

Email Management Policies

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Version	Version Date	Author(s)	Notes
0.1	19th Aug 2021	IT Committee	Initial draft
1.0	24th Aug 2021	IT Committee	After approval in the deans committee.

Guiding principles

- Encourage positive, productive communications while protecting IIT Ropar from legal liability, reputation damage, and security breaches.
- Emails are for business use only and are IIT Ropar property
 - Any email that is sent, received, created, or stored on our systems may be viewed and even admissible in a legal case.
- Security of our IT assets
 - More than 90% cyber attacks start with phishing
- Quality of work and life
 - Email etiquette (Reply All, Forwarding, Signature lines etc.)
 - Limit the intrusion and spam

Allocation of a new email ID on iitrpr.ac.in domain

There are following roles for which the email account may be created: Students, Faculty, Administration officials, Office staff, Postdocs/Project staff. The policy for each case is described below. The policy for managing the mailing lists is also described. A high-level structuring for email accounts allocation and management is shown in Fig. 1.

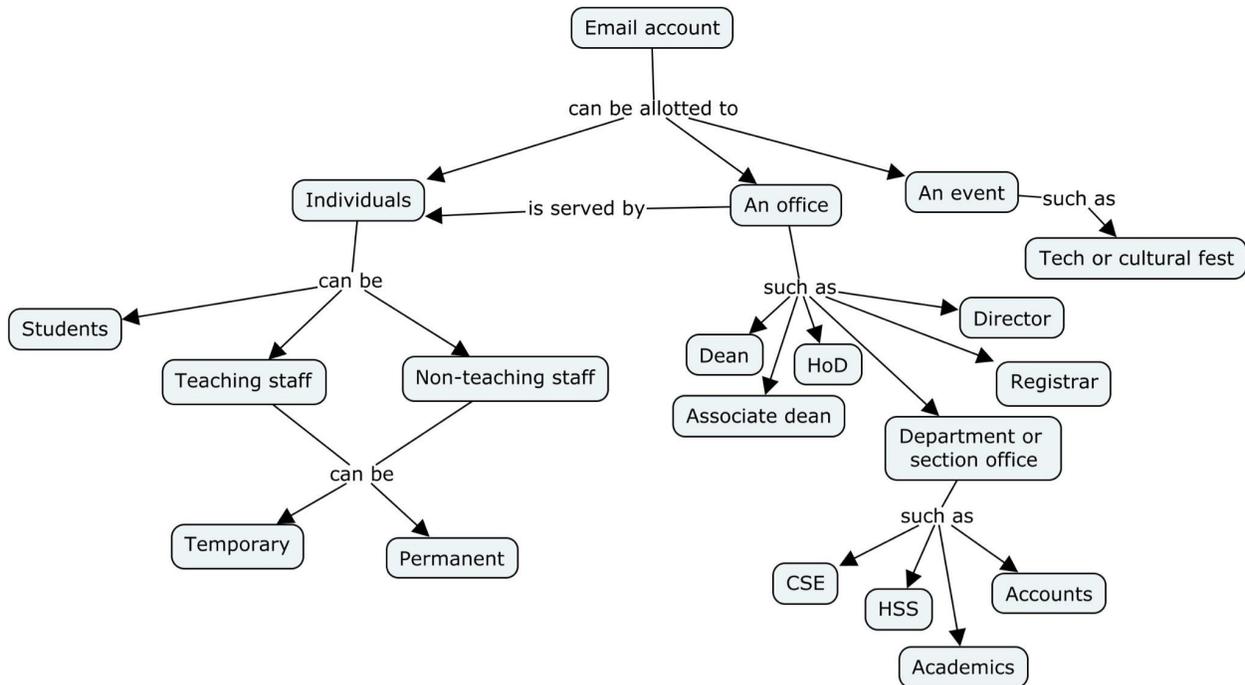


Fig. 1 (Email accounts allocation)

Students

The email address allocated will be of the format: ROLL_NUMBER@iitrpr.ac.in. The display name will be the student's name as per admission records maintained by the academic section.

Example: <Kamal Saxena> 2020MEB1234@iitrpr.ac.in

The email account will be active until the student graduates or leaves the institute. This policy applies to all students (UG, PG, PhD).

