

E-mail Survey Summary

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E-MAIL SURVEY SUMMARY

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What are the current services offered to the campus population? Are they separate for each population?

<p>The Duke University user population is divided several ways, with different campus departments and organizations providing different, sometimes overlapping e-mail services to various user populations. Nearly all members of the campus community, however, receive an e-mail account through the ACPUB system, which is the basis for most of my answers below. This provides most users with basic e-mail, over the standard IMAP, POP, and SMTP protocols. All users are given 30 MB of storage, forwarding and vacation services, and may set up "fullname aliases," which map an address like "michael.bacon@duke.edu" to a more standard address. In addition, for campus groups, we provide mailing lists, shared mailboxes, and netnews groups. All voicemail is provided by a centralized campus system.</p>	<p>Duke University</p>
<p>Each faculty member, student, and staff member is given a K-5 ID. They have to personally activate it to meet the requirements that we have imposed. Once activated, they have access to a full range of services. Each account provides email, web/disk space, library checkout, appropriate access to administrative data depending on who they are, and access to a wide range of other services. In addition, they can purchase additional disk space, etc. The following web page gives more details:</p> <p>http://cac.psu.edu/accounts/access.html</p>	<p>Pennsylvania State University</p>
<p>We have over 40,000 email accounts, mostly for students, staff, and faculty, but also some for departmental accounts, visitors, and affiliates. They may be accessed via POP or IMAP, including the Bearmail server which provides web access.</p> <p>We also allow users to create and maintain lists. Currently there are 5000+ simple lists and 2000+ majordomo lists.</p> <p>We have an extensive web site for users to use in managing their accounts, e.g. list creation/management, changing password, setting up mail forwarding, setting up auto-responses.</p> <p>All users are on the same host with the same rules.</p>	<p>University of California, Berkeley</p>
<p>For Network & Academic Services (NACS) Network & Academic Services (NACS) provides an "@uci.edu" email address to every faculty, student and staff at UCI. Following these processes [described in the spam and virus section], mail is queued for delivery to the recipient's email retrieval address. The MTA machines analyze and deliver over 200,000 messages per weekday for UCI's campus population of about 30,000 people.</p> <p>While NACS provides a default final email delivery address for every faculty, staff and student at UCI, some departments operate their own mail servers. Users in those departments have their "@uci.edu" address deliver to the local mail server for retrieval. For NACS' email users, student mail delivers to the "EA" cluster while staff email delivers to the "E4E" system.</p> <p>Users of the NACS-provided mail systems may retrieve and read their mail via any of the following applications or protocol-compliant clients: Pine, POP, IMAP, Webmail. To use Pine, students and faculty/staff open a telnet or ssh connection to the system for their population (ea.uci.edu or e4e.uci.edu, respectively), where a text menu includes Pine as an available option. Users are free to use the POP or IMAP client of their choice, with documentation and</p>	<p>University of California, Irvine</p>

<p>support available for Eudora, Netscape and Outlook Express; both populations retrieve and send their mail via unified access servers: pop.uci.edu, imap.uci.edu and smtp.uci.edu. These servers are also Penguin Computing linux systems, with between one and three machines dedicated to each service name; home directories and Inboxes are mounted via NFS from the NetApp F810 servers.</p> <p>WebMail (an IMAP/POP client in its own right) was introduced to the faculty/staff population in Spring 2000 and became available to students in Fall 2001. Currently over ten thousand unique users read email with Webmail each weekday. About 2% of this amount read mail on departmental servers, and about 5% are employees faculty or staff using NACS email servers. The remaining are students using NACS' email systems. NACS' email users login with just their campus ID and password; users of other email servers can also use Webmail by logging in with their full "user@mailhost.uci.edu" address and the password for that account.</p> <p>For Administrative Computing Services AdCom Services provides email services for approximately 750 Administrative & Business Services users. Last time I collected numbers we were processing approximately 16,000 messages a day. In large part we provide similar services to what NACS provides to the academic population.</p> <p>For the Graduate School of Management MSEXCHANGE 2000, about 1100 users.</p> <p>For UCI Health Sciences UCI Health Sciences (College of Medicine and UCI Medical Center) use one email system (MS Exchange). There are some individuals that use E4E, but the vast majority use Outlook/Exchange. For our nurses that have no computer they rely on the Outlook Web Access tool as their primary email client.</p>	
<p>Access to e-mail via POP, Web, and telnet (Pine) is offered to all Bruin OnLine account holders. E-mail lists are offered using LISTSERV. No differentiation of services is made -- all services are offered to all Bruin OnLine account holders. SMTP relay services are offered to all BOL users, with off-campus users supported via authenticated SMTP. The telnet based service will be phased out this year.</p>	<p>University of California, Los Angeles</p>
<p>Email at UCSB is decentralized, but voice systems are provided by Communications Services.</p> <p>Email at UCSB is quite decentralized. Students all have accounts on the UMail system, managed by Instructional Computing. Various colleges (Engineering, L&S) and departments run their own email services. In the administrative area the decentralization continues. IS&C offers an email system used by those in the Administrative Services and Institutional Advancement divisions. The Student Affairs division has their own email service.</p>	<p>University of California, Santa Barbara</p>
<p>We currently offer POP services to faculty, staff and students on the same platform. We offer SMTP mail relay services for desktop clients and other campus email servers. We offer mailing list services through our Athena implementation. We perform antiviral filtering on our SMTP mail relays and hope to roll out SPAM filtering soon.</p>	<p>University of California, Santa Cruz</p>
<p>IMAP and POP email with a modest online quota, webmail connected to same, server for personal web pages, access to shared Unix computer with assorted software and services. Newsgroups, too, with a local uchi.x hierarchy.</p>	<p>University of Chicago</p>

