

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
GREAT LAKES REGION

GL AT 1370.1

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SUBJ: GREAT LAKES REGION AIR TRAFFIC ELECTRONIC MAIL POLICY

1. **PURPOSE.** This order transmits policies and procedures for the use of Electronic Mail (E-Mail) within the Great Lakes Region Air Traffic Division.
2. **DISTRIBUTION.** This directive is distributed to branch level and above in the Air Traffic Division Regional Office and to all Air Traffic field offices and facilities.
3. **BACKGROUND.** Due to its speed and simplicity, electronic mail is being used to replace traditional paper in disseminating general information and requesting action by an office. Currently the FAA's, as well as the Great Lakes Regions', standard electronic mail software is Lotus cc:Mail. The intent of the Great Lakes region is to provide access to personnel who require e-mail for the performance of their job.
4. **AIR TRAFFIC POLICY ON THE USE OF ELECTRONIC MAIL (E-MAIL)**
 - a. **ORGANIZATIONAL MAILBOXES.** Organizational mailboxes shall be established by the e-mail Administrator at the Air Traffic Region and field levels, in accordance with paragraphs below. The following guidelines shall be used in the establishment and use of organizational mailboxes:
 - (1) Organizational mailboxes must begin with the number "9".
 - (2) All organizational mailboxes shall be located on a computer accessible to multiple users. This will alleviate the situation of mail not being picked up when an employee is on leave.
 - (3) Organizational mailboxes shall be checked no less than twice each workday. Each manager shall establish procedures for checking and routing correspondence received in organizational mailboxes to ensure the proper individual receives the information in a timely manner.
 - (4) Organizational mailboxes shall be used **only** for informational items, action items, or items of a general nature which do not contain sensitive information.
 - (5) Information which contains privacy or sensitive information, or which would normally be sent in a "for your eyes only" envelope, shall be sent to the personal mailbox of the recipient. This type of information shall **not** be sent to an organizational mailbox.

(6) The following shall be the mandatory mailboxes for the Great Lakes Air Traffic Regional Office:

9 AGL-500	9 AGL-500-IRM	9 AGL-505	
9 AGL-510	9 AGL-520	9 AGL-530	9 AGL-540

(7) Each field facility shall have an organizational mailbox with addresses constructed as follows:

(a) 9 (space) AGL (dash)facility identifier(dash)option(dash)number identifier (if appropriate).

(b) Great Lakes Air Traffic Terminal Hub facilities shall have the word HUB appended to their post office address as follows:

EX: 9(space)Regional identifier(dash) Hub identifier(dash) HUB

9 AGL-GFK-ATCT
(Address for Grand Forks Tower)

9 AGL-GFK-AFSS
(Address for Grand Forks Flight Service)

9 AGL-ZAU-ARTCC
(Address for Aurora ARTCC)

9 AGL-SPI-ATCT
(Address for Springfield Tower)

9 AGL-SIH-HUB
(Address for Southern,IL HUB (Springfield))

9 AGL-ORD-AMT
(Address for Asst. Mgr. For Training at O'Hare Tower)

(c) In addition to the above, all names, addresses, and post office addresses entered into e-mail will conform to the DOT FAA "cc:Mail Naming Standards and Conventions" dated September 11, 1997 (attached in Appendix 1).

b. **E-MAIL FOR OFFICIAL POLICIES/ACTIONS:** E-mail may be used for the dissemination of official policies and actions. To enable e-mail to effectively distribute official policies/actions, the following applies:

(1) Correspondence addressed to the organization or requiring action shall be sent to the organizational mailbox.

(2) All policy correspondence or that requiring action shall be marked return receipt requested by originator to allow confirmation of receipt.

(3) All correspondence requiring action shall begin with the word "ACTION", in caps, in the subject line. All correspondence stating policy shall begin with the word "POLICY", in caps, in the subject line. The appropriate manager shall be cc'd on the message.

(4) E-mail used to deliver or request information that requires a turnaround of less than 5 working days, and for which a receipt has not been received within 24 hours by the sender, shall be followed by a phone call to inform the receiving organization it was sent.

