

Information Security Management System MS ISO/IEC 27001:2007

E-MAIL SERVER POLICY

DASAR SERVER E-MEL



UniMAP


UNIVERSITI MALAYSIA PERLIS

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For Dept Use Only

Date: 25th July 2013

Version 1.1

	<p align="center">E-MAIL SERVER POLICY DASAR SERVER E-MEL</p>	<p>Doc No: Version 1.1 Effective Date: 25th July 2013 Index No: UniMAP/ISMS/SP-007</p>
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Revision History

No	Date of Change	Description	Page	Version	Approved By
1	25/07/2013	<p>Amendment on Item :-</p> <p>3.5 Any technical support related email only covers hardware and software facilities recommended by the ICT UniMAP only</p> <p>3.6 The use of email accounts must be subject to and comply with the ethical use of discipline, practical and manageable (See Item No 6.0 UniMAP's Email Rules & Guidelines)</p> <p>3.7 Any use that violates the UniMAP's Email Rules & Guidelines (See Item No. 6.0) will be charged and the appropriate action will be taken by approval and acknowledgement to Head of Department and ICT Director</p> <p>3.8 For each security incident must be logged and managed through the Incident Management Procedures</p> <p>3.9 Bulk email delivery requires control to ensure that other users do not receive any unwanted mail while ensuring operations of email server will be more effective.</p>	4	1.1	En. Nasrudin Abd. Shukor




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		<p>Therefore, Mailing List is required to obtain the approval and confirmation of the Email System Administrator and Head of Department</p> <p>3.10 Any registration electronic brochure or circle mail or news group must get an approval, authorization and confirmation from Head of Department and ICT Director</p> <p>3.11 The use of mailing list all@unimap.edu.my and allstudent@unimap.edu.my by other users are not permitted</p> <p>3.12 Every new user should be informed UniMAP's Email Rules & Guidelines (Refer to Item No. 6.0) to ensure a more ethical use of email services</p> <p>3.13 Any implication UniMAP official email abuse is under user responsibility</p> <p>3.14 All users' email is the property of the university</p> <p>3.15 Any damage or loss of information while using email service is under user's responsibility</p>			
2	25/07/2013	<p>Added new policy Item No 5.0</p> <ul style="list-style-type: none"> ▪ Email Monitoring 	6	1.1	En. Nasrudin Abd. Shukor
3	25/07/2013	<p>Added new policy Item No 6.0</p> <ul style="list-style-type: none"> ▪ UniMAP's Email Rules & Guidelines 	6	1.1	En. Nasrudin Abd. Shukor

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1.0 Purpose

1.0 Tujuan

The purpose of this policy is to establish a standard for the management of UniMAP ICT email server.

Tujuan dasar ini ialah untuk mewujudkan satu piawaian bagi pengurusan pelayan e-mel ICT UniMAP.

2.0 Scope

2.0 Skop

The policy applies to all employees, contractors, consultants, temporaries, (Staff, Interns) and other workers including all personnel that are affiliated with UniMAP ICT Centre, who manage the email server.

Dasar digunakan untuk semua kakitangan, kontraktor, konsultan, kakitangan atau pelatih industri, pekerja lain dan semua kakitangan yang bergabung dengan Pusat ICT UniMAP, yang menguruskan pelayan e-mel.

3.0 Policy

3.0 Dasar

3.1 Email server must employ inbound spam filtering capability.

3.1 Server emel mesti mempunyai keupayaan penapisan 'spam'.

3.2 Email server must employ inbound malware/virus scanning capability.


3.2 Server emel mesti mempunyai keupayaan melakukan imbasan terhadap kemasukan 'malware/virus'.

3.3 Allow only authorized users to send and receive email through UniMAP ICT Center mail server.


3.3 Hanya pengguna yang mempunyai akaun sahaja dibenarkan untuk menghantar dan menerima e-mel melalui pelayan e-mel Pusat ICT UniMAP

3.4 All e-mail accounts must be created only after proper request coming from responsible persons/ HOD's.

3.4 Semua akaun e-mel mestilah diwujudkan hanya selepas mendapat permintaan daripada pegawai bertanggungjawab di setiap Jabatan atau daripada Ketua Jabatan di UniMAP

