REGULATIONS FOR THE USE OF CORPORATE ELECTRONIC MAIL SYSTEM BY STAFF OF THE STATE UNIVERSITY HIGHER SCHOOL OF ECONOMICS

1. General Provisions

1.1. These Regulations are designed to standardise the use of the corporate electronic mail system (hereinafter, the CEMS) by staff of the State University Higher School of Economics (hereinafter, HSE). All HSE staff must use the CEMS in their professional capacity. This document constitutes the basis for developing the corresponding regulations for HSE campuses.

1.2. The purpose of the Regulations is to ensure uninterrupted operation and effective use of the CEMS within the scope of HSE activities.

1.3. The Regulations do not cover the procedures for handling documents that are sent and received through the CEMS.

1.4. The following staff categories must have a personal CEMS mailbox and use it in the course of their professional duties: academic staff, educational support staff, administrative and managerial staff and operations staff holding the positions of a director of an office, administrative director, dormitory manager, office head, lead engineer, lead mechanical engineer, electrical supervisor and their deputies.

1.5. HSE doctoral students are also entitled to a personal CEMS mailbox which will be allocated to them in conformity with the present Regulations.

1.6. All the information and messages created, sent, received or saved by means of the CEMS are the property of HSE, unless otherwise stipulated by the Russian legislation.

2. Key Definitions and Abbreviations

2.1. The Regulations employ the following key terms and abbreviations:

CEMS is the integrated corporate electronic mail system that covers all HSE users.

User is an HSE employee or doctoral student who has the right to use the HSE CEMS.

Personal mailbox is storage space on the mail server individually named and reserved to a user for receiving, handling and storing email messages.

Subdivision's functional mailbox is a special mailbox set up as a means of communication with the subdivision within the corporate mail system.

Address Book is a list containing the following data on each user: mailbox name, user's full name, position held at the University[1], and subdivision.

Mailing lists are separate recipient groups in the Address Book set up to facilitate mass emailing.

Personal Folder is a local storage space for user's email messages that is used for storing and archiving large volumes of messages.

Personal mailbox size limit is a restriction on the size (volume) of the mailbox that depends on the user category.

---

[1] For those holding more than one position, the main HSE position is specified.

Monitoring system is an automatic system that monitors the current size of personal mailboxes, sends service messages, and collects real-time statistics on the use of mail services.

Web interface access to the CEMS is a means of accessing the CEMS from any PC connected to the Internet using a browser.

Antivirus is an automatic system that scans mail in order to detect malware scripts (viruses).

Antispam is an automatic system that scans mail in order to detect unsolicited advertising messages (spam).

ITO is the HSE Information Technology Office.

2222 Support Service is an automated service for receiving, registering and processing user messages regarding hardware and software failures, malfunction of the HSE information computer network, and requests for equipment and IT services.

3. Confidentiality in CEMS

3.1. Mail messages and user information within the CEMS framework shall be confidential, with the exception of Address Book data and other matters stipulated by the Russian legislation.

4. CEMS Description

4.1. The CEMS is based on Microsoft Exchange software.

4.2. Microsoft Outlook is the official software for accessing the CEMS.

4.3. The CEMS may be accessed without Microsoft Outlook via a web interface. In order to do this, the user must type http://exchange.hse.ru/exchange or http://mail.hse.ru in the browser address bar.

4.4. Internet Explorer is the official browser for accessing the CEMS web interface.

4.5. The CEMS includes the following core components:

4.5.1. The Address Book containing user data. Information contained in the Address Book is available to all registered users.

4.5.2. Personal Folders

Personal Folders can be created either locally on the user's working device or on any available external storage device (Appendix 1). Personal Folders are used for the following purposes:

- Keeping the size of the user's mailbox on the server within the allocated limit,
- Structuring the storage space by creating embedded folders,
- Archiving email messages older than the specified sending or receiving date,
- Organising backup storage space on allocated external storage devices or servers.

4.5.3. A mailbox containing email messages of CEMS users.

The contents of user mailboxes can be stored in the following ways:

- In a mailbox kept on the server;
- Locally in the Personal Folder on the user's PC;
- Locally in archived folders on the user's PC;
- In shared folders specially created for a user group.

