



Galaxy Backbone Limited

GovMail Implementation Policy - V2

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1. Introduction

- 1.1 The Government uses e-mail as a major mode of communication and document transfer. Emails are therefore considered official government records and retained as a matter of Policy.
- 1.2 GovMail services provided by Galaxy Backbone Limited (GBB), are used for official communications by all Federal Government Employees.
- 1.3 This Policy lays down the operational guidelines with respect to provisioning and management of e-mail services.

2. Scope

- 2.1 This Policy is applicable to GovMail services provided to Ministries, Departments and Agencies (MDA) by GBB.

3. Objective

- 3.1 The objective of this Policy is to ensure that GovMail services delivers value to users without the associated costs and risks. Users however shall, bear the responsibility to use this resource in an efficient, effective, lawful and ethical manner. Use of the GovMail services amounts to the user's agreement to be governed by this Policy.

4. E-mail Account Management

4.1 Creation of Email Addresses

Based on the request of the respective organizations, GBB will create a named email ID based on (Firstname.surname@domain.gov.ng). In addition to Government users, accounts for outsourced/contractual Employees shall also be created after due authorization from the competent authority of

that respective organization. These accounts shall be created with a pre-defined expiry date and shall be governed by the “Govmail Policy.”

- a)** Accounts can be created by Tenant administrators (authorized person from an organization) by using the “Delegated Admin Console.”

4.2 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 filling the email request form available on the website and send it to the Tenant Administrator of the respective organization or GBB Service desk where the MDA does not have a functional Tenant Administrator.
- b)** The Tenant Administrator of an organization shall authorize the creation of new e-mail account.
- c)** The e-mail account is created based on the Govmail addressing policy (Firstname.surname@domain.gov.ng).

GBB (Service Desk) shall communicate the Policy to all users upon creation of email accounts. The use of the Govmail services amounts to the user's agreement to be governed by this Policy.

5 Process of Deactivating E-mail Ids

- a)** Users that have been transferred to other Ministries shall hand over their name based ID (email account) to the Tenant Administrator for deactivation prior to moving out of the office. A new email account will then be created by the Tenant Administrator at the receiving organization. This helps to avoid duplication in email accounts of users across multiple domains.

- b) The above process shall be followed without any exception. If an ID is misused, the respective Tenant Administrator of each organization shall be held accountable.
- c) The Tenant Administrator and the user shall inform GBB prior to their superannuation/transfer of the user by sending an e-mail to: Servicedesk@galaxybackbone.com.ng.

6 Data Retention

- a) GBB shall retain back up data for a specific period of time as provided in the GBB Data Retention Policy.
- b) 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 "Spam" folders after a specified time period.

7 User Access Right Review

- a) In order to ensure that access to GovMail is only available to authorized personnel, the Tenant Administrator will carry out a user access review regularly (e.g., quarterly)
- b) Invalid GovMail ID shall be deactivated by the Tenant Administrator or the list forwarded to GBB Service Desk for deactivation (where the organization does not have a Tenant Administrator)

8 Email Security and Privacy Protection

- a) GBB has put security and privacy of the GovMail at a high priority. Necessary controls have been implemented to ensure that the platform is secured and virus free. User is however responsible for any data/email that is transmitted using GovMail system as data included in emails could be infected or corrupted.

9. Data Backup

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

impacting the service.

- b. Each user is responsible for the individual e-mails stored in their folders. GBB shall not be responsible for any accidental deletion of e-mails by the user.
- c. E-mails lost as a result of wrong configuration of the local mail clients (e.g. Outlook etc.) shall not be the responsibility of GBB.
- d. GBB shall not offer a service for restoration of lost data due to an action committed by the user, however where GBB commits to assisting the customer, Mean Time To Repair (MTTR) will be measured based on agreement reached.
- e. In the eventuality of a disaster/calamity, all possible attempts to restore services and content shall be made. However, in circumstances beyond the control of GBB, it would not be held responsible for loss of data and services.

8 Deactivation of Accounts:

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

- a) Dormant account:** Any account which has “Not been logged On” for a period of 90 days (3 months) shall be automatically deactivated. The user ID along with the data shall be deleted from the e-mail system. Subsequently, all laid down processes for re-activation shall be completed for re-opening of the said account with the same id, subject to availability. In such cases, data from the backup will be restored.
- b) Retirement/Resignation of Officers from Service:** It is mandatory

for the users to inform GBB regarding their superannuation/resignation by sending a mail to servicedesk@galaxybackbone.com.ng. The user shall inform GBB prior to getting relieved from the service.