<p>Web-based email to students (population 28,000) via IMP/IMAP. Other clients may be used to access the server - we support Outlook, Outlook Express, Netscape, Eudora and Pine.</p> <p>POP and IMAP email for faculty/staff. Same supported clients. We will be offering the same web-based solution for this population late this year.</p>	University of Colorado at Boulder
<p>We offer IMAP and POP3 services on a central server which serves all populations.</p>	University of Delaware
<p>We have a 5 distinct services/systems providing support for e-mail. They each grew up in their own environment due to political boundary issues. At this point, many have shifted to central support. One of these systems is primarily aimed at students, the remainder are primarily aimed at Faculty/Staff. We offer POP and IMAP on all of these systems. On the student oriented system, the quota is 25MB. On the other systems, the quota ranges from 25MB to unlimited.</p> <p>We are almost into the rollout phase of a new consolidated e-mail system. The old e-mail systems will all be decommissioned as an ultimate outcome of this consolidation. In this new system, all of the members of the University population will be eligible to establish an account (directory enabled). SPOP, SIMAP, and ASMTTP will be offered as the only protocols (meaning encrypted access only). Students will get 50MB quota, Faculty and Staff 200MB quota. For those that need more, we will "sell" them the additional space. The price for add-on space hasn't yet been settled.</p>	University of Maryland
<p>We currently offer IMAP/POP service to about 62,000 faculty, staff, and students. Some faculty and administrators are served by their schools and colleges which offer Groupwise (U Hospital) and Outlook/Exchange. Some faculty and students get their email via Hotmail or Yahoo and use the UM services for email redirection.</p> <p>We also run the Lyriss listserv software. This is how class lists are created. Because the members of our groups in our LDAP directory are publicly available, class lists are handled differently than other groups to maintain security and privacy for the students. (We're in the process of evaluating the possibility of hiding the members of groups in our LDAP directory.)</p>	University of Michigan
<p>IMAP, POP, Webmail, Mailman (list services)</p>	University of Washington
<p>E-mail (WiscMail), calendar and scheduling (WiscCal), chat (WiscChat), dial-in modem pool (WiscWorld) and web portal (My UW-Madison) are all inter-related and subsidized services for all students, faculty and staff and are all accessible via one NetID and password. These are not separated for the various populations at this time. There is some work looking at defining roles of individuals on campus to provide more specific access based on their role (faculty, advisor, dean, student, etc.).</p> <p>There are many other miscellaneous services that we provide to the campus and to other educational institutions around the state of Wisconsin. One major service is a Course Management Software using WebCT for on-line course development and delivery.</p> <p>We offer various list services for E-mail using the Lyriss list manager software. We also have applications we developed to create and keep current ClassLists for faculty to use when sending E-mail to their individual classes. We also have our own applications we developed to send out mass E-mails to the campus. We also have a for fee IMAP E-mail system for departmental domains.</p>	University of Wisconsin-Madison

<p>At Yale Univeristy 75% of the email users (students, staff and faculty) on campus use the Central Email services. This leads to nearly 16,000 accounts on this central service. (for specific details of who is served where see http://www.yale.edu/email/email.html)</p> <p>For details on the Central Email services, specifcally, you can refer to: http://www.yale.edu/email/</p> <p>This page includes links to the related Directory and mail relay services, in addition, to hundreds of pages detailing the Central Email services specifically.</p>	<p>Yale University</p>
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What is the hardware and software in production? Is the client population separated onto different systems?