Allocation procedure

The academic section will submit a list of student roll numbers, names, department name of the student and other relevant information to the IT section for creation of new students' email accounts. They should do it as soon as the students register. No route other than via the academic section will be entertained for creation/alteration of a student's email account.

All employees

Permanent employees

All permanent employees of the institute may be allotted, for individual use, an email address of their choice, subject to availability and adherence to the following requirements:

1. Only alphanumeric characters will be allowed including "." (dot) and "_" (underscore).
2. Obscene or hurtful words will NOT be accepted as part of the email address.
3. Words that may NOT represent an individual will NOT be accepted as part of the email address.
4. Any requirement imposed by the email server software.

Default email address allotted will be in the format: FirstName.LastName@iitrpr.ac.in.

Examples:

<Neeru Chhabra> neeru.chhabra@iitrpr.ac.in

<Ashish Uniyal> Ashish.Uniyal@iitrpr.ac.in

Temporary employees

For contractual/temporary staff including the post-docs and projects staff, the format of the email address will be:

staff.[First Name].[Last Name]@iitrpr.ac.in

The display name will be the name of the employee as per records of the concerned section/department.

Allocation procedure

The concerned section (see below) will take the email creation request from the new joinee in the prescribed form, and submit it to the IT section for creation of the email address. The new joinee will be intimated about the new account creation via alternate email and phone number he/she provides in the request form.

- Establishment section: Handles allocation for all teaching and non-teaching *employees* hired by the institute
- Academic section: Handles allocation for all students
- Dean R&D office: Handles allocation for R&D projects and postdocs

Administration officials

All administrative officials (e.g., dean, HoD, assistant/deputy/joint registrars, assistant/executive engineer, and so on) will be allocated a **role-attached email address**. This email address is allocated solely for the purpose of effecting the official communication from/to the respective official. When the tenure of the official ends, the account access is handed over to the newly appointed official. The account shall be put in receive only mode when there is no immediate appointment of the new official. It is **required and expected** that all the data in this account will be retained across the appointments. The email address format will be:

```
[Role prefix].[Dept. prefix]@iitrpr.ac.in.
```

The role prefix can be: *hod*, *dean*, *ad* (for associate dean), *ar* (assistant registrar), and so on.

The department prefix can be: *cse*, *ee*, *me*, *bme*, and so on for academic departments. For non-academic departments, it will be like: *ir* (for international relations), *sa* (for student affairs), *acc* (for accounts), *est* (for establishment), and so on. The prefixes will be kept to the shortest possible length without causing any ambiguity about what they point to.

The display name on the email account will be set only to full designation. The name of the person currently holding the office/position will not be added (to avoid getting it stuck in the users' address lists). Examples:

```
<Dean, International Relations> dean.ir@iitrpr.ac.in  
<DR Accounts> dr.acc@iitrpr.ac.in  
<HoD, CSE> hod.cse@iitrpr.ac.in
```

Allocation procedure

The establishment section will be responsible for submitting a proper request for creating or handing over the desired email account to the new appointee in the prescribed form. Normally, it should be done as part of the official handover-takeover of the duties by the appointed/relieved official. The new appointee will be intimated about the account allocation/handover via alternate email and phone number he/she provides in the request form.

Note about handling existing multiple accounts of some officials:

Currently, there are some officials who have multiple email accounts due to various reasons. In order to reduce the email account management burden on the respective officials, we propose the following approach to handle it.

1. The official will start using only the new account which will be created as per the policy described in this document.
2. Data from all old email accounts operated/allocated to the official will be [merged into](#) the new account.
3. All the old email accounts will be put in receive-only mode, and the emails will be forwarded to the new account.
4. After, say, 2 years we can review the traffic received into the old email accounts and decide about permanently deleting them.

Office communication accounts

Email communication to/from the office of each department or section will be done via a *single dedicated email account* which will be of the format:

```
[Dept. prefix].office@iitrpr.ac.in
```

Examples:

```
<CSE Office> cse.office@iitrpr.ac.in  
<Accounts Office> accounts.office@iitrpr.ac.in  
<Academics UG Office> acadug.office@iitrpr.ac.in  
<Research Office> res.office@iitrpr.ac.in
```

Access to this account will be given to each admin staff member of the department's office via the [delegation feature](#) of Google email. The direct access to the office email account will be with the department/section head. The documents created on/for this account will be via a Google Shared Drive (see here for details on [Google Shared Drives](#)). The office staff will be given access to the shared drive.

