SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South
San Diego, California 92108-3883
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People, Culture, and Technology Services
Vice Chancellor 619-388-6589
Fax 619-388-6897

SDCCD Distribution List Approval Proposal

Background

SDCCD is committed to continually enhancing security protocols of electronic information. Additionally, due to limitations in Office 365 the district is unable to grant preapproval to specific users to use DLs to mitigate security concerns. As a result, a DL specific approval structure is proposed. The proposed approval structure will not incur additional costs as an external tool such as Twilio/Sendgrid would. In addition, tools such as Twilio/Sendgrid are limited to a point in time and require ongoing maintenance for changes in employment and/or enrollment.

The proposed approval structure will allow additional security safeguards in addition to the following which allow ITS the ability to:
- Remove specific emails based on specific parameters.
- Disable account usage.
- Block a sender to a specific DL.
- Block a sender to a recipient (however it is recommended the recipient do so when needed).

Proposed Process

Non-Bargaining Unit DLs
- The respective cabinet member will provide a list of a maximum of five designated approvers (per DL) to the chancellor for approval.
- Once the cabinet member's list is approved by the chancellor ITS will load the approvers into the approver workflow.
- Currently established origination of email communications will remain unchanged (i.e. external domains will continue to not be permitted to send to internal DLs).
- Once an email is sent to a DL with established approvers, each approver will receive an email notification (see Image 1 on page 2).
- Once approved the email notification is automatically removed from the email inbox of all remaining approvers for that specific DL.
- If denied by an approver the sender receives a denial message (see Images 1 and 2, on pages 2 and 3).

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- Each cabinet member provided approver will need to complete a one-time upload in outlook of the decline message template and rule to automate the decline message below being dispatched to the email sender.

Bargaining Unit DLs

- Bargaining unit leadership will be afforded the opportunity to participate in the approval structure.
- To opt into participation in the DL approval structure the respective bargaining unit leadership will provide to SDCCD Employee Relations the approver(s) that will govern their specific DL(s).
- Currently established origination of email communications will remain unchanged (i.e. external domains will continue to not be permitted to send to external DL with the exception of non SDCCD employee bargaining unit leadership).

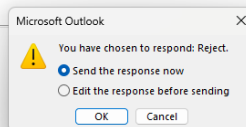**Work Flow**

Image 1: Approver view and action prompt.

Image 2: Sender view of rejection message structure (actual verbiage to be displayed listed on page 3).

From: E4E Encryption Store - Active <SystemMailbox{0AF09B7F-434F-4B2F-9CBC-57639EDCFD9C}@sdccd0.onmicrosoft.com>
Sent: Tuesday, August 6, 2024 9:43 AM

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To: Jon Ambrosia <jambrosi@sdccd.edu>
Subject: Rejected: Test 0941

Your message was rejected by a moderator for these recipients.

DL for IT Staff

Subject: Test 0941

Denial Message

Messages that do not meet the follow criteria would be declined for sending via the DL:
- *Avoid sending communications which include images, video, graphics, and other content which exceed ten (10) megabytes (MB) and use links to shared document and file storage locations instead.*
- *Use blind carbon copy (BCC) or similar communication protocols when sending messages to multiple users which do not allow users to reply to all recipients simultaneously.*
- *Always use BCC or similar communication protocols when sending communications to DLs or other preset groups of recipients.*
- *Never include, attach, link to, or otherwise include any content which would violate District policies or state or federal law, including pornographic and sexually explicit material, discriminatory material, harassing material, profanity, illegal material, or materials for commercial or personal profit unless they are essential for District business.*
- *Always use appropriate security protocols when transmitting any personally-identifiable, confidential, or otherwise protected information about any individual or group of individuals.*
- *Communications that seek to restrict or limit communications between the authorized bargaining unit representatives and bargaining unit members for legitimate business purposes.*
- *Communications which include possible malware, viruses, or harmful links or files.*
- *Communications that include possible fraudulent or phishing attempts to access information.*
- *Communications that include spam or unsolicited emails.*

In the event you have any questions on the decline of this message please contact the office of your respective cabinet member for more information on your email being declined.