<p>We have an array of 8 Sun Netra T1s plus two old Sun Sparc 5s doing various different jobs routing mail, all using sendmail. 5 of those T1s are dedicated to accepting, screening, and routing incoming mail, and scan the inbound messages for viruses using Amavis and McAfee's uvscan. We'll soon be purchasing four SunFire V120s to replace those, and will be adding ActiveState's PerlMX to help screen out spam.</p> <p>For mail storage, we have eight main postoffices of different vintages from Sun, including Ultra 2's, Netra T1125's, E250's, and an E220R. These run the Cyrus mail server, along with sendmail to take care of accepting inbound mail.</p> <p>We also have an Ultra 2 running Majordomo to serve mailing lists, and a SunFire V120 also running the Cyrus mail server for shared mailboxes. INN on a pair of IBM e-servers running Linux handles netnews.</p>	<p>Duke University</p>
<p>Steve Kellogg can give you details, but the primary services are hosted on our IBM SP2 and take full advantage of the high speed inter-processor communications. This has proven to be a very high performance and scalable environment for us. For example, email has scaled well over the years. With well over 2 million email messages per day, the impression is that you are the only one on the system at any one time. This also gives us a high degree of redundancy so that reliability is extremely high.</p> <p>While there are some services such as on-line registration or access to confidential information that are not available to all client groups, core systems are the same for all client populations.</p>	<p>Pennsylvania State University</p>
<p>Hardware: Compaq/HP ES-40, 4 processors, 867 MH each, 8 GB memory, storage is on a Compaq/HP Storage Works RA-7000 disk array, with about 800 GB disks (mirrored providing 400 GB of storage).</p> <p>Software: The operating system is Tru64 4.0f with ADVFS 3.0 for the storage system. The mailstore, POP, and IMAP servers are ExecMail version 2.1.6 from Messaging Direct, based on the open source Cyrus IMAP/POP system.</p> <p>We have Trend Micro's VirusWall to filter viruses on a Dell/Linux box.</p> <p>The populations are not separated.</p>	<p>University of California, Berkeley</p>
<p>For Network & Academic Services (NACS) EA is a cluster of three Sun Ultra Enterprise 2 systems, one of which is dedicated to mail delivery. Mail destined for the E4E system is handled jointly by a Sun Ultra Enterprise 2 system and a Penguin Computing Intel-based system running Linux. All NACS delivery systems (running open source sendmail) deliver messages into /var/mail queues which are mounted via NFS from a Network Appliance F810 file server. Home directories are located on another NetApp F810.</p> <p>The Webmail server is a Penguin Computing linux system running the Apache web server, OpenSSL and Sendmail Mobile Message Server version 1.1.2. http://webmail.uci.edu/</p> <p>For Administrative Computing Services We use proven open source solutions as well as campus licensed software. Currently our mail server is running on a Sun Sparc20, but will be moving to a</p>	<p>University of California, Irvine</p>

