![San Diego Community College District — City College · Mesa College · Miramar College · College of Continuing Education]

SDCCD Distribution List Approval Proposal

Background

SDCCD is committed to continually enhancing security protocols for 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 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 that the recipient do so when needed).
- Ability to retrieve email data points on blocked messages (without engaging the message content).

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 chancellor approves the cabinet member list, 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 will receive a denial message (see Images 1 and 2, on pages 2 and 3).

- 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 the approver(s) to SDCCD Employee Relations to 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.
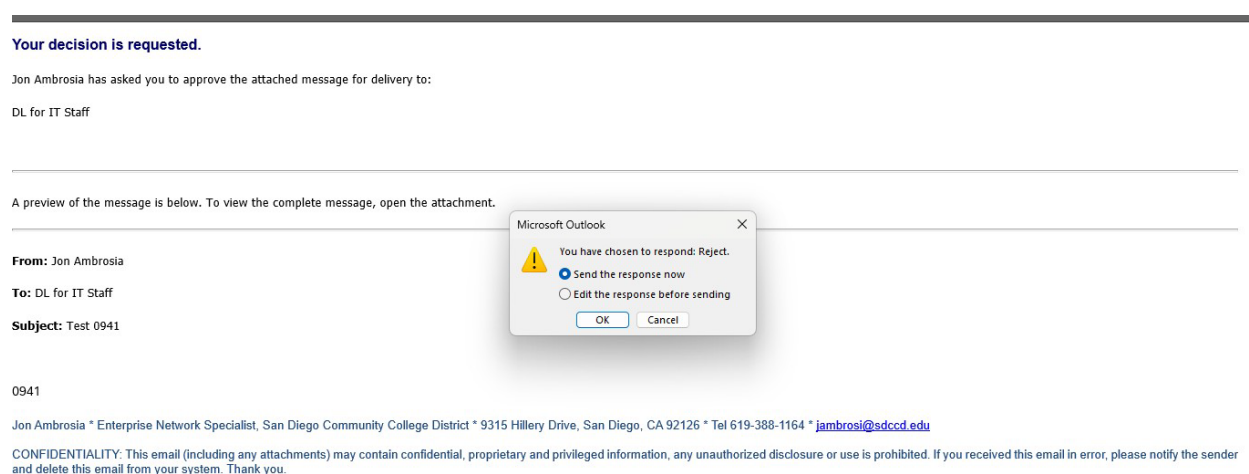
Image 2: Sender view of rejection message structure (actual verbiage to be displayed listed on page 3).

From: E4E Encryption Store - Active <SystemMailbox{0AF09B7F-434F-4B2F-9CBC57639EDCFD9C}@sdccd0.onmicrosoft.com>
Sent: Tuesday, August 6, 2024 9:43 AM

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
Dear [Employee's Name]

We are writing to inform you that your recent request to send an email to an SDCCD distribution list has been denied.

After careful review, it was determined that the content of your message does not align with our current communication policies and practices. We encourage you to review these guidelines (listed below) to ensure future requests meet the necessary criteria.

For reference the following message types are not eligible for submission through SDCCD's distribution lists:

- *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 (per AP 3721 Electronic Mail and Digital Communication Platforms).*
- *Communications that 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 (per AP 3721 Electronic Mail and Digital Communication Platforms).*
- *Communications that do not use BCC or similar communication protocols when sending communications to DLs or other preset groups of recipients (per AP 3721 Electronic Mail and Digital Communication Platforms).*
- *Communications that 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 (per AP 3721 Electronic Mail and Digital Communication Platforms).*
- *Communications that do not use appropriate security protocols when transmitting any personally-identifiable, confidential, or otherwise protected information about any individual or group of individuals (per AP 3721 Electronic Mail and Digital Communication Platforms).*
- *Communications that seek to restrict or limit communications between the authorized bargaining unit representatives and bargaining unit members for legitimate business purposes (per AP 3721 Electronic Mail and Digital Communication Platforms).*
- *Communications which include possible malware, viruses, or harmful links or files.*
- *Fraudulent or phishing attempts to access information,* or
- *Communications that include spam or unsolicited emails (AP 3720 Computer and Network Use and AP 3721 Electronic Mail and Digital Communication Platforms).*

For further information please review AP 3720 Computer and Network Use and AP 3721 Electronic Mail and Digital Communication Platforms. 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.

Moderator Scope of Responsibility
- Review emails submitted to the DL as a result of receiving the system generated email notification.
- Approve/deny emails based on the established parameters.
- Collaborate with other approvers for the DL to ensure timely approval/rejection of emails.
- Contact SDCCD Legal with questions on approval/denial.

Next Steps
- January 7, 2025
  - Cabinet Presentation.
- January 13, 2025
  - Management Supervisor Forum Presentation.
- January 15, 2025
  - The college president or respective cabinet member to provide the name of the approvers (five approvers maximum per DL) for each of the seven major DLs:
    - Mesa DL provided by college president.
    - Miramar DL provided by college president.
    - City College DL provided by college president.
    - Continuing Education DL provided by college president.
    - District Office DL provided by the chancellor or designee.
    - College Police DL provided by the executive operations officer.
    - District Service Center DL provided by the executive operations officer.
- January 15, 2025
  - District Governance Council.
- January 22, 2025
  - Approver training made available for those who are a designated approver for a specific DL.
  - Training functions will include approving/denying communications to DL, denial reasons, setting up denial messages and the process for establishing groups (which will replace DLs).
- January 31, 2025, Deadline
  - The creation of the following new distribution list by ITS.
    - Districtwide DL for all SDCCD employees.
  - The loading of the applicable employees into the new distribution lists by ITS.
  - The embedding of the new tool into outlook by ITS.
- February 12, 2025
  - 2025 Management Services Council Presentation.
- February 13, 2025
  - HCM User Group.
- March 1, 2025
  - Pilot Go Live (10 major DLs only).
- June 31, 2025
  - Sunset (deactivation) of any DLs not included in the seven major DL list.

- - With the exception of any newly required DLs such as the districtwide all DL.
  - At this point emails previously sent to primary DLs must use the DL approval structure while all other emails sent to non-primary DLs must use a group.