4.5.4. Antispam

The CEMS has a subsystem for detecting unsolicited mail. Appendix 2 provides a manual for operating this subsystem. The messages that the antispam subsystem identifies as unsolicited shall be kept in quarantine for 7 (seven) days and then permanently deleted.

4.5.5. Antivirus

When the antivirus system detects malware in a message, it shall generate a notification describing the reasons for deleting the infected content of the message in question.

4.5.6. Mailing lists

The global mailing list is accessible to all users and includes such groups as *All Users*, *Departments*, *Dean's Offices* and others. Other mailing groups may be generated by the 2222 Support Service upon request.

4.5.7. A user's address book is a mailing group generated by a specific user to organise the outgoing mail in Outlook. Such groups cannot be accessed by other users.

5. User Categories

5.1. Users are divided into four categories. Each category is allocated a specific size for personal mailboxes (Appendix 3). Users can independently check the size of their personal mailboxes (Appendix 4).

5.2. Users can reduce the mail volume in their personal mailboxes by the following means:
- Export the email messages to a file (Appendix 5)
- Set up automatic archiving of the mailbox (Appendix 6)

When these options are activated, messages from the user's mailbox will be kept on the PC hard drive. The user will be personally responsible for the safety of these files.

5.3. Users may be transferred from one category to another by the IT Director upon official memorandum from the head of a subdivision.

6. Creation and Configuration of Personal Mailboxes

6.1. Personal mailboxes will be generated by the 2222 Support Service upon request from the head of a subdivision. A template request is found in Appendix 7 and on the ITO website.

6.2 Software for accessing the CEMS from the user's workplace may be installed by the 2222 Support Service upon request.

6.3. Each user is allocated only one personal mailbox.

6.4. For one user to access several mailboxes at once, the software must be configured as specified in Appendix 8.

6.5. Names of Personal Folders are consistent with the names of personal mailboxes (for example: Ivan Alexandrovich Petrenko – ipetrenko.pst). Personal Folders are configured as per Appendix 1.

6.6. Users bear personal responsibility for the safety of Personal Folders stored on their PCs.

7. Managing CEMS Address Book

7.1. The initial letter of the user's first name and the user's last name in Latin characters shall be used to name his or her mailbox (for example: Ivan Alexandrovich Petrenko – ipetrenko@hse.ru). To avoid identical mailbox names (for people with the same last name and the same initial letter in their first names), the following naming format shall be used: the initial letter of the user's first name, the initial letter of the middle name, and the last name in Latin characters (for example: Ivan Alexandrovich Petrenko – iapetrenko@hse.ru). Other names for personal mailboxes may be chosen upon the user's consent.

7.2. Abbreviations may be used to name mailboxes for subdivisions.

7.3. User data in the Address Book is presented as the user's first, middle and last names in Russian (for example: Иван Александрович Петренко).

7.4. When the mailbox name needs to be in English for correspondence with foreign colleagues, the ITO may create an additional mailbox with the user's name in English. Upon the user's request, the ITO may arrange for automatic forwarding of messages between the main and additional mailboxes.

7.5. When user details listed in the Address Book (name, telephone number, position, subdivision) are altered, the user must notify the ITO within five business days by contacting the 2222 Support Service. The ITO staff must then make the respective changes to the Address Book within 3 business days after receiving the notification.

8. Mailbox Monitoring and Control System

8.1. The Monitoring System is an automatic system performing the following functions:

- Daily automatic deletion of messages that have been stored in Deleted Items folders for over 7 days;

- Automatic disabling of outgoing mail when the size limit of a personal mailbox has been exceeded;

- Collection of real time statistics on the use and load of mail servers;

- Sending notifications when the size limit of a personal mailbox is exceeded;

- Sending notifications when the size of a personal mailbox approaches the limit;

- Limiting the number of recipients per message to 100 for all users.

8.2. When the size limit of a personal mailbox is exceeded, outgoing mail shall be automatically disabled while incoming mail shall still be allowed. When the personal mailbox size limit is exceeded, the system will automatically send a notification that the personal mailbox needs cleaning. Once the user reduces the personal mailbox size to fit the limit (by transferring messages to the Personal Folder or the shared folder, or by deleting them), the system shall automatically enable the previously disabled functions.