(5) E-mail used to deliver policy shall be followed with a paper copy. All policy statements originating from the Regional Office shall originate from a Branch Manager or higher.

c. **OFFICIAL USE OF E-MAIL.** The use of e-mail is for official correspondence only. Misuse of the e-mail system may result in disciplinary action. Misuse would generally occur if the message was wasting significant government resources, misuse of secure information or information protected under the Privacy Act, encouraging employees to disobey a government policy, using the system to run a private enterprise, or communicating inappropriate or harassing material. All employees are responsible for the messages they send and for adhering to the guidelines below. All managers are responsible for ensuring regulations and policies are followed. Following are guidelines when using e-mail:

(1) Correspondence/information sent to individual mailboxes will be similar to that addressed to an individual under the current paper system. Mail in an individual mailbox shall be retrieved by only that person unless otherwise authorized by the individual.

(2) Save e-mail messages that are in the category of being an official record to a disk or CD ROM. Court rulings have indicated that e-mail messages can be official records. Regulations from the National Archives and Records Administration place the responsibility for this determination with the individual employee. A e-mail message would be considered an official record if it were *significant* in determining how an agency made a decision. In making this determination, apply the same criteria applied to anything that would go into normal paper files.

(3) The normal chain of command for approval of correspondence shall apply to communication through e-mail. If the message normally goes through the manager, it must either originate from the facility managers mailbox or have "/s/ Managers Name" at the bottom indicating the manager has knowledge of the message. The manager shall also be carbon copied on the message.

(4) If a message is not to be forwarded, it is the responsibility of the sender to state this in capital letters at the beginning of the message. It is then the responsibility of the receiver to comply.

(5) Individuals are responsible for ensuring any e-mail messages, including attachments, are free of any known virus prior to sending a message. If a virus is inadvertently transmitted, the originator is responsible for notifying all known recipients of the message in order to minimize further spread of the virus.

(6) The agency has recognized several employee organizations and special emphasis groups. Although the system should not be used for conducting internal business of these organizations, some messages between employees who have e-mail, would be considered in support of government business. Examples include:

(a) Dissemination of information on activities within the FAA, e.g., realignment, FAA reform, etc.

(b) Communication between members for clarification of agreements made between employee organizations and the agency.

(c) Messages that would be inappropriate for distribution by employee organizations would include:

1 Soliciting membership

2 Distribution of minutes from employee organizational meetings

3 Other internal employee organizational business.

(d) E-Mail addresses may be established for Regional Vice Presidents/Directors for NATCA/NAATS, as well as for individual members while involved on workgroups.

d. **E-MAIL ADMINISTRATION.** Due to the design of the e-mail system, the actual size of a post office must be limited. The items that make up the post office include individual in-boxes, folders, trash, and message log. The number and size of these files must be kept to a minimum. Additionally, transmitting extremely large files through e-mail can severely degrade the performance of the overall e-mail system. In order to safeguard the integrity and reliability of the overall e-mail system, the following shall apply to file numbers and sizes.

(1) Routers shall be set to reject messages greater than 5 megabytes. The e-mail administrator may, at their discretion, restrict messages to no greater than 2 megabytes during normal business hours.

(2) Each e-mail administrator shall establish a process to automatically delete messages over 60 days old from the in-box.

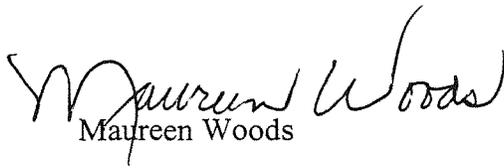
(3) Each administrator shall establish a process to automatically delete messages over 180 days old from folders.

(4) Each administrator shall establish a process to automatically delete messages over 30 days old from the message log.

(5) Trash messages shall be automatically deleted every 2 days.

(6) Users are responsible for storage of messages they wish to save.

(7) Each e-mail administrator shall determine whether to implement the Automatic Directory Exchange (ADE) feature. Each e-mail administrator may implement the entire national directory or that portion that is applicable. If a cc:Mobile user requests a partial directory, it is the e-mail administrator's responsibility to ensure their mobile directory is up to date.


Maureen Woods

Overview

This document describes the naming standards and conventions to be used in the Federal Aviation Administration's (FAA's) cc:Mail directory. All FAA cc:Mail entries must comply with this standard. Existing entries in the directory shall be required to change to conform to this standard and a time limit to conform shall be imposed upon adoption of this standard. This standard is presented to ensure that electronic mail gets delivered properly both within the FAA electronic mail structure, the Internet, other Department of Transportation (DOT) models, and other foreign mail systems.

