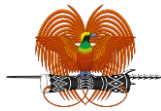


Papua New Guinea

Department of Information and Communication Technology (DICT)

Email Standards and Guidelines



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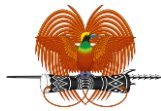
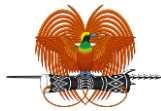


Table of Contents

Part 1 – Preliminary	4
1. Name	4
2. Commencement.....	4
3. Authority	4
4. Simplified Outline.....	4
5. Definitions	4
6. Objects of Standards and Guidelines	4
7. Scope and Application.....	4
8. Government Emails.....	5
Part 2 – Email Address Naming Standards	6
9. Overview	6
Standard 1 Creation of role-based email addresses	6
Standard 2 Creation of personal email addresses	6
Part 3 - Government Email Guidelines	7
10. Overview	7
Part 4 - Miscellaneous	9
11. Development.....	9
12. Implementation Schedule.....	9
13. Assessment and Report	10
14. Supplemental Standards and Guidelines	10
Appendices	10



Part 1 – Preliminary

1. Name

This instrument is the Email Standards and Guidelines 2023.

2. Commencement

This instrument commences on [1 July 2023]

3. Authority

(1) This instrument is made under the Digital Government Act 2022.

(2) This instrument has been produced by the Department of Information and Communication Technology.

4. Simplified Outline

(1) This instrument prescribes the standards and guidelines for all government emails. All public bodies must comply with this instrument.

(2) The standards set out are in 4 parts. Part 2 in this instrument is mandatory and the guidelines set out in Part 3 of this instrument are recommended. Part 4 contains other relevant matters and Appendices are also part of this instrument.

(3) Notes are included in this instrument to help understanding by drawing attention to other provisions information or explanations. The notes are in small type, so that they don't disrupt the text. They do not contain statements of law.

5. Definitions

The defined terms used in this instrument are set out in Appendix 1.

6. Objects of Standards and Guidelines

The objects of these Standards and Guidelines are to:

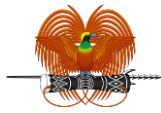
- (a) establish a format that is flexible and standardized for creation of all government email addresses; and
- (b) maintain a consistent image of government accessibility; and
- (c) ensure simplicity and is intuitive to use; and
- (d) facilitate ease of identification of official government email addresses.

7. Scope and Application

(1) These standards and guidelines apply to all public bodies. All public bodies must use the government domain .gov.pg for all their emails.

(2) Public bodies not using the .gov.pg domain must use the government domain. Government emails not using the .gov.pg domain will not be considered the official email of the public body.

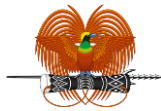
(3) Non-government emails may choose to comply with these Email Naming Standards and Guidelines. However, must not use the government domain. In addition, non .gov.pg emails must not use the PNG Government logo.



8. Government Emails

- (1) A public body must establish an official government email for the use of the public body and individuals employed by the public body.
- (2) All government email addresses must use the government domain .gov.pg.

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Part 2 – Email Address Naming Standards

9. Overview

(1) Part 2 sets out the Email Address Naming Standards. These standards describe the set of recommendations that apply to the creation of new email addresses within a public body and gives naming conventions for government email addresses.

(2) The objects of the Email Address Naming Standards are to ensure availability of new email address names while maintaining a consistent and predictable way of naming government email addresses.

(3) These standards are mandatory.

Standard 1 Creation of role-based email addresses

(1) In the creation of email addresses for a role-based email addresses, public bodies must use the following naming format.

[functionalname]@[publicbody]. gov.pg

The following demonstrates an application of this standard.

info@ict.gov.pg; or
digital.services@ict.gov.pg

(2) In which case the:

[functionalname]	is the name of the division, group, or service within the public body.
[publicbody]	is a common term, acronym, or abbreviation for the public body e.g., 'ict', finance, defense, finance, labour, cis, etc. The name of the public body should contain this term or its acronym or abbreviation. For instance, Department of Information and Communication Technology (Department of ICT or DICT) uses 'ict'.
gov.pg	is the government domain. '.gov' is sponsored top-level domain (sTLD), referring to the Papua New Guinean government and 'pg' is the Internet country code top-level domain (ccTLD) for Papua New Guinea.