- c) Incapacitation of Officers to perform his/her duties (death/missing, etc.).**The name based e-mail id of the user shall be deleted by GBB. The Tenant administrator of that respective organization shall inform GB by sending a mail to Servicedesk@galaxybackbone.com.ng.
- d) Violation of Policy:** The authorized person at the organization under whose request the account has been created shall inform GBB when any of the above conditions are triggered. Intimation shall be sent to Servicedesk@galaxybackbone.com.ng.
- e) Misuse of Account:** GBB shall not be responsible where an account is misused and comes under the scrutiny of the designated investigating Agencies.

Based on the conditions above and as per the cadre of the user, the competent authority of respective organizations and/or GBB shall ensure that, an e-mail ID is either deactivated or deleted. Subsequent to deactivation of accounts, the concerned user shall be duly informed.

9 Email Activity Management:

System Administrators in GBB are responsible for the continuous monitoring of email account activities to ensure enforcement and non-violation of any of the clauses identified above.

Any account found liable will be deactivated or deleted after due process

has been carried out.

10 Service Level Management

GBB shall provide the e-mail services based on the Service Level Agreement (SLA) agreed for the service. Services are continually monitored to ensure agreed targets are maintained.

Service Review visits and Customer Satisfaction surveys are performed periodically to ensure improvements in services provided.

11 Incident Management Process

- a. Govmails are managed through a formal incident management process.
- b. A security incident is defined as any adverse event that can impact the availability, integrity, confidentiality and authority of Government data. Security incidents can be due to factors like malware, phishing, loss of a device, compromise of an e-mail id etc.
- c. Any security incident, noticed or identified by a user must immediately be brought to the attention of the Service desk via an email to: servicedesk@galaxybackbone.com.ng. It shall be within the right of GBB to deactivate or remove any feature of the e-mail service if it is deemed as a threat and can lead to a compromise of the service.

11.1 GBB Incident Management process is applicable to:

- i. Customers covered by the Service Level Agreements (SLAs) specifying service targets for resolution of Incidents.
- ii. Service Providers adopting the Incident Management

responsibilities outlined by Service Level Agreements, Operating Level Agreements (OLAs), and Underpinning Contracts (UCs).

- iii. Services to which Incident Management Resolution Targets agreed in Service Level Agreements apply.

12 Responsibilities of Users

12.1 Appropriate Use of E-mail Service

A. E-mail is provided as a professional resource to assist users in fulfilling their official duties. Govmails should be used for official communications only.

B. Examples of inappropriate use of the e-mail service:

- i. Creation and exchange of e-mails that could be categorized as harassing, obscene or threatening.
- ii Unauthorized exchange of proprietary information or any other privileged, confidential or sensitive information.
- iii Unauthorized access of the services. This includes the distribution of e-mails anonymously, use of other officers' user ID's or using a false identity.
- iv Creation and exchange of advertisements, solicitations, chain letters and other unofficial, unsolicited e-mail.
- v. Creation and exchange of information in violation of any laws, including copyright laws.
- vi Willful transmission of an e-mail containing a computer virus.
- vii Willful use of an email account to commit, aid or abet fraudulent activities.
- viii Willful use of email to send phonographic materials.
- ix Racist, hate-based, or offensive material
- x Misrepresentation of the identity of the sender of an e-mail.

xi. Use or attempt to use the accounts of others without their permission.

xii. Transmission of e-mails involving language derogatory to religion, caste, ethnicity, sending personal e-mails to a broadcast list, exchange of e-mails containing anti-national messages, sending e-mails with obscene material, etc.

xiii Use of distribution lists for the purpose of sending e-mails that are personal in nature, such as personal functions, etc.

xiv Willful usage of the email account to commit similar offences that are not limited, but related to these offences, thereto.

Any case of inappropriate use of e-mail accounts shall be considered a violation of the Policy and may result in deactivation of the account. Further, such instances may also invite scrutiny by the investigating Agencies depending on the nature of violation.

12.2 User's Role

12.2.1 The User is responsible for any data/e-mail that is transmitted using the GovMail system. All e-mails/data sent through the mail server are the sole responsibility of the user owning the account.

12.2.2 Sharing of passwords is prohibited

12.2.3 Users shall be responsible for the activities carried out on their client systems, using the accounts assigned to them.

12.2.4 The 'reply all' and the use of 'distribution lists' should be used with caution to reduce the risk of sending e-mails to wrong people.

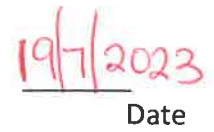
12.2.5 Back up of important files shall be taken by the user at regular intervals. GBB shall not restore the data lost due to user's actions.

Approved By:

Prof. Muhammad B. Abubakar
MD/CEO



Signature



Date