

Blocking Unsolicited Bulk E-mail / "SPAM"
Comment 1: Alternate Version

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To: Rick Becker/DASCIO/NEBRLN@NEBRLN

cc: State SPAM Workgroup, Lotus_Administration_Voting_Agencies, Lotus_Notes_Collaboration_Steering_Committee

Subject: SGC Blocking Unsolicited Bulk E-Mail

Rick:

Here is the final version of the State Spam Workgroup's document on Blocking Unsolicited Bulk Email.

Please use it to replace the existing version that was presented to the NITC - Technical Panel.

Please let me know if there are any upcoming meetings that this will be discussed so I can answer any questions that may arise.

Thanks!

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NEBRASKA INFORMATION
TECHNOLOGY COMMISSION

TECHNICAL STANDARDS AND GUIDELINES

XX-XXX Blocking Unsolicited Bulk E-Mail / "Spam"

Category: Groupware

Title: **Blocking Unsolicited Bulk E-Mail / "Spam"**

Number: **XX-XXX**

Applicability

- State Government Agencies**, excluding Higher Education
..... **Standard**
- State Government Agencies, all** **Not Applicable**
- State Funded Entities** - All entities receiving state funding for matters
covered by this document **Not Applicable**
- Other:** _____ **Not Applicable**

Definitions:

Standard - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval of _____.

Guideline - Adherence is voluntary.

Status: Adopted Draft Other: _____

Dates

Date: September 5, 2003

Date Adopted by NITC:

Other:

1.0 Technical Standard

Agencies shall be allowed to evaluate and implement methods for blocking Unsolicited Bulk Email (UBE) or spam in relation to their changing email needs, even if some legitimate e-mail is blocked. State Agencies that choose to adopt UBE blocking methods must meet these minimum standards.

1. Agencies must periodically review blocked email statistics to determine its effectiveness and to help reduce the non-delivery of legitimate email.
2. UBE blocking methods must attempt to send notification to legitimate originators of blocked email with the following information:
 - a. The email was blocked.
 - b. Possible reasons for non-delivery and information on how to restore legitimate communications.
 - c. List of alternate methods of communication that maintains reasonable levels of convenience and places no undue hardship on the sending or receiving party.
 - d. Links to related state statutes, standards, or guidelines used.

Cost sharing - Where feasible, agencies should work to pool resources to reduce costs to Nebraska. Agencies seeking to purchase UBE-blocking tools should consult with DASIMS managers.

Knowledge sharing - A public web site should be created to share State of Nebraska research on UBE issues.

2.0 Purpose and Objectives

This standard addresses the burden on state resources due to UBE and how state agencies may address the issue. Agencies cannot expect to "solve" all problems that arise from UBE, only mitigate them.

UBE creates a significant drain of technical and operational resources. In 2003, the state will receive an estimated 2 million UBE messages for approximately 12,000 employees using e-mail. These numbers will likely continue to rise. UBE needs to be reduced to the extent possible without adding excessive costs or exceptional risks to normal flow of legitimate e-mail.

2.1 Overview

The terms spam and Unsolicited Bulk E-mail (UBE) both refer to the mass receipt of e-mail messages that are usually inappropriate for state operations.

Any automated means of sorting out UBE from e-mail messages sent by the public, vendors, or other state agencies will typically result in the rejection of some valid e-mail. Agencies should take special effort to ensure that the public can conveniently contact state agencies for official business. Blocking legitimate e-mail communication with the state should be minimized.

2.2 Other Resources

The Internet Mail Consortium (IMC) has published several reports on the problem. "Unsolicited Bulk Email: Mechanisms for Control" (<http://www.imc.org/ube-sol.html>) lists the technical and legal solutions being discussed and how they affect Internet mail users. "Unsolicited Bulk Email: Definitions and Problems" (<http://www.imc.org/ube-def.html>) provides precise definitions of UBE and spam issues.

The Coalition Against Unsolicited Commercial Email (<http://www.cauce.org/>).

The State of Nebraska UBE resource web site (www.ims.nol.org/spam).

3.0 Definitions

3.1 Spam - A common term for UBE is "spam", although that term encompasses a wider range of intrusive transmissions. For instance, the term "spam" originated in the realm of Usenet news, not email. There, individuals cannot request or refuse bulk email, although some newsgroups explicitly permit or encourage its inclusion as a part of the group charter. For further information, see [RFC2635](http://www.ietf.org) at the Internet Engineering Task Force, <http://www.ietf.org>.

3.2 UBE - Unsolicited Bulk Email, or UBE, is Internet mail ("email") that is sent to a group of recipients who have not requested it. A mail recipient may have at one time asked a sender for bulk email, but then later asked that sender not to send any more email or otherwise not have indicated a desire for such additional mail; hence any bulk email sent after that request was received is also UBE.

4.0 Applicability

Agencies with their own mail servers can utilize the standard UBE filtering methods provided by the State Internet email gateway. To reduce duplication costs, agencies should consider utilizing the State Internet email gateway before implementing their own.

5.0 Responsibility

Information Management Services Division may investigate and implement UBE filtering methods on the State Internet e-mail gateway, which IMServices supports. Other agencies may elect to share this service.

6.0 Related Policies, Standards and Guidelines

Nebraska Information Technology Commission, Individual Use Policy:

http://www.nitc.state.ne.us/tp/workgroups/security/policies/individual_use_policy.pdf

State of Nebraska Acceptable Use Policy of State Data Communications Network,

<http://www.doc.state.ne.us/policies/datausage.html>