

Electronic Communications and Networking SMTP Electronic Mail

Government of Ontario IT Standard (GO-ITS)

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Prepared for the Information Technology Standards Council (ITSC) under the delegated authority of the Management Board of Cabinet

Foreword

Government of Ontario Information Technology Standards (GO-ITS) are the official publications on the guidelines, preferred practices, standards and technical reports adopted by the Information Technology Standards Council (ITSC) under delegated authority of the Ministry of Government Services (MGS). These publications support the responsibilities of the Ministry of Government Services (MGS) for coordinating standardization of Information & Information Technology (I&IT) in the Government of Ontario. Publications that set new or revised standards provide enterprise architecture guidance, policy guidance and administrative information for their implementation. In particular, GO-ITS describe where the application of a standard is mandatory and specify any qualifications governing the implementation of standards.

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1 Introduction

1.1 Background and Purpose

The Simple Mail Transport Protocol constitutes the electronic mail interface between the Government of Ontario and external business partners on the internet.

The previous version of this standard mandated a unified e-mail address of “@gov.on.ca” with interim use of “@<mincode>.gov.on.ca until centralized e-mail routing facilities were available.

This standard updates the previous standard to mandate the use of “Ontario.ca” as approved by the Ontario Modernization Committee chaired by Secretary of Cabinet and implemented as part of Cluster and Ministry transition to Enterprise E-Mail Service (EES) which provides the necessary centralized routing facilities for unified e-mail addressing.

1.2 Applicability Statements

1.2.1 Organization

Government of Ontario IT Standards and Enterprise Products apply (are mandatory) for use by all ministries/clusters and to all former Schedule I and IV provincial government agencies under their present classification (Advisory, Regulatory, Adjudicative, Operational Service, Operational Enterprise, Trust or Crown Foundation) according to the current agency classification system.

Kindly refer to http://intra.pmed.mbs.gov.on.ca/mbc/pdf/Agency_Establishment&Accountability-Dir.pdf for a list of provincial government agencies with their classification under the current classification system, as well as their previous Schedule under the former Schedule system.

Additionally, this applies to any other new or existing [agencies designated by Management Board of Cabinet](#) as being subject to such publications, i.e. the [GO-ITS](#) publications and mandatory [Enterprise Products](#) - and particularly applies to Advisory, Regulatory, and Adjudicative Agencies (see also procurement link, [OPS paragraph](#)). Further included is any agency which, under the terms of its Memorandum of Understanding with its responsible Minister, is required to satisfy the mandatory requirements set out in any of the Management Board of Cabinet Directives (*cf.* Operational Service, Operational Enterprise, Trust, or Crown Foundation Agencies).

As new GO-IT standards are approved, they are deemed mandatory on a go-forward basis (Go-forward basis means at the next available project development or procurement opportunity).

When implementing or adopting any ITSC standards or ITSC standards updates, ministries and I&IT Cluster must follow their organization's pre-approved policies and practices for ensuring that adequate change control, change management and risk mitigation mechanisms are in place and employed.

For the purposes of this document, any reference to ministries or the Government includes applicable agencies.

1.2.2 Change Management

GO-ITS 1.40 is an OPS mandatory standard. Modifications during the life of the standard must be approved by the organizational owner of the document.

The organizational owner of GO-ITS 1.40 is the Service Owner, Enterprise E-Mail, Infrastructure Technology Services (ITS), Ministry of Government Services.

ITS will submit revised documentation to IT Standards Council for endorsement, Architecture Review Board (ARB) approval and publication.

1.3 Impacts to Existing Standards

GO-ITS/GO-SPP Number	Describe Impact	Recommended Action (alternatively provide a page number where details can be found)
GO-ITS 47 Active Directory Naming Standard Implementation Guideline Standard – includes current naming standards for server names/codes, etc., as well as current standards for user ID	GO-ITS standard applies to the Windows 2000/2003 logon ID.	GO-ITS 47 Windows 2000/2003 logon id section updated to reference GO-ITS 1.40

1.4 Impacts to Existing Environment

Impacted Infrastructure (includes Common Components and other applications)	Describe Impact	Recommended Action (alternatively provide a page number where details can be found)
Staff sending and receiving e-mail with business partners on the internet require updated e-mail address per the revised GO-ITS 1.40 standard	Updates to ministry stationary and contacts.	Existing e-mail addresses will be grandfathered to ensure business continuity.
Applications with embedded staff e-mail addresses.	Updates to applications ie (WIN / PACE / GO-PKI) require updating with new staff e-mail addresses.	Implementation will be coordinated with WIN / PACE and GO-PKI. Existing e-mail addresses will be grandfathered to ensure business continuity.

1.5 Requirements Levels

GO-ITS and GO-SPP documents may combine mandatory and non-mandatory information as required to effectively describe the requirements of a standard or standards procurement profile. Therefore, it is important to indicate clearly when a requirement is mandatory.

