.

e) In the eventuality of a disaster/calamity, all possible attempts to restore e-mail services and data shall be made by BCC. However, in circumstances beyond the BCC's control, BCC shall not be liable for data loss and e-mail service interruptions.

3.6 Password Reset

a) If a user forgot the password of the email id, the user will request to the Email Admin Officer of the concerned organization for the new password. The Email Admin Officer will reset the password of that email id as per password policy and handover the password to the user. The Email Admin Officer can also request to BCC by sending a request to **https://support.bcc.gov.bd** or **datacenter@bcc.gov.bd** for the new password of an email id.

b) User can reset his password by login his email id anytime.

3.7 Deactivation of Accounts

Deactivation or deletion of an account shall occur under the following conditions:

a) The officer retires/resigns from Service: The user must submit his / her official email account to the e-mail admin officer before he / she can be discharged from the job. E-mail Admin Officer must notify BCC of their retirement / resignation information by requesting **https://support.bcc.gov.bd** or by emailing **datacenter@bcc.gov.bd.**

b) The officer is no longer in a position to perform his duties (death/missing, etc.): The e-mail id of the user shall be deleted/closed by the BCC. The E-mail Admin Officer of that respective organization shall inform the BCC by sending a request to **https://support.bcc.gov.bd** or by emailing **datacenter@bcc.gov.bd**.

c) Inactive account: Any account that has not been active for 180 days will be automatically locked or deactivated. The Email Admin Officer of the respective organization can activate the locked or deactivated account. BCC can also enable a locked or deactivated account by requesting a service from the user organization to the BCC to the Support Portal (**http://support.bcc.gov.bd**) or by emailing to **datacenter@bcc.gov.bd.**

d) Violation of policy: The email admin officer should inform the BCC if any of the above conditions occur. Information will be sent to the support portal **http://support.bcc.gov.bd** or by emailing **datacenter@bcc.gov.bd**.

e) Misuse of account: In the event of any inconsistency, misuse or aggression that occurred outside the **"Government E-mail Policy 2018"** but not reported to the BCC or delayed in reporting to the BCC, the BCC shall not be liable under the investigation.

f) Based on the conditions above, and as per the status of the officer, competent authority of respective organizations shall introduce a process to ensure that e-mail id is either deactivated/password changed.

g) According to the **"Government E-mail Policy 2018",** BCC may disable or delete email accounts.

3.8 Desktop Protection

a) BCC uses spam filters and anti-virus filters to protect e-mail services. These filters will protect email accounts from viruses and unsolicited e-mails. Despite these filters being updated regularly, the BCC cannot guarantee that it will provide 100% protection against all viruses and spam.

b) Users will periodically follow the **Recommended Best Practices** mentioned in clause-4 in their desktops, laptops, etc. devices and the e-mail admin officer will ensure it.

3.9 Status of account in case of Resignation or Retirement

a) At the time of resignation or retirement, users shall inform the E-mail Admin Officer or BCC regarding their resignation or retirement through the competent authority.

b) The E-mail Admin Officer or BCC shall accordingly change the user's account status.

c) As mentioned in the "**Government E-mail Policy 2018**", if a user resigns or retires from employment, the E-mail Admin Officer of that organization will inform BCC to deactivate email account

d) The use of the account after retirement shall be governed by the current policy which is mentioned in clause 3.7 (a).

e) Availability of a government e-mail id post retirement does not entail an employee to any remuneration.

f) If a user voluntarily retires, the E-mail Admin Officer will notify the BCC by disabling the e-mail id or the E-mail Admin Officer may request the BCC to deactivate the e-mail id with the approval of the appropriate authority.