8.3. Users are personally responsible for respecting the allocated size of their mailboxes, as well as for archiving or deleting information in due time.

9. Deleting and Disabling Personal Mailboxes

9.1. The ITO deletes the mailboxes of discharged HSE staff on the basis of the respective data downloaded weekly from the information system of the Human Resources Office. The personal mailbox subject to deletion is first disabled for 1 month and then permanently deleted.

9.2. A disabled personal mailbox can be restored within one month (if it has been disabled by mistake) upon request to the 2222 Support Service.

9.3. The contents of personal mailboxes deleted after the disabling period cannot be restored.

9.4. Business-related information shall be transferred from the personal mailbox of the discharged employee by the head of a corresponding subdivision upon the employee's written consent.

10. CEMS Use Restrictions

10.1. When sending mass emails, HSE employees must address them to those most interested in the subject matter, rather than indiscriminately mailing them to all users. Procedures for sending mass emails are described in Clause 12.

10.2. Systematic violation of these Regulations (over 3 times) or valid complaints from HSE staff may result in disabling the perpetrator's personal mailbox. The decision to disable the mailbox is made by HSE Administration upon request from the IT Director.

10.3. When necessary, the IT Director may send a substantiated official memorandum to the head of the respective subdivision requesting the latter to take disciplinary action against the perpetrator.

11. Automatic Reply Mode

11.1. The user who is absent from the workplace and is unable to access the CEMS remotely must enable the *Automatic Reply* mode. The mode can be enabled either in Outlook software, or remotely using Outlook Web Access (Article 4.3). Guidelines for enabling the *Automatic Reply* mode are listed in Appendix 9.

11.2. An automatic reply must indicate the period of absence, name of the substitute (when necessary), and any other information that may be of use to the sender of incoming mail. In addition to notifying senders that the mail recipient is absent from the office, this mode also makes it possible to forward the incoming mail to an authorised person.

11.3. When the *Automatic Reply* mode is no longer needed, it must be disabled.

12. Mass Emails

12.1. Mass emailing (sending messages to the *All Users* group) is generally prohibited with the following exceptions:

1). Mass emailing initiated by the HSE President, Academic Supervisor, Deputy Academic Supervisor, Rector, first vice rectors, vice rectors or area directors;

2). Mass emailing initiated by office heads, managers of buildings or the Lead Engineer, when the message notifies about termination or disturbance of services that affect a large number of users (e.g. blackouts in a building, mail server maintenance, etc.);

3). Mass emailing initiated by the Accounting Office, Finance and Planning Office, Legal Office, Administration and General Services Office, Human Resources Office or Security and Operations Office, when the information affects a significant part of HSE staff.

12.2. One-off mass emailings are authorised by the coordinating supervisor (Article 12.1) on a case-by-case basis upon written requests from heads of respective subdivisions. There is no standard format for writing such requests. Paper-based requests are validated by the coordinating supervisor's resolution written on them. Electronic requests are validated by an email resolution bearing the coordinating supervisor's personal details (the sender's address and the date and time when the message was sent).

12.3. Periodic mass emailing will be performed against a special list that shall be authorised by the coordinating supervisor. The list shall be drawn up on paper and presented to the IT Director upon request.

12.4. Subdivisions may send mass emails using independently created mailing lists to their target audience. The number of recipients cannot exceed 100 (one hundred).

12.5. In order to prevent spammers from accessing the HSE CEMS user database, additional external addresses (email addresses outside the @hse.ru domain) must not be added when mailing the *All Users* group.

12.6. Mass emails with attachments exceeding 1 Mb are prohibited.

12.7. Mass emails of advertising or congratulatory nature, job advertisements are prohibited.

13. CEMS Servers Backup and Recovery

13.1. The ITO's Unit for Development and Support of Network and System Tools shall back up the user databases and recover them when the data has been corrupted.

13.2. All the databases of mail servers are backed up every night.

13.3. The transaction logs of all mail servers are backed up hourly.