Where indicated throughout this document, the words “MUST”, “MUST NOT”, “SHOULD”, “SHOULD NOT”, and “MAY” are to be interpreted as described below:

MUST

This word, or the terms “REQUIRED” or “SHALL”, means that the definition is an absolute requirement of the specification.

Please Note: New standards or standards procurement profiles are NOT retroactive although they MUST be complied with at the next procurement or project opportunity.

MUST NOT

This phrase, or the phrase “SHALL NOT”, means that the definition is an absolute prohibition of the specification.

SHOULD

This word, or the adjective “RECOMMENDED”, means that there may exist valid reasons in particular circumstances to ignore a particular item, but the full implications must be understood and carefully weighed before choosing a different course.

Please Note: The word “SHOULD” is considered a preferred practice that may have already been vetted, may be advantageous to use and may expedite the approval process.

SHOULD NOT

This phrase, or the phrase “NOT RECOMMENDED” means that there may exist valid reasons in particular circumstances when the particular behaviour is acceptable or even useful, but the full implications should be understood and the case carefully weighed before implementing any behaviour described with this label.

MAY

This word, or the adjective “OPTIONAL”, means that an item is truly optional. One vendor may choose to include the item because a particular marketplace requires it or because the vendor feels that it enhances the product while another vendor may omit the same item. An implementation that does not include a particular option MUST be prepared to interoperate with another implementation that does include the option, though perhaps with reduced functionality. In the same vein an implementation that does include a particular option MUST be prepared to interoperate with another implementation that does not include the option (except, of course, for the feature the option provides.)

1.6 Publication Details

All approved Government of Ontario IT Standards (GO-ITS) are published on the ITSC Intranet web site. Please indicate with a checkmark below if this standard is also to be published on the public, GO-ITS Internet Site.

Standard to be published on both the OPS Intranet and the GO-ITS Internet web site (available to the public, vendors etc.)	<input checked="" type="checkbox"/>
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1.8 Acknowledgements

1.8.1 Editors

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1.8.3 Reviewers

Reviewed during 2006 by the Corporate Active Directory Infrastructure (CADI) team and the Infrastructure Management Committee (IMC).

1.8.4 Approvals

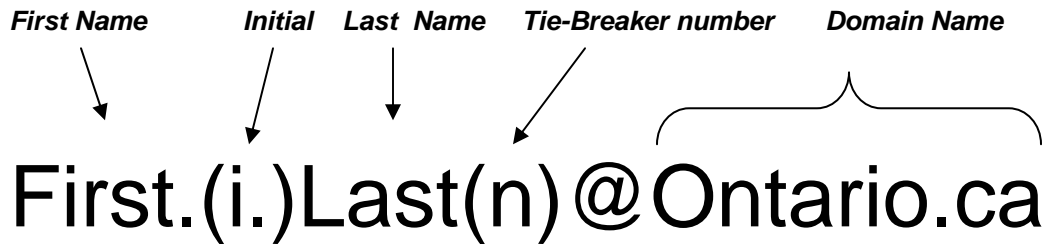
The current version of GO-ITS 1.40 supports Ontario.ca and the e-Ontario strategy to modernize government services as mandated by the Ontario Modernization Committee and Deputy Minister's Counsel.

This document has been reviewed and endorsed by the IT Standards Council and the Architecture Review Board.

2 Technical Standards and Specifications

GO-ITS 1.40 implements the Government of Ontario specification for SMTP Internet e-mail addressing as defined by Internet Engineering Task Force Secretariat (IETF) *RFC2822 Internet Message Format* (see appendix).

2.1 INDIVIDUAL SMTP ADDRESS FORMAT:



Element	Format	Requirements
<u>First:</u> Users first or given name.	<ol style="list-style-type: none"> 1. Capitalized first character, remaining characters lower case. 2. ASCII alpha characters only. 3. No Special Characters permitted. 	<ol style="list-style-type: none"> 1. Required 2. Period separator between element
<u>Initial</u> Users middle name initial or initials	<ol style="list-style-type: none"> 1. All characters capitalized. 2. ASCII alpha characters only 3. Maximum 6 characters. 4. No Special Characters permitted 	<ol style="list-style-type: none"> 1. Optional 2. Period separator between address element
<u>Last</u> Users last or surname	<ol style="list-style-type: none"> 1. Capitalized first character, remaining characters lower case. 2. ASCII alpha characters only. 3. No Special Characters permitted. 	<ol style="list-style-type: none"> 1. Required 2. Period separator only between preceding element.
<u>Tie-Breaker</u> Number for address uniqueness	<ol style="list-style-type: none"> 1. Number between 1 and 99. 	<ol style="list-style-type: none"> 1. Optional 2. No period separator between preceding element.

No special characters are permitted in individual SMTP address. All punctuation and spaces must be removed.

