



# Document control

## Distribution list

Name	Title	Department
Information Security Advisory Board		
Information Technology Committee		

## External document references

Title	Version	Date	Author
Information Security Policy	3.0	12/03/13	Jethro Perkins
Information Classification Standard	2.1	12/03/13	Jethro Perkins

## Version history

Date	Version	Comments
22/07/14	0.1	Initial version
26/09/14	0.2	Minor amendments to 3.2
30/10/14	0.3	Disambiguation over multiple hyphens in mail names. Version for release to ISAB.
05/11/14	1.0	Updated to reflect ISAB comments.
12/12/14	1.1	Updated to reflect ITC comments
09/10/15	1.3	Updated to reflect agreements with the Student Services Centre – Section 3.1.2 amended, and Appendix A created.
27/04/17	1.4	'Exceptions' updated to include trans individuals

## Review control

Reviewer	Section	Comments	Actions agreed
ISAB	Title	"Email Naming Convention" was ambiguous.	Changed to "Email Address Convention"
ISAB	Introduction	The Introduction mentioned generic accounts, whereas the entire thrust of the policy concerns personal email addresses.	The reference to generic emails has been removed.
ISAB	3.1.2 Exceptions	It was pointed out that there is no such thing as a "legally-recognised name".	The phrase has been removed and the point clarified
Jethro Perkins	1.2. Out of Scope	Concerns were raised before ISAB over whether the policy would apply retrospectively. It won't.	I added an out of scope section.
ITC	2 Responsibilities	Section 2 must provide better phraseology around providing responsive feedback to requesters	The section has been updated

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# 1 Introduction

In agreement with HR and ARD, IMT will implement an Email Naming Conventions Policy for *all* email accounts that are under its control. The policy outlines how personal email accounts are structured and what cases there may be for deviating from the conventions.

It is important to maintain consistency around the format of email addresses, which this policy will ensure.

It is not desirable to allow users to specify their own addresses for a number of reasons:

1. It will be impossible to arbitrate between two people with the same name;
2. There is a distinct risk that nonsensical names will be used;
3. There will be a temptation to add additional addresses or change the address chosen at the beginning for whatever reason;
4. Maintaining a list of “quarantined” addresses, to prevent reuse, becomes harder;
5. Identity Management: it is desirable to match email addresses to the name by which the user is known in other systems.
6. It dilutes the recognisable LSE ‘brand’ and makes it more difficult to interpret what may and may not be an official LSE mail account

The email address policy confirms and formalises processes that are already in place.

## 1.1 Scope

Unless where noted under the ‘Exceptions’ section (3.1.2), this policy will apply to all personal email accounts.

## 1.2 Out of Scope

Provisions in the policy will not apply retrospectively – i.e. existing email addresses will not be altered as a result of this policy.



## 2 Responsibilities

### **IMT**

Implementation of Policy.

### **HR**

Authorisation of any staff exceptions. Requests for staff exceptions that reach IMT from any other route will be referred back to the requester.

### **ARD**

Authorisation of any student exceptions. Requests for student exceptions that reach IMT from any other route will be referred back to the requester.

## 3 Email Address Format

### 3.1 Personal Addresses

All user e-mail address aliases shall be derived from the user ID, where the initials of the user's name are used at the beginning, separated by full-stops, followed by the surname and the identifier appended, preceding the "@lse.ac.uk" component.

An application has been written to automatically allocate e-mail addresses. This works as follows:

- An e-mail address is generated using the first initial and first middle initial, and checked if it is unique.
- If not, another attempt at a unique address is created, using the first, first middle and second middle initial, if available.
- If this doesn't yield a unique address, the process repeats, adding the number "1" after each attempt.
- This process repeats, incrementing the identifier by one each time.
- If, after 15 repeats of this process, a unique address hasn't be generated, it is referred back to the IMT Systems Team.

Therefore, JA Smith, where there were already two j.a.smiths, would be:

Initials                      Identifier  
|                                      |  
**j.a.smith2@lse.ac.uk**  
|                                      |  
Surname                              Domain

#### 3.1.1 Email names

Names used for the email address will in all cases reflect the name on the user's passport. An email address is a core component of an individual's formal identity as a member of LSE and therefore is not subject to alteration through choice.

#### 3.1.2 Exceptions

If approved by HR (for staff) or ARD (for students) exceptions to the above policy may be made on the following grounds:

- Names with more than 2 hyphens
- Names greater than 25 characters in length
- Addresses that lead to harassment
- Addresses which may be considered to cause offence
- People subject to threats or with other reason to conceal their legally-recognised name
- (staff only) People with a professional name that is other than their passport name (e.g. a published name.)
- An official or formal change to a name e.g. through marriage or via Deed Poll and reflected in documents such as driving license and passport
- A name change by a trans individual (as per the [Trans Policy](#))



## 3.2 Re-using expired email names

E-mail addresses, or user IDs, may not be re-used, unless they are reissued to the original user. This is because:

- Users often set up LSE accounts to receive automated mailings. Once the account is disabled, Non-Delivery Reports are automatically sent to these lists where the owner of the list has the opportunity to remove invalid addresses from their database.
- The UK Access Federation, of which LSE is a part, has a requirement that email addresses not be re-used for two years after deletion. This as a requirement to ensure access only to current members of institutions.
- Re-use of expired mail addresses may generate unexpected and unauthorised access to non-LSE resources, including the unintended receipt of personal email.

## 3.3 Apostrophes and special characters

Email addresses will not contain apostrophes or special characters.

## 3.4 Further Policies, Codes of Practice, Procedures and Guidelines

This policy sits beneath LSE's overarching [Information Security Policy](#). Other supporting policies have been developed to strengthen and reinforce this policy statement. These, along with associated codes of practice, procedures and guidelines are published together and are available for viewing on LSE's website. All staff, students and any third parties authorised to access LSE's network or computing facilities are required to familiarise themselves with these supporting documents and to adhere to them in the working environment.

The below list of current policies is in no way authoritative and new policies will be published on the LSE website as they become available.

### Associated policies:

[Information Security Policy](#)  
[Anti-Virus Policy](#)  
[Conditions of Use of IT Facilities at LSE](#)  
[Conditions of use of the residences network](#)  
[Password Policy](#)  
[Asset Management Policy](#)  
[Data Protection Policy](#)

### Standards and Guidelines:

[Information Classification Standard](#)  
[Encryption Guidelines](#)  
[Remote and Mobile Working Guidelines](#)  
[Guidelines on the use of Cloud storage](#)

## 3.5 Review and Development

This policy shall be reviewed and updated regularly by the Information Security Advisory Board (ISAB) and an auditor external to IT Services as appropriate to ensure that it remains appropriate in the light of any relevant changes to the law, organisational policies or contractual obligations.

Additional regulations may be created to cover specific areas.



ISAB comprises representatives from all relevant parts of the organisation. It shall oversee the creation of information security and subsidiary policies.

The Information Security Manager will determine the appropriate levels of security measures applied to all new information systems.



## 4 Appendix A – Student Name Change process

Student name changes will be undertaken via the following process

1. All requests for student name changes must in the first instance be submitted to the Student Services Centre (SSC)
2. The SSC will assess the validity of the request
  - a. If the request is as a result of a genuine mistake in the recorded information, the SITS record will be altered and the request for a corresponding update sent to the IT Helpdesk
  - b. If the request is not as a result of a genuine mistake, and does not meet the criteria outlined in Section 3.1.2 above, it will be rejected
3. IMT will only process student name changes that have been submitted via the ssc.advice email account