Over the past several years and for a variety of reasons, there have been no hard and fast naming standards for cc:Mail. cc:Mail administrators were generally allowed to make their own decisions regarding how names should appear in the cc:Mail directory. This directory currently has grown to over 40,000 entries and continues to grow. Although these standards should have been in place from the beginning, they were not. The fact that there were previously no standards defined does not obviate the need for them. The cc:Mail administrator community feels the naming standard issue must be addressed now in order to ensure continued efficient flow of electronic mail and timely resolution of addressing problems.

A workgroup of FAA cc:Mail administrators from around the country was tasked to develop an efficient... means for automatically updating all cc:Mail directories with current and correct directory information. This process, called ADE (Automatic Directory Exchange), is a means to help keep the cc:Mail directories synchronized in the 800-plus post offices within the FAA's cc:Mail network. ADE, along with tools to allow for manual directory synchronization, in and of itself won't ensure proper addressing. This naming standard will ensure that all FAA organizations are addressed correctly, both for the cc:Mail network, as well as electronic mail systems outside the FAA.

Today, the directory contains mailboxes, mailing lists, bulletin boards, and post office entries for most of the FAA. Over time, post offices have become more unsynchronized. In order to manage so many entries and at the same time ensure that mail continues to flow efficiently, these standards, will allow both customers and cc:Mail administrators to provide the best possible service and resolve addressing issues in a timely manner.

These standards were developed to ensure entries in the cc:Mail directory provide enough information about any entry that it becomes much simpler for cc:Mail administrators to track down and resolve addressing problems. This will result in significant cost savings. This information will also allow customers to properly address messages to other people in the directory, especially to individuals who have similar names.

Customer Mailbox Names

Every employee in the FAA has a license to a mailbox in the cc:Mail directory. A mailbox resides at a cc:Mail post office located on the local area network (LAN) where the customer is located. The addressing information about each customer's mailbox is replicated throughout the

cc:Mail network on all the other post offices in the network. This allows FAA employees to send electronic mail to anyone in the FAA.

The Department of Transportation has created an electronic mail directory that adheres to the X.400 and SMTP (Internet) naming standards for addressing. Since the FAA communicates to DOT modals and the Internet, customer mailboxes should follow the DOT standards as closely as possible. Since DOT actually manages the Internet connection for the FAA, only names that conform to this standard shall be available for Internet addressing. **Directory entries not meeting the standards will be rejected by the DOT mail system;** therefore, FAA customer addresses not conforming to the standard will not be available to other DOT modal employees or the Internet.

The name field is broken into 4 parts, called tokens. There is a maximum of 4 tokens allowed in the name field. These tokens, along with their limitations, are explained below:

- Given Name (First Name) - 32 characters max
- Middle Initial - 5 characters max
- Surname (Last Name) - 64 characters max
- Generation Qualifier - 3 characters max

Since new names are added to the DOT directory in an automated fashion, entries are expected in the following format. The brackets indicate that the token is optional:

- LastName [GenQual], FirstName [MI]

Given Name (First Name)

The *first name* token can consist of alphanumeric characters (A-Z, a-z, 0-9) and can consist of up to 32 characters. There should be no special characters contained in this field, except for the apostrophe ('), or the hyphen (-). Underscores () do not work at the mail hub X.400 level.

Middle Initial

The *middle initial* token can consist of alphanumeric characters (A-Z, a-z, 0-9) and can consist of up to 5 characters. There should be no special characters contained in this field, except for the apostrophe ('), or the hyphen (-). Underscores () do not work at the mail hub X.400 level.

This field must not end in a period. If there are customers with a period after the middle initial, it will be stripped to build their SMTP and X.400 addresses. This means that if there is another entry that is differentiated only by the lack of a period after the middle initial, the second entry received would be rejected because their SMTP and X.400 addresses would not be unique.

Surname (Last Name)

The *last name* token can consist of alphanumeric characters (A-Z, a-z, 0-9) and can consist of up to 64 characters maximum. There should be no special characters contained in this field, except for the apostrophe ('), or the hyphen (-). Underscores () do not work at the mail hub X.400 level.

Generation Qualifier

The generation qualifier must be Jr, Sr, II, III, IV, etc.

In general, all punctuation and high ASCII characters should be avoided to conform to standards. The standard has been adapted to allow apostrophes and hyphens in the name, so people with names such as O'Neill and Jones-Smith need not be modified.