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- 3.5 Any technical support related email only covers hardware and software facilities recommended by the ICT UniMAP only
- 3.5 *Sebarang bantuan teknikal berkaitan emel hanya meliputi kemudahan perkakasan dan perisian yang disediakan dan disyorkan oleh Pihak ICT UniMAP sahaja*
- 3.6 The use of email accounts must be subject to and comply with the ethical use of discipline, practical and manageable (See Item No 6.0 UniMAP's Email Rules & Guidelines)
- 3.6 *Penggunaan akaun mel mesti tertakluk dan mematuhi disiplin penggunaan yang beretika, praktikal dan terkawal (Rujuk Item No 6.0 Tatacara dan Panduan Penggunaan Emel UniMAP)*
- 3.7 Any use that violates the UniMAP's Email Rules & Guidelines (See Item No. 6.0) will be charged and the appropriate action will be taken by approval and acknowledgement to Head of Department and ICT Director
- 3.7 *Sebarang penggunaan yang menyalahi Tatacara dan Panduan Penggunaan Emel UniMAP (Rujuk Item No 6.0) akan dikenakan tindakan yang bersesuaian diatas kelulusan dan makluman Ketua Bahagian dan Pengarah ICT*
- 3.8 For each security incident must be logged and managed through the Incident Management Procedures
- 3.8 *Bagi setiap insiden keselamatan mesti dilog dan diuruskan melalui Prosidur Pengurusan Insiden*
- 3.9 Bulk email delivery requires control to ensure that other users do not receive any unwanted mail while ensuring operations of email server will be more effective. Therefore, Mailing List is required to obtain the approval and confirmation of the Email System Administrator and Head of Department
- 3.9 *Penghantaran emel secara pukal memerlukan kawalan bagi memastikan pengguna lain tidak menerima sebarang mel yang tidak dikehendaki disamping operasi pelayan emel yang lebih efektif. Oleh itu, Senarai Emel (Mailing List) adalah perlu mendapat kelulusan dan pengesahan daripada Pentadbir Sistem Emel dan Ketua Bahagian*
- 3.10 Any registration electronic brochure or circle mail or news group must get an approval, authorization and confirmation from Head of Department and ICT Director
- 3.10 *Sebarang pendaftaran risalah elektronik atau emel berangkai atau kumpulan maklumat perlu mendapat kelulusan, kebenaran dan pengesahan dari Ketua Bahagian dan Pengarah ICT*

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3.11 The use of mailing list all@unimap.edu.my and allstudent@unimap.edu.my by other users are not permitted

3.11 *Penggunaan senarai emel all@unimap.edu.my dan allstudent@unimap.edu.my oleh pengguna adalah tidak dibenarkan*

3.12 Every new user should be informed UniMAP's Email Rules & Guidelines (Refer to Item No. 6.0) to ensure a more ethical use of email services

3.12 *Setiap pengguna baru perlu dimaklumkan Tatacara dan Panduan Penggunaan Emel UniMAP (Rujuk Item No 4.2) bagi memastikan penggunaan perkhidmatan emel yang lebih beretika*

3.13 Any implication UniMAP official email abuse is under user responsibility

3.13 *Sebarang implikasi penyalahgunaan emel rasmi UniMAP adalah ditanggung sepenuhnya oleh pengguna*

3.14 All users' email is the property of the university

3.14 *Semua emel yang diedarkan melalui sistem emel Pusat ICT UniMAP adalah hak milik university*

3.15 Any damage or loss of information while using email service is under user's responsibility


3.15 *Sebarang kerosakan atau kehilangan maklumat semasa menggunakan perkhidmatan emel adalah tanggungjawab pengguna*

4.0 Procedure

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4.1 Administrator must exam the email logs weekly, with the aid of automated log monitoring and supporting equipment/devices or other similar methods for any ambiguity or suspected activities.

4.1 *Pentadbir mesti memeriksa log-log emel secara mingguan, dengan bantuan pengawasan log automatik, peranti/peralatan sokongan atau sebarang kaedah lain yang serupa untuk memeriksa sebarang aktiviti atau situasi yang disyaki tidak normal.*