The email accounts allocated to the office staff (both technical and non-technical) will be individual accounts as described in the [All Employees section](#) above.

Academic and professional events

The institute will offer the email account ONLY to our **regular yearly** events duly recognized by the competent statutory authority of the institute. The examples are our tech and cultural fests. The

institute shall NOT provide any email address for any other types of events regardless of who organizes/sponsors it. Particularly, we shall not provide any email IDs for any conferences, workshops, symposia, summer/winter schools, and so on. The organizers of such events will be responsible for obtaining the email services from outside vendors.

Rationale for the policy:

The unsupported events such as listed above are one-off/sporadic. However, the communication email addresses are circulated far and wide, and are long lived. We cannot afford to continue maintaining the email accounts for such events for long durations. Furthermore, such events put an avoidable burden on our manpower and IT resources. The organizers should procure such services from external sources, as is the norm with such events.

Mailing lists

Need based mailing list IDs can be created for a group with membership above 20 else individuals should create a label with membership in their contacts. Such mailing lists will be allowed for a fixed duration and will be audited every 3 months. The IT committee would also conduct an audit of the existing mailing lists and delete obsolete ones.

Allocation procedure

The concerned PI will submit the mailing list creation request in the prescribed form, and submit it to the IT section for creation of the mailing list.

Life of an email account

When the formal association of a user ends with IIT Ropar, the user will be allowed to take out or migrate all his/her emails within 30 days from the date of issuing a no-dues certificate by the IT section.

All individual email accounts (except the official email accounts allotted for administrative officials such as HoDs, Deans, registrars, and so on) shall be **deleted** after 30 days of the individual's exit from the institute. "Exit from the institute" is defined as the date of issuance of no-dues certificate from the IT section. Following are the steps for handling this:

1. On the day when the IT section issues a no-dues certificate to a user, the email account will be deactivated. That is, the user will only be able to take a backup of all his/her data. Emails sending and receiving will not be allowed.
2. After 30 days from the date of issuing the no-dues certificate, the account will be deleted for everyone except as described under exceptions below.

Exceptions allowed:

The HoD, IT may allow retaining the data for a longer period in the following cases:

1. Special circumstances that require access to the email account for a pending investigation or important matter concerning that email account. This case has to be duly authorized by the director, IIT Ropar.

2. When duly requested and justified by the user (or his/her family member in case of hospitalization or demise of the user). HoD, IT may use his/her discretion to decide this case.
3. If they request, the superannuating permanent employees of the institute will be allowed to retain their email accounts. However, the account will be put in the *auto-forwarding* mode that will forward all incoming emails to an email address specified by the outgoing employee. Sending emails using the IIT Ropar email account will not be allowed.

An email address once assigned **will never be recycled**. That is, the same email address will not be allocated to another person even if the first allocation has expired or deleted. This is needed to ensure the privacy and security of the original/first allottee of that email address.

After a user has been issued a no-dues certificate, the institute will not be liable for any misuse or ensuring the security of emails data of a user.

Notes about handling email address termination

Following are some of the likely concerns that users may have about the termination of their email account:

1. *I have a manuscript submitted to a journal/conference/others where my current email ID is mentioned as a communication address. How do I handle this?*
2. *I have my email address communicated to several parties, who I may not even have a track of, but they may try to contact me via that email address. I do not want to miss any future emails from them. How do I handle this?*

First and foremost, in normal circumstances every individual who has got an IIT Ropar email account is expected to know his/her likely time of exit from the institute. For example, all students, post docs and project staff know the term of their stay with IIT Ropar. Therefore, it is expected that they plan the use of IIT Ropar email address appropriately (especially, after being aware of this policy). Similar is the case with teaching and non-teaching employees of the institute -- in normal circumstances, they will have advance knowledge of their exit from the institute.

Secondly, the journals/conferences and professional societies etc. allow the authors and members to update their communication details. One can easily update the communication addresses with all those places that are important to the user. It is pretty much similar to how one would update the postal address in his/her bank and other accounts when one moves from one address to another.