People with multiple names in a token (meaning there are spaces in their names) should either concatenate the multiple names, or separate each part of the name with hyphens. For example, a person named John D van der Fluven III should be entered as either "vanderfluven III, John D" or "van-derFluven III, John D".

All customer mailbox names shall be entered in mixed case. This improves readability and helps differentiate between post office names, which will be entered in all upper case.

If generation qualifiers are used there must be a "-" between them and the last name. The name would appear as: Cosby-Jr, William G

All customer mailbox names for contractor employees in FAA Post Offices will have "-CTR" or "CTR" noted in the name field. If there is a middle initial "-CTR" should immediately follow. If there isn't a middle initial, the designation will be "CTR". This will allow names to remain in alphabetical order for ease of customer usage.

Names of non-FAA employees or contractors in a directory should have the Hide propagation flag set to yes. Those should NOT be propagated.

NOTE.- The cc:Mail name field is limited to 126 total characters, however, in order to comply with the DOT standard above, the name field must be limited to 108 total characters (64 for Last Name, 3 for Generation Qualifier, 32 for First Name, 5 for Middle Initial, 1 comma, and 3 spaces)

Existing entries in the directory shall be required to change to conform to this standard.

Examples of Correct Mailbox Names

- Wilson, Jason
- Jones, Mary R
- Hopkins-III, Cecil
- Parker-111, Reginald P
- Jones-Wilson, Carol N
- O'Grady, Stanley B
- vanderFluven-III, John D
- Nims, Bob CTR
- Smith, Andrea T-CTR

Examples of incorrect Mailbox Names

- Jones, Mary R. (periods are not allowed after the middle initial)
- van der Fluven 111, John D (spaces in the last name result in too many tokens)
- WILSON, JASON (names should be in mixed case, not all upper case)
- Parker, Reginald P III (generation qualifier should come after the last name - this would appear to the customer as "Reginald P III Parker")
- Jones (Wilson), Carol N (the parenthesis special characters are not allowed)
- Rabb CTR, Chris (the CTR should be after the first name not the last)
- Yakich, William CTR, T (the CTR should be after the middle initial)
- Cosby Jr, William G (The "--" goes between the generation qualifier and last name)

Post Office Administrator Names

Existing entries in the directory shall be required to change to conform to this standard.

Post Office Names

Every customer's cc:Mail mailbox must reside at a cc:Mail post office. All electronic mail flows from the customer's mailbox to the post office where the mailbox is located, then from post office to post office through the network until it arrives at the post office of the destination addressee. Within the FAA, all post office names will adhere to the following convention:

The first three characters of the name shall be the regional identifier where the post office is located. For support purposes this should be based on polling rather than regionally. The only exception shall be the mobile international post offices. They will have alias names in the FAAMOBILE I that will conform to the standards. The acceptable entries for the first three characters are:

- AWA - Washington, DC Headquarters
- AAL - Alaskan Region
- ACE - Central Region
- AEA - Eastern Region
- AGL - Great Lakes Region
- ANE - New England Region
- ANM - Northwest Mountain Region
- ASO - Southern Region
- ASW - Southwest Region
- AWP - Western-Pacific Region
- AMC - Mike Monroney Aeronautical Center
- ACT - FAA Technical Center

Existing entries in the directory shall be required to change to conform to this standard.

International post offices shall begin with the regional identifier of the region that polls, or is polled by them. The rest of their post office name will conform to the standards.

It is recommended that an organizational identifier follow the regional identifier. The next section should be a functional identifier (FSDO, Twr), or city (DEN) or airport (DIA) identifier, or a combination. This part of the name is at the discretion of the organization.

Those post offices that have the regional identifier in its name (such as AWP200) need not begin the name with "AYP". That would be redundant.

For example:

- AFS200
- GEGFSDO
- AVRDI
- AWPSACFIFO

All post office names shall be in upper case letters, to distinguish from the mixed case letters used for mailbox names.

All hub post offices will have the word HUB appended to the above standard.

Post office names will have NO spaces, so the end result will appear as a single word.

Contractor post offices that support the FAA will have a "-CTR" at the end of the PO name. A contractor post office is one that is managed by the contractor for contractor employees. This is different from a FAA post office managed by the government that might have on-site contractors as customers on the post office. If the FAA purchased the license software for the contractor post office, there shall be an "-GFCTR" at the end of the PO name.

