

Policy on Email Aliases for Business School Faculty, Staff & Current Students

Purpose:

Confidentiality, integrity, and availability are extremely important requirements regarding electronic messaging at Columbia Business School (CBS). Assigning a permanent internal email address establishes a reliable framework for secure communication. To uphold these principles, the Email Alias Policy establishes requirements for email aliases for any mail system associated with CBS.

Scope:

This policy applies to all CBS faculty, staff, current students, and any other users who desire or have been granted an email alias.

Definitions:

Email: Is an abbreviation used for electronic mail, which is a store and forward method of composing, sending, storing and receiving messages over electronic communication systems.

Email address: An email address identifies a location where email messages can be delivered and is automatically created when a user receives a CBS mailbox (i.e. uni@gsb.columbia.edu).

Email Alias: An email alias is an additional email address configured for a mailbox via user input. For example, whether email is addressed to the preferred email address uni@gsb.columbia.edu (CBS default assignment) or to the email alias firstname.lastname@gsb.columbia.edu (that was selected by the user), it will be delivered to the same mailbox. The email alias can be created or changed based on the definitions outlined below.

Policy:

CBS assigns an email address to current students, faculty and staff and allows a user to have an email alias if requested. The requirements for email aliases are defined as follows:

- ITG will create any alias requested that is a clear use of the person's real name/initials, maiden or former name, or documented nick name. When CBS personnel wish to send mail from a center or program or other job related name, ITG will create a separate mailbox from which these emails can be sent (e.g. facsup@gsb.columbia.edu).
- If faculty members request aliases that are not easily understandable by the ITG staff or clearly related to their real or documented nicknames, then ITG will ask for a brief explanation (1-3 sentences) explaining the request.
 - If the request is then clear and seems reasonable, ITG will create the alias.

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- If ITG still has questions or concerns and would recommend not creating the alias, then they will send the explanation provided by the user for why they want the alias and a 1-3 sentence recommendation explaining why they recommend denial of the request to the Senior Vice Dean with a cc: to the Assistant Dean of Faculty Affairs for a final decision.
- ITG is encouraged to request more information from the user before bringing the deny recommendation to the Senior Vice Dean if they are not confident about their deny recommendation.
- The process for staff would be the same as for faculty but final decisions would be made by the Vice Dean for Administration.
- The process for current students would be the same as for faculty but final decision would be made by the Dean of Students or other designated student affairs staff.
- ITG is responsible for following up with the requestor, providing the rationale, and delivering the final decision to deny the request.

Responsibilities/Exceptions:

The burden of explanation for an unexpected name will fall upon the respective faculty member, staff member, or current student in this model. ITG will be asked to use reasonable judgment, and seek more guidance when they have concerns or uncertainty about whether the alias request is rational.

Alias's would only be denied when the Senior Vice Dean, Vice Dean for Administration or the Dean of Students, depending on the originator's category (faculty, staff, current student) agrees with the recommendation of ITG that the alias should be denied.

Steps to request creation of an alias:

- The user will contact their respective ITG support team with the request for an alias.
- The ITG support team will log the incident, and check policy to ensure that the request is in accordance with the documented policy.
- If the request is deemed valid and there are no grounds for further explanation, ITG will proceed with the email alias request. If there are concerns with the request, the request will follow the steps outlined above to determine if the request will be honored or denied.