

Policy 182.20.10 – Email Naming Standard

PURPOSE

This standard provides common E-mail address naming conventions for employee E-mail aliases including the Session Initiation Protocol (SIP) and the User Principal Name (UPN), and the Simple Mail Transfer Protocol (SMTP). This standard designates the state's Email address naming conventions as common solutions for state government to promote common IT practices and provide an integrated end-user experience.

Scope

These standards apply to state of Washington executive branch agencies and agencies headed by separately elected officials.

Standard

1. When creating email accounts for individuals, agencies must use the naming format of [FirstName.LastName@agency.wa.gov](#) or [Firstname.mi.LastName@agency.wa.gov](#) for the Primary SMTP Email address, Session Initiation Protocol (SIP) address, and the User Principal Name(UPN). This applies to any individual that is assigned a State Email address:
 - a. **FirstName** can be either the individual's legal name or their preferred name that they are commonly known by as long as it meets the agency's policy.
 - b. **LastName can be one or more LastNames (Examples:** [Person1.Smith@acy.wa.gov](#), [Person2.SmithJones@acy.wa.gov](#).
 - c. The Primary SMTP, SIP, and UPN must match.
2. The local-part (before the @) of the address cannot exceed 64 characters as outlined in [RFC 5321](#) and the entirety of the address cannot exceed 256 characters.
3. Email accounts must be unique within each agency namespace. Duplicates may be resolved by adding a middle initial or a number following the LastName of the email address.
4. The format for Secondary/Proxy addresses are at the discretion of the agency.

Note: Special characters are not recommended and will be converted to underscores when they are [synchronized to M365](#).

Exemptions

This standard does not apply to:

1. Email-enabled accounts that are not the primary account of the individual. These include service accounts, groups, administrative accounts, shared mailbox accounts and other such accounts.
2. Institutions of higher education.
3. Employees where the email address of the individual should be obfuscated for the protection of the individual.

CONTACT INFORMATION

Contact the [OCIO Policy & Waiver Mailbox](#) for questions on the policy.

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APPROVAL DATE: December 14, 2021, TSB Meeting

APPROVING AUTHORITY: William S. Kehoe, State Chief Information Officer and Chair, Technology Services Board