Third, the institute *may* let a user keep his/her **static** web page hosted under our domain for a longer but fixed duration as determined by the web hosting policy. On that page a user is free to guide the visitors about his/her current coordinates.

Email account related maintenance requests

Requests for adding/removing from the mailing lists, change of display names, unlocking of the account, and so on shall be handled as per the approvals of the concerned Dean/HoD/section head/PI/course instructor of the individual.

The change in display name of students will be routed via the academic section. Change in display

name of the employees will be routed via the establishment section. This routing is necessary to ensure that the student/employee's information is consistent with the personal record of the individual as maintained in IIT Ropar's records.

Emails handling for large mailing lists

In order to limit the number of unwanted messages flooding the user inbox, and also to reduce the email moderation burden on our staff, we categorize the messages as follows:

Cat-1. Emergency notifications. Examples: Fire/flooding incidents. Critical services (electricity, water, internet, etc.) outage related.

Cat-2. Circulars and important notifications issued by the administration. Examples: HAC notices, appointment of officials, policy related notifications and circulars.

Cat-3. Announcements of events, discussions threads, etc.. Examples: all forwarded external emails, seminars, talks, external invites and calls for events, lost and found, etc.

Cat-4. IIT Ropar course related information sent to relevant students by the instructor of a course.

Posting a Cat-1 or Cat-2 message to a mailing list of the institute requires that the sender has the necessary privileges to post to that mailing list. Following table details the proposed permissions. When deciding whether a message can be posted to a mailing list, the main factor is the "purpose" or the category of the message.

Table-1 (Mailing lists details)

Sno	Broadcast email	Membership	Who can post?	Purpose
1	broadcast@	Mandatory membership for all IIT Ropar members e.g., students, faculty, staff, official emails of Director, Deans, Associate Deans, HoDs, Chairpersons and Vice-Chairpersons, section heads ++emails of persons with post permission.	Post Permission: Director, Deans (and associate Dean), Registrar Office, Executive Engineer, Chief Medical Office, HoD-IT, Institute Security Incharge can post here.	For disseminating only Cat-1 messages.
2.	faculty-broadcast@	Mandatory membership for all IIT Ropar faculty including visiting faculty, official emails of Director, Deans, Associate Deans, HoDs, Chairperson and Vice-Chairperson	Post Permission: Director, Deans (and associate Deans), Registrar Office, section, head of central research facility, head of workshop, heads of the following sections:	For disseminating relevant Cat-2 messages

		++emails of persons with post permission.	Establishment Office, Academic Office, Accounts Office, Stores and Purchase, Works and Estate office. All others would have only view permission.	
3	csefaculty@ eefaculty@ ...	Mandatory membership for all the faculty of the concerned dept and emails of persons with post permission.	Post Permission: Concerned HoD and the members of the list can post here.	For disseminating relevant Cat-2 messages and communication among faculty.
4	staff-broadcast@	Mandatory membership for all IIT Ropar staff (including ad hoc appointed staff), all section heads, and official emails of persons with post permission.	Post Permission: Director, Deans, Registrar Office, section heads of the following offices: Establishment Office, Accounts Office, Stores and Purchase.	For disseminating relevant Cat-2 messages
5	staff-accounts@ staff-academic@	Mandatory membership for all the staff of the concerned dept and official email of person with post permission.	Post Permission Concerned section heads and the members of the list can post here.	For disseminating relevant Cat-2 messages
6	students-ug@ students-pg@ students-phd@	Mandatory membership of the concerned students and official emails of persons with post permission.	Post Permission: Deans (and associate deans) and Section head of academic office (DR academic office)	For disseminating relevant Cat-2 messages
7	bcs20@ mtechcse20@ csephd@	Mandatory membership of the concerned students and official email of the person with post permission.	Post Permission: HoDs, Academic section, Instructors of courses. Students who are members of the respective lists. Others can only view	For disseminating relevant Cat-2 messages, and Cat-4 messages by a course instructor.
8	hods.all@	Mandatory membership of the HoDs, Chairperson	Post Permission: Director, Registrar Office, Deans,	For relevant Cat-2 messages and