2.1.1 Tie Breaker 1

Firstname.<MiddleInitialFirstChar.>Lastname@Ontario.ca
John.L.Smith@Ontario.ca

2.1.2 Tie Breaker 2

Firstname.<MiddleInitialFirst..Second..third.>Lastname@Ontario.ca
John.La.Smith@Ontario.ca
John.Lar.Smith@Ontario.ca
Maximum 6 characters for initials *

2.1.3 Tie Breaker 3

Firstname.Initial(s).Lastname#@Ontario.ca
John.L.Smith1@Ontario.ca

Firstname.Lastname#@Ontario.ca
John.Smith1@Ontario.ca

*Note: Technical limitation in Active Directory

Examples: John Larry Smith

E-Mail Address: John.L.Smith@Ontario.ca

Nick D'Alesandro

E-Mail Address: Nick.DAlesandro@Ontario.ca (Note: special characters and spaces removed)

John Smith

E-Mail Address: John.Smith@Ontario.ca

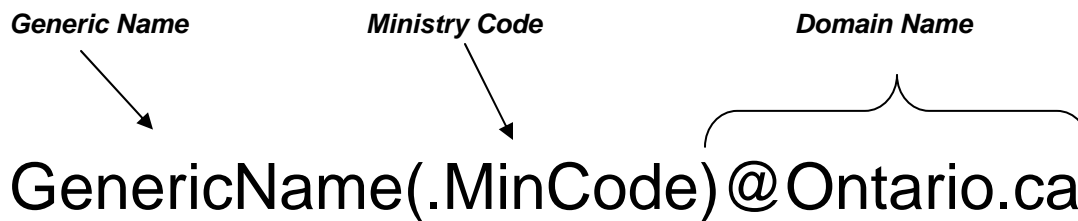
John W, Smith

E-Mail Address: John.W.Smith@Ontario.ca (Note: the tie breaker used in the initial)

John Smith

E-Mail Address: John.Smith1@gov.on.ca (Note: one tie breaker digits are required)

2.2 GENERIC SMTP ADDRESS FORMAT:



Element	Format	Requirements
<u>Generic Name:</u> Generic Mailbox name ie: Resumes	1. Capitalized first character, remaining characters lower case. 2. ASCII alpha characters only. 3. No Special Characters permitted.	1. Required 2. Period separator between elements.
<u>Ministry Code</u> Ministry code per ONTERM	1. All characters capitalized. 2. ASCII alpha characters only 3. No Special Characters permitted	1. Optional / Required See below. 2. Period separator between Generic Name element

No special characters are permitted in Generic SMTP address. All punctuation and spaces must be removed.

Generic SMTP addresses are used for business specific purposes where individual names are not preferred and allow e-mail communications to business areas based on business function.

The Ministry code element is required where generic address is to be distinguished by ministry, for example, Resumes.MOHLTC@Ontario.ca. Ministry code is optional where generic address is representative of a business function at the Government of Ontario level, for example Resumes@Ontario.ca

Usage of Generic address without Ministry code must adhere to the format outlined in this section and the implementer must also provide notification to the Infrastructure Management Committee (IMC).

Examples:

Resumes.MOHLTC@Ontario.ca

ServiceDesk.MTO@Ontario.ca

Resumes@Ontario.ca

JobMart@Ontario.ca

Accessibility@Ontario.ca

3 Document History

Created: 1997-07-11

Updated: 2006-02-20

Updated: 2006-03-15

- Added IETF citation for 'Internet Message Format' to *Normative References* section in the appendix

Updated: 2007-09-11

- Replaced Reviewers table on page 9 with separate sections 1.8.3 and 1.8.4 showing reviewers and approvals respectively

Version or Release	Distribution Date	Description of Revision
1.00	July 11, 1997	Initial GO-ITS 1.40
1.1	February 20, 2006	Updated to GO-ITS Template format Updated "Ontario.ca" domain name Updated Tie-Breaker Process"
1.2	September 7, 2007	Section 1.2.2 <ul style="list-style-type: none"> • Changed references from OCCSD to ITS Section 1.7 <ul style="list-style-type: none"> • Updated contact information Section 2.2 <ul style="list-style-type: none"> • Changed wording in last paragraph to "Usage of Generic address without Ministry code must adhere to the format outlined in this section and the implementer must also provide notification to the Infrastructure Management Committee (IMC)"

4 Copyright Information

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Appendix A: References

5 Normative References

[Internet Message Format](#)

- This document specifies a syntax for text messages that are sent between computer users, within the framework of "electronic mail" messages.
 - RFC2822: P. Resnick. "Internet Message Format." [The Internet Engineering Task Force](#) 2001/04/01
 - Local Link (for RFPs): [rfc2822.txt](#)
 - Remote Link <ftp://ftp.isi.edu/in-notes/rfc2822.txt>

6 Informative References

- iSERV manages/approves domain names. For more information see http://www.itstandards.gov.on.ca/standards/GOITS_0120.pdf
- Many useful naming acronyms are published by ONTERM. For more information see http://www.onterm.gov.on.ca/ViewRefList_e.asp?list_id=4