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5.0 Email Monitoring


5.0 Pemantauan Emel

- 5.1 Ownership of the email account is not a personal ownership because it is the university's email system for official purposes used
- 5.1 *Pemilikan akaun emel adalah bukan pemilikan atau rahsia peribadi kerana ianya adalah sistem emel universiti bagi tujuan kegunaan urusan rasmi dan kerja*
- 5.2 Emails can be monitored without any prior notification such as violates of the UniMAP's Email Rules & Guidelines (See Item No 6.0) and any security incidents occurred
- 5.2 *Emel boleh dipantau tanpa pemberitahuan terlebih dahulu jika keadaan memerlukan seperti menyalahi Tatacara Penggunaan Emel UniMAP dan sebarang kejadian insiden keselamatan*
- 5.3 For each non-compliance of the UniMAP's Email Rules & Guidelines (See Item No 6.0), the System Administrator with the approval and confirmation of ICT Director has the right to take appropriate action, including suspend, termination and / or legal laws action
- 5.3 *Bagi setiap ketidakpatuhan Tatacara Penggunaan Emel UniMAP, pihak Pentadbir Sistem Emel dengan kelulusan dan pengesahan Pengarah ICT UniMAP mempunyai hak untuk mengambil tindakan bersesuaian termasuk penggantungan, penamatan perkhidmatan dan/atau tindakan undang-undang*


6.0 UniMAP's Email Rules & Guidelines

6.0 Tatacara dan Panduan Penggunaan Emel UniMAP

- 6.1. The breach of ethics, laws and email policy can be stated as followed :-
- 6.1. *Berikut adalah tatacara yang menyalahi etika, undang – undang dan polisi emel :-*
 - a. Sending or forwarding email contains defamation, stalking, threats, harassment outrageous, racist or obscene
 - a. *Penghantaran dan memajukan Emel yang berunsur fitnah, ugutan, ancaman, gangguan keterlaluan, berbau perkauman atau lucah*
 - b. Sending or forwarding email that contains confidential information or data without a permission
 - b. *Penghantaran dan memajukan Emel yang mengandungi maklumat atau data sulit tanpa kebenaran*

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- c. Email message and user id fraud
c. Pemalsuan mesej dan penyembunyian identiti diri emel
 - d. Sending an email messages using other person email account without a permission
d. Penghantaran emel menggunakan akaun emel orang lain tanpa kebenaran
 - e. Over use of email services for commercial or personal purposes
e. Penggunaan perkhidmatan email bagi tujuan komersial atau peribadi yang keterlaluan
 - f. Email contains an information or data which is an unethical, obscene, against policies and laws
f. Menyimpan emel berunsur lucah dan menyalahi etika, polisi dan undang – undang
 - g. Keeping your passwords, bank account numbers or personal safety pin in your email box
g. Menyimpan katalaluan, nombor akaun bank atau pin keselamatan peribadi didalam kotak emel
 - h. Allow other users to used your email account
h. Membenarkan orang lain menggunakan akaun emel sendiri
 - i. Give your email account password to other users
i. Memberikan katalaluan akaun emel kepada orang lain
 - j. Over send a bulk email to the mailing list or the "broadcast mail"
j. Menghantar emel kepada senarai mel pukal atau "broadcast mail" yang keterlaluan
- 6.2. Good and practical password and email usage
6.2. *Amalan penggunaan emel dan kata laluan yang baik*
- a. Email and attachments must be ensure free from viruses and bugs. Therefore make sure the Anti-Virus constantly up-to-dated
a. Memastikan Emel dan lampiran mesti bebas daripada sebarang virus dan pepijat. Oleh itu pastikan Anti-Virus dikomputer sentiasa dikemaskinikan
 - b. Write short, tidy and clean and clear email message
b. Menulis mesej emel dengan ringkas, kemas dan tersusun serta jelas

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- c. More than 8 characters password (alphanumeric)
c. Katalalauan > 8 aksara (nombor dan abjad)

- d. Size of attachment is not more than 20MB
d. Tidak melampirkan lampiran bersaiz > 20MB

- e. Compress and enable password on attachment if necessary for any confidential information or data
e. Memampatkan dan meletakkan katalaluan kepada lampiran jika perlu (Lampiran yang mempunyai maklumat SULIT)

- f. Email should be answered promptly
f. Email hendaklah dijawab dengan segera

- g. Activate an Auto-Reply Message when on holiday or away at the office
g. Mengaktifkan tanda Berada Diluar Pejabat apabila bercuti atau tiada dipejabat

- h. Create custom folder and filtering
h. Membuat direktori pengasingan dan tapisan emel

- i. Forward, report or inform any suspicious emails or attachments to the System Administrator without open the message
i. Memajukan, melaporkan atau memaklum sebarang emel atau lampiran yang meragukan kepada pentadbir sistem emel sebelum membukanya

- j. Always doing a housekeeping to ensure a sufficient email quota
j. Melakukan pembersihan emel yang tidak diperlukan bagi memastikan kuota emel mencukupi

- k. Marking the junk emails received
k. Menandakan emel sampah yang diterima

- l. Perform an email archiving
l. Melakukan arkib emel