		(and Vice-chairperson), Dean (and Associate Deans) email ids.	Associate Deans, HODs, Chairperson and Vice-Chairperson.	communication amongst the officials.
8.a	hods.academic@	Mandatory membership of the HoDs, Dean (and Associate Deans) email ids.	Post Permission: Director, Registrar Office, Deans, Associate Deans, HODs	For relevant Cat-2 messages and communication amongst the officials.
9	deans@	Mandatory membership of the Deans (and Associate Deans).	Post Permission: Director, Registrar Office, Deans, Associate Deans.	For relevant Cat-2 messages and communication amongst the officials.
10	faculty-discuss@	Optional membership of faculty	Post Permission: All faculty of IIT Ropar	For disseminating relevant Cat-3 messages and communication amongst faculty.
11	staff-discuss@iitrpr	Optional membership of staff	Post Permission: Any staff of IIT Ropar	For disseminating relevant Cat-3 messages and communication amongst faculty.
12	students-discuss@iitrpr	Optional membership of students	Post Permission: Any current student and faculty of IIT Ropar	For disseminating relevant Cat-3 messages and communication amongst students.
13	bulletin-board@iitrpr.ac.in (to be implemented as a bulletin board with one message a day)	Optional membership from faculty, staff and students	Post Permission: All faculty and staff. Students can only view the messages.	For all other relevant Cat-3 messages
14	hostel@iitrpr	Mandatory membership of all students residing in IIT Ropar hostels, Warderns, Dean Student affairs, Hostel admin incharges.	Post Permission: chief warden, Dean Student Affairs. Students can only view	For disseminating relevant Cat-2 messages.

15	ravi-hostel@iitrpr sutlej@iitrpr	Mandatory membership of all students residing in respective hostels, respective warderns, Dean Student affairs, respective hostel admin incharge.	Post Permission: Chief warden, respective hostel warden, respective hostel admin incharge. Students can only view	For disseminating relevant Cat-2 messages.
16	warderns@iitrpr.ac.in	Mandatory membership of all faculty warderns, chief warden and Dean (and associate dean) Student affairs and Director.	Post Permission: All members	For relevant Cat-2 messages and communication amongst the officials.

Notes about mailing lists:

1. Posted messages would be strictly monitored for compliance. Action (including losing posting rights) against the user may be taken if the posted messages are found to be in violation of the defined IT policies.
2. Yearly audit of mailing lists would be conducted to remove email ids who are no-longer part of the relevant chain.
3. Course specific discussions should be conducted via the LMS used by the instructor. For example, Google Classroom, and Moodle provide the discussion forums to allow such discussion online. No course specific email lists will be created.

Revisions to the policy

This policy is subject to revision as deemed necessary by IIT Ropar. The users will be given ample time to handle the impact of any future changes to this policy.

Any email handling issues not explicitly mentioned/covered in this document shall be decided by the director IIT Ropar.

Frequently Asked Questions

Q1. I have a manuscript submitted to a journal/conference/others where my current email ID is mentioned as a communication address. How do I handle this if my email account will be deleted/inactivated after no-dues?

Ans. 1. Please see the section "[Notes about handling email address termination](#)" in this document.

Q2. I have my email address communicated to several parties, who I may not even have a track of, but they may try to contact me via that email address. I do not want to miss any future emails from them. How do I handle this if my email account will be deleted/inactivated after no-dues?

Ans. 2 Please see the section "[Notes about handling email address termination](#)" in this document.

Q3. How can I take a backup of my emails and related data?

Ans. 3. As of now, we are using Google Workspace service for emails. Please see this document to learn about email backup: <https://support.google.com/mail/answer/10016932>

Q4. I have an important message that I need to send to all faculty/staff/students. How will I be able to do it?

Ans. 4. The users are expected to use discretion when opting to send an email to a larger group. A user is free to forward the information they believe is useful for a larger group (e.g., all faculty/students/staff), via the authorized official email address. Please refer to [Table-1 \(Mailing lists details\)](#).

Q5. How can an instructor communicate with the students registered in a course if we are not going to create course specific mailing lists?

Ans. 5. Instructors are encouraged to use the communication features of the LMS that they are using in their courses. For example, one may use Google Classroom or Moodle.