NetID and E-mail Policy

Internal Use

RELEASE CONTROL

Version No	Release Date	Details
V 1.0	27-02-2023	First Release
V 1.1	17-03-2023	Alumni storage policy - P7
V 1.2	27-03-2025	1) Updated the generic email id format 2) Included Storage quota, data deletion and Google Photos related updates

POLICY OWNER

Department	Represented by
Office of the Registrar	Registrar

POLICY RATIFIED BY:

Department	Represented by
Directorate of ITKM	IT Steering Committee

POLICY ASSURED BY:

Department	Represented by
All SRMIST Institutions / Directorates / Departments	Deans / Directors / HODs

1. Objective

The purpose of this policy is to establish a standard for NetID and email accounts to ensure Single Sign On (SSO) and avoid unauthorized ways of communication through e-mails at SRMIST.

2. Scope

This policy is applicable to all Students, all categories of Employees, Alumni, Business Associates and Guests of SRMIST. The Directorate of ITKM is responsible for the review and implementation of this policy.

3. Policy

SRMIST has a responsibility to ensure that all the communications done by the members of the SRMIST community are appropriate and factual. The communication is to be sent only to the intended recipient / s, and the Individual user has the responsibility to ensure that, any communication made through SRMIST's official email should not contain inappropriate content that affects the brand identity of the Institution. Official communications should not be forwarded to private/personal email accounts.

All E-mail accounts are provided through Google workspace for education.

3.1. Categories of email IDs

3.1.1. Employee email ID
All Employee email ID will be in the format of AAAAAAAAN@srmist.edu.in, where "AAAAAAAA" will be limited to eight characters taken from the First name (Seven characters) and one character from the last name. If the email ID matches the existing employee's email ID, the new employee's email ID will be appended with numeric digits.

3.1.2. Student email ID
All Student email ID will be in the format of AA9999@srmist.edu.in, where A is the combination of two alphabets letters from the first name and last name. Four-digit

numerals will be generated randomly. All students will be provided with a lifetime email account.

3.1.3. Generic email ID

Generic email ID - Designation / Service / Event / Club / Department email IDs will be suffixed with letters taken from full or short designation characters, events etc., along with faculty and campus code, year etc., if required.

Designation email ID will be provided for Employees with designations of Head of Department (HoD) and above for business continuity and based on requirements.

Example:

hod.ece.ktr.et@srmist.edu.in

hod.ece.vdp.sh@srmist.edu.in

Department / Service / Club email ID Example:

datacenter@srmist.edu.in

hr@srmist.edu.in

event2023@srmist.edu.in

clubname@srmist.edu.in

3.1.4. Consultant email ID

Consultant email ID for Business Associates (including group employees) of SRMIST will be provided based on the operational needs and upon approval from the head of the SRMIST office where he/she is going to work.

- All consultant NetID will be in the format of C99999, where "99999" Five digits numeric will be generated randomly.

- Validity for consultant NetID access will be provided for a maximum of one year. Depending on the respective service contracts, the access period will either be reduced or extended on a need basis.

- Network and Applications access permissions will be provided based on the operational needs and that need to be approved by the respective SRMIST office head.

3.1.5. Guest NetID

Guest NetID are issued for SRMIST guests and SRM Group employees / students for Internet access only (no email account and application access).

- All guest NetID will be in the format of G99999, where "99999" Five digits numeric will be generated randomly.

- Only SRMIST Employees are eligible to sponsor the Guest

3.2. NetID Password Policy

NetID password should be set with a minimum of eight characters with a combination of the following categories

- One Upper case from A through Z

- One Lower case from a through z

- One numeric digit from 0 through 9

- One Special Character

Password should not include any personal name (either first name or last name or full name) or NetID

- The NetID account will get locked out for 10 minutes after five wrong password attempts within 5 minutes.

3.3. Email Groups

Admin groups

- Groups are created and managed by the University with sending access control.

Business groups

- Groups are created and managed by the SRMIST users based on their business requirements.

4. Procedure

- Employee email IDs will be created and included in appropriate groups automatically by the ERP when an employee is onboarding. The email ID will be automatically disabled at the time of separation and permanently deleted after one month by the system.

- SRMIST reserves the right to delete user data when a user has not logged in to their account for 2-years. This is applicable to all user types.

- The maximum storage allocation for Google accounts is as follows (subject to Google policy)

  o Faculty / Staff: 15 GB

  o Active Students: 5GB

  o Alumni:1 GB

- Google Photos will be disabled all users.

- Student email IDs will be created and included in appropriate groups automatically by the ERP at the time of enrolment. Email IDs will be automatically disabled when student discontinues his/her studies and permanently deleted after one month by the system.

- The student email ID will be appended with (alumni) on the name after graduation. Also, the alumni user will only have access to emails and will not have access to Google Drive.

- Generic NetIDs will be created based on the approved tickets in the system and mapped with only Employee email IDs for a password reset. And that employee will be responsible for that generic email ID.

- Consultant NetIDs will be created based on the approved tickets in the system. The Project Manager will be responsible for that consultant's email ID. The

respective SRMIST office head will be responsible for intimating ITKM upon Consultant exit/transfer to delete/transfer the NetID.

- For creating Guest IDs, the host/sponsor should log in and furnish the details of their guest detail such as First name, Last name, Designation, Organization, personal email ID, Mobile number, Purpose of the visit, and Period of Access. The credentials will be triggered to the Guest's personal email shared by the Sponsor. Guest IDs can be created up to thirty days in advance.

- Bulk Guest ID creations for any events can be done by the respective department in charge/coordinator hosting the event by downloading the prescribed excel template from the Guest Wi-Fi portal and uploading the same to auto-generate the bulk Guest IDs.

- The Guest's Wi-Fi access will be limited to a maximum of one year. Any further extension needs to be validated and approved by the respective head of the departments.

- The respective sponsor employee of SRMIST will be held responsible for his/her guest conduct while using the internet over the SRMIST network.

5. Enforcement and Compliance

Non-compliance with the policy can bring about significant risk and liability for SRMIST and puts the institution at significant risk of legal action and substantial penalty. Hence, violation of this policy may result in disciplinary action, including termination of staff, depending upon the circumstances of the violation(s).