(3) When the [functionalname] comprises of more than one word, a single operator must be used to indicate the space between each word. The above example demonstrates this.

(4) Keep the [publicbody] as short as possible and limit to only one word. Use acronyms or abbreviations if the name of the public body contains more than one word.

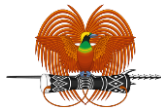
(4) Appendix 2 sets out a list of role-based email address that public bodies may use.

Standard 2 Creation of personal email addresses

(1) In the creation of email addresses for individuals, public bodies must use the following naming format.

[firstname].[lastname]@[publicbody].gov.pg

The following demonstrates an application of this standard.



john.doe@ict.gov.pg

(2) In which case the:

- [firstname]** is the individual's legal name or preferred name.
- [lastname]** is the individual's legal last name/surname. The last name may be more than one.
- [publicbody]** is a common term, acronym, or abbreviation for the public body e.g., ict, finance, defense, finance, labour, cis, etc. The name of the public body should contain this term or its acronym or abbreviation. For instance, Department of Information and Communication Technology (Department of ICT or DICT) uses 'ict'.
- gov.pg** is the government domain. '.gov' is sponsored top-level domain (sTLD), referring to the Papua New Guinean government and 'pg' is the Internet country code top-level domain (ccTLD) for Papua New Guinea.

(3) In order to standardize the email address and avoid being blocked by case-sensitive email systems, both the [firstname] and the [lastname] must be written in lowercase.

(4) Email addresses should all be unique. In circumstances where there are duplicates, in which the first name and last name combination has been used already, this can be resolved by adding a middle initial letter or by adding a number to the [lastname].

The following demonstrates an application of this standard.

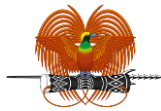
john.doe1@ict.gov.pg

Part 3 - Government Email Guidelines

10. Overview

(1) Part 3 sets out guidelines for all government emails. These include guidelines for the usage, management, and governance of government emails.

(2) The objects of these guidelines are to promote proper email etiquette as well as providing essential guidelines for email usage, security, and management.



(3) This part provides guidance to public bodies on proper usage of government emails. All public bodies are encouraged to consider these guidelines when managing emails.

Guideline 1 Email Usage Policy

(1) Develop email usage policies for the access, management, and security for government emails within a public body.

(2) This policy will describe how to:

- (a) understand the security responsibilities associated with government emails.
- (b) understand responsibilities when using official government emails.
- (c) determine which emails are kept and which can be deleted.
- (d) how to manage government emails in a way that maintains their integrity and authenticity.

Guideline 2 Appropriate use of government emails

(1) It is important that each employee understand when to use official government emails.

(2) All employees are required to use official government emails when conducting government businesses and services, this includes when an individual is working outside of the office.

(3) When sending an email to a recipient, always maintain email etiquette in both role-based and personal emails.

The following are some guidelines for proper communication over email:

- (a) Create a clear subject, by using the subject line to state the purpose of the email.
- (b) Always use appropriate languages when communicating.
- (c) Use CC and BCC appropriately. CC when copying an individual publicly and BCC when copying an individual privately. Always recheck if the right recipient is copied and for errors in the recipients email address.
- (d) Proof-read every email that will be sent to avoid grammatical errors.
- (e) Always acknowledge and reply to all the emails sent to the government email.

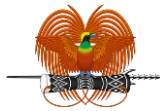
Guidelines 3 Email Security

(1) Always practice protecting and keeping email accounts secure from unauthorized access, loss, and compromise.

(2) Always be aware of all cyber risks associated with emails, for instance, phishing and social engineering.

(3) Government email users should keep in mind the following factors of email security:

- (a) Privacy of government emails



(b) Authentication of email accounts

(c) Integrity of emails sent

(4) Public bodies should consult the National Cyber Security Centre (NCSC) to ensure that they comply with the appropriate minimum ICT Security standards for the protection of email and email systems.