4. Recommended Best Practices

The following are the steps to be taken to ensure that users have secure access to e-mail services.

a) Encryption and digital signatures should be used to send any e-mail that is considered confidential or sensitive.

b) According to the password policy mentioned in Section 2.1 (c), the user must change the password regularly.

c) Passwords should not be shared with personal assistant or anyone else. It will be considered sensitive and confidential information.

d) Passwords must not be communicated though email messages or other forms of electronic communication such as phone to anyone except the authorized person.

e) If the password is shared with the E-mail Admin Officer or BCC for resolving problems, the password will need to be changed immediately after the support session.

f) The password shall be changed immediately if the password is suspected of being disclosed, or known to have been disclosed to an unauthorized party.

g) Users must logout their e-mail accounts whenever they leave the computer unattended for a considerable period of time. BCC's current e-mail system has an auto-logout feature. The account will be logged out after a pre-defined period of inactivity of that account.

h) Other than Government websites, the e-mail ids assigned on the Government e-mail service should not be used to subscribe to any service on any website.

i) It is strongly recommended that users use the latest version of their Internet browser for secure browsing.

j) Users should disable the browser's "password saving" and auto-complete features.

l) The files downloaded from the Internet or accessed from the portable storage media should be scanned for malicious contents before use.

l) To ensure integrity of the downloaded files, digital signatures/hash values should be verified wherever possible.

m) Before accepting an SSL certificate, the user should verify the authenticity of the certificate. User should type the complete URL for accessing the e-mails rather than click on a mail link for access. This is recommended to avoid phishing attacks.

n) BCC does not ask for details like login id and password over email. Users should disregard any e-mail that requests for the same, and should refrain from sharing such details over e-mail with anyone.

o) Sending an e-mail with an infected attachment is the most common means adopted by a hacker to send malicious content. Hence, it is mandatory to install and maintain latest operating system, anti-virus and application patches to prevent infection.

p) All attachments must be scanned with anti-virus software before downloading, even if these emails are received from a known source.

q) Users should be careful when forwarding email with attachments as it may contain malware. The user must confirm the secure source of the attachment before forwarding the email.

r) E-mails identified as spam are delivered in the “Spam” folder that exists in the user’s mailbox. Hence it is recommended that the users should check the “Probably Spam” folder on a daily basis.

s) Attachments should be opened only when the user is sure of the nature of the e-mail. If any doubt exists, the user should contact the sender to verify the authenticity of the e-mail and/or the attachment.

t) Users should not open e-mails from dubious sources. Suggest to recheck the domain and user id with careful observation.

u) User should exercise caution in opening mails where links are embedded in the mail. The authenticity and the safe nature of the link should be ascertained before clicking the link.

Appendix-1

Format of E-mail Address

Naming Convention:

- **Ministry**
  Example: forename.surname@ministry.gov.bd
- **Department**
  Example: forename.surname@ministry.gov.bd
- **Organization/Company/Institute**
  Example: forename.surname@organization.gov.bd
- **Project/Programme**
  Example: forename.surname@project.gov.bd
- **Event**
  Example: forename.surname@event.gov.bd
- **Initiatives**
  Example: forename.surname@initiatives.gov.bd

Name base example:

- Example: forename.surname@domain.gov.bd
- Like Example: Muhammad Moinul Hossain

  Here, the few e-mail addresses would be (Availability basis):

  moinul.hossain@bcc.gov.bd
  mohammad.hossain@bcc.gov.bd
  mohammad.moinul@bcc.gov.bd
  moinul.h@bcc.gov.bd
  mohammad.h@bcc.gov.bd
  m.hossain@bcc.gov.bd
  mm.hossain@bcc.gov.bd
  moinul.hossain1@bcc.gov.bd
  mohammad.hossain2@bcc.gov.bd

Designation base example:

- Examples:
  director.unitname@domain.gov.bd
  director.deptname@domain.gov.bd
  director.projectname@domain.gov.bd

director@domain.gov.bd
pd.project@domain.gov.bd
pd@project.gov.bd

Other examples:

- Examples:

  rolename@domain.gov.bd
  event@domain.gov.bd
  initiatives@domain.gov.bd
  unitname@domain.gov.bd
  department@domain.gov.bd
  project@domain.gov.bd

References

[1] https://ictd.gov.bd/site/view/policies/Policy-
[2] ISO/IEC 27001 - Security guidance for specific applications