Examples of acceptable post office names:

- AWAAFS300 - FAA HQ post office supporting AFS-300
- AEAHUB - The eastern region hub
- AWAEUPO I - The Europe Post Office (polled by AWAHUB)
- AEAAAF33 - An Eastern Region PO in Europe
- AWAAIT-CTR - A contractor supporting AIT at FAA HQ
- AWAGENDYN-CTR - A General Dynamics contractor post office at FAA HQ.
- AWAAVRHUB - The hub post office at FAA HQ for AVR
- ANM65-ANMNISC2-US-MMC-CTR - The ANM NISC Contractor PO
- ANM700 - The ANM Civil Aviation Security PO

Examples of unacceptable post office names:

- ANMDenFSDO - mixed case is not acceptable
- AGL 400 - spaces are not allowed
- 65-ANMNISC2-TJS-MMC - needs regional identifier and contractor identifier
- AAT24 - needs regional identifier HTI-FAIRFAX - needs regional identifier
- IBM-Rockville - needs regional identifier and contractor identifier and to be in all caps
- ICAO - needs regional identifier and possibly contractor identifier
- N90 - needs regional and organizational identifiers

POs from outside the FAA (contractor POs, other government POs, civilian POs) will have an alias name in the directory that points to their real post office name. The alias name will conform to the above standards. We cannot expect non-FAA POs to change their names to meet our standards. This is the only instance of an alias name that shall be supported and propagated.

Example: ACTLISAPO-CTR is the alias name in all directories
In the ACTHUB shall be an entry that says the address of the above is:
ACTLISAPO.
The ACTHUB will also have an entry for ACTLISAPO with the actual
address (SPX, IP, modem, whatever).
ANMNPS is the PO for the Army Corp of Engineers
ANMGSA-9KTB is one of the GSA POs
ANMBOEING-FAA a PO to Boeing

Organizational/Functional (O/F) Mailboxes

Definitions

In the past there was confusion regarding the reasons for organizational *and* functional mailboxes, and the difference between the two. This section seeks to explain why these mailboxes have been implemented, why there are two types, and what the naming standards are for these mailboxes.

Organizational Mailbox

Organizational boxes are administrative mailboxes used to represent an organizational element in the cc:Mail directory. The majority of the directory is based on people's individual names (John Doe, Mary Smith, etc.), not their titles or positions. This requires that an e-mail originator know the name of the person to whom the correspondence should be addressed. Many times, this information may not be readily available to the originator. There may be a personnel change, the directory is not up to date, or the originator may be an Internet mail customer who does not have the FAA's directory available.

Organizational mailboxes allow an originator to address mail to an office, rather than an individual. Once received at the office level, the person(s) responsible for checking the organizational mailbox will forward that message to the person actually responsible for handling that particular subject matter. This is very similar to regular (USPS) mail arriving at a receptionist's desk, then distributed as appropriate. It also corresponds to addressing a message to "Manager, Organization Name", where the salutation of the letter may start with "To Whom It May Concern". Since an organizational mailbox will usually have more than one person assigned to check it on periodic basis, it also allows for the mail to be handled by an acting manager, for example, in the event the manager is on travel or leave.

Functional Mailboxes

Functional mailboxes are similar in idea to organizational mailboxes. The main difference is that where organizational mailboxes represent an organizational entity within the FAA, functional mailboxes represent a particular function or activity within the FAA. For example, the FAA Administrator may decide to set up a special task force to look into the safety of commuter

cc:Mail Administrator should review the directory and request removal of those O/F mailboxes that shouldn't be FAA-wide.

OIF Mailbox Addressing Format

The format for organizational mailboxes is as follows:

9<space>1stOrgDesig<hyphen>2ndOrgDesig<hyphen>3rdOrgDesig...

In order to comply with DOT's X.400 directory field requirements, organizational mailboxes shall be addressed as only two "fields". The first field is the number "9" and the second field is the organizational identifier using hyphens to separate the elements. The first field (the "9") shall be interpreted as the first name token; the second field (the organization) shall be interpreted as the last name token. *This limits the length of the organization identifier to 64 characters.*

The format for functional mailboxes is as follows:

9<hyphen>RegID<hyphen>1stFuncDesig<hyphen>2ndFuncDesig...

There may be a functional mailbox of Commuter Airline Safety in three different regions all with the same name. By using the Regional Identifier we can still have the same name but we can tell which region it belongs in.