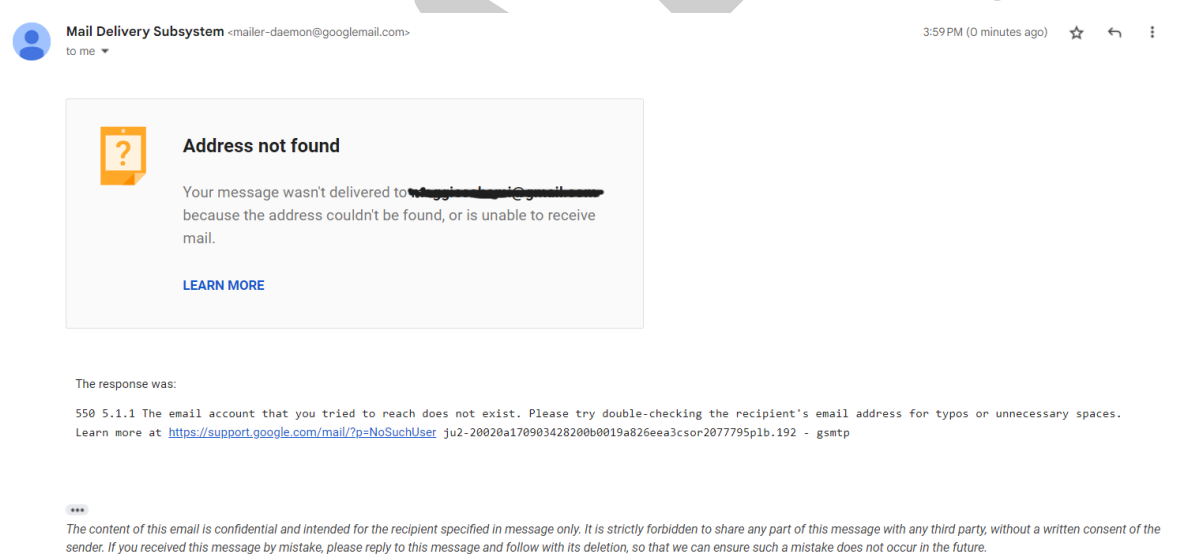
Guideline 4 Responding to misdirected emails

(1) This part provides guidance to public bodies on other email addressing issues for instance undelivered mail. Public bodies are encouraged to consider such guidelines when managing these issues.

(2) When responding to misdirected email:

Public body email systems should include informative messages in bounced/undeliverable email whenever possible. A bounced/undeliverable email is typically a non-delivery notification sent to the sender's address, such as one indicating that the recipient's address is incorrect, or that the message size exceeds allowed limits, and so on.

Figure 1 Sample of bounced/undelivered email



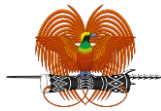
Part 4 - Miscellaneous

11. Development

(1) This instrument has been developed and refined through a range of public body consultations.
(1) The instrument will be maintained and enhanced by the Department of Information and Communication Technology (DICT) in consultation with public bodies, subject to approval by the DICT Technical Working Committee.

12. Implementation Schedule

(1) The Email Standards and Guidelines are effective from [01.07.2023]



(2) All public bodies must adopt the mandatory standards in Part 2 on or before [01.12.2023].

13. Compliance and Monitoring

(1) The Department may conduct an assessment and evaluation report of the compliance of public bodies with this instrument.

14. Supplemental Standards and Guidelines

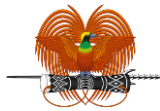
(1) The Department may issue supplemental standards and guidelines to support the Government Email Standards and Guidelines

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Appendices

Appendix 1 Definitions

content	A message delivered to a customer, prospect, or subscriber's inbox via an automation platform, a dedicated email builder, or by hand.
email	Electronic mail (also known as e-mail) is a method of exchanging messages ("mail") between people via electronic devices.
mis-directed emails	A misdirected email, also known as a misaddressed email, is one that is sent to the incorrect recipient.
recipient	A person who has agreed to receive email from either an individual or a business.



DEPARTMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY

role-based addresses	email	Generic email addresses assigned to a particular group, function, or service within an organization. These can also be known as functional email addresses.
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Appendix 2 Role-Based Email Addresses

recruitment@; jobs@; careers@	These emails are used for recruitment by organizations.
help@; support@	Emails used for help or support within organizations.
sales@	Emails used for sales or marketing.
info@	Emails for inquiries and getting information from organizations.

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