<p>SunFire 4800 at the beginning of 2003. email is handled by Sendmail and we provide SMTP, POP, and IMAP access to our clients. Our helpdesk and desktop groups directly support the Eudora email client.</p> <p>For the Graduate School of Management No.</p> <p>For UCI Health Sciences We do not separate the clients onto separate systems, but we do have storage level differences for them. The executive level receives a 100MB limit while normal users get a 25MB limit. As for hardware we are using Dell for most of our new systems, servers and workstations.</p> <p>The make up of our new messaging system (not fully migrated yet) is 4 Dell servers. There are 2 "front-end" servers at the Irvine campus that all the mail routes through. These 2 servers are Dell 2650 PowerEdge servers running Windows2000 Advanced Server using the Network Load Balance Service to distribute the load. All protocols for messaging route through the Front-End servers. This includes SMTP, IMAP, POP, NNTP, HTTP and Instant Messaging.</p> <p>Located at the Medical Center is our 2 "back-end" servers where all the public and private email is stored. The servers are Dell 6550 PowerEdge servers running Windows2000 Advanced Server using the Microsoft Cluster Service for high availability. Currently only 1 back-end server is running but we will be adding the 2nd server this winter. At that time the storage will also be migrated to an EMC Clariion CX600 SAN.</p>	
<p>Bruin OnLine e-mail is provided by a confederation of server clusters. These clusters are divided into three groups: SMTP relay servers, front-d access servers, and back-end storage servers.</p> <p>The SMTP relay servers handle all inbound and outbound mail for the Bruin OnLine clusters and any other campus domain for which we provide relay services. The cluster is currently comprised of three machines, but can be scaled up as demand requires.</p> <p>The front-end access servers allow BOL users to send SSL encrypted authenticated messages, pop their email over an SSL encrypted channel, and access their mail via a web based system. All user interaction with BOL e-mail is via this server cluster. As with the SMTP cluster, this cluster can be scaled as required (it is currently three machines).</p> <p>The back-end storage servers provide the mail store and are accessible only to the front-end servers. Each back-end server is designed to support 5000 to 10,000 users. Storage servers will be added or removed as the user base changes. The Cyrus software suite from Carnegie Mellon is used for the mail store. Each mail store is hosted by a mirrored RAID logical disk that is split across two separate controller channels and each channel has a dedicated hot spare disk.</p> <p>All three clusters are physically distributed over campus to provide resiliency.</p>	<p>University of California, Los Angeles</p>
<p>IS&C's current email server is a Sun 450 and we are running the Simeon Mail Server software. In the coming months we are planning an investigation into a replacement system and server software.</p> <p>We are encouraging the use of the Mulberry email client and also support the use of Execmail (which was the Windows client provided by the "Simeon folks").</p>	<p>University of California, Santa Barbara</p>

<p>Some customers use various other IMAP clients. We only support the use of IMAP and do not provide POP access to the server.</p> <p>We are running SilkyMail (from Cyrusoft) for Web access to our server and the ThinAir Server software (from Thin Air Apps, now owed by Palm) for WAP access to email.</p> <p>STUDENT EMAIL SYSTEM: ~30,000 accounts software - exim mta, cyrus imap/pop server, horde webmail hardware - sunfire v480, sun enterprise e420r, 7 dell poweredge 1550, foundry serveriron slb-8</p> <p>COMMUNICATION SERVICES VOICEMAIL: We have just installed a Baypoint Model 640 Voice Mail server integrated to the NEAX 2400 IPX switch. We separate our services into two groups: faculty/staff and students in residence.</p>	
<p>We use Sun systems running Solaris. We have Sun 220R for POP with a A1000 disk array, and we have multiple Sun Ultra 2s for our SMTP servers.</p>	<p>University of California, Santa Cruz</p>
<p>Clients aren't segregated. Hardware is Sun multiprocessor stuff, email software (I hope I have this right) is Qualcomm, Webmail is IMP.</p>	<p>University of Chicago</p>
<p>IMP for students only, expanding to faculty/staff late this year. IMAP-only on the student system, POP & IMAP for faculty/staff. Our trend is toward IMAP-only. Hardware for students: a cluster of Sun 4 V480s running IMP, a cluster of 2 V880s for the back-end IMAP server, lots of T3 storage arrays in a self-contained SAN. Current hardware for faculty/staff: Sun 3500 and Sparc10. Will be upgrading to 2-V480s in a cluster for IMP, reusing an older Sun 3500 for another back-end IMAP server and discarding the Sparc10.</p>	<p>University of Colorado at Boulder</p>
<p>We run email on a Sun Fire 6800 domain containing 8 750 MHz UltraSPARC III CPUs and 16 GB of memory (named Copland). We provide local email clients under Solaris (primarily Pine but also most other email clients available on Solaris). We also are testing a WebMail service based on IMP 3.0. This is running on a small Sun server which we expect would have to grow considerably to provide service to large numbers of users. Many users use Outlook and/or Netscape Communicator as their email client. We have 30,000+ accounts serving all user populations on the single server. We run Sendmail 8.9 and the University of Washington IMAP server (which also provides POP3 support).</p>	<p>University of Delaware</p>
<p>Most of the existing systems run on UNIX systems (Sun/Solaris and DEC/Tru64). One system wins on Dell/NetScape Message Server.</p> <p>The new system will be on 8 Dell 2650's running Novell NetMail. Most of these machines are identical, except for two, which are SAN attachable. Every service will be supported by a minimum of two separate boxes.</p>	<p>University of Maryland</p>
<p>Sun, Solaris mailboxes are allocated on the servers for different parts of the alphabet, but not different client populations</p>	<p>University of Michigan</p>

<p>Unix pizza-box clusters (several dozen machines). Different clusters for fac/staff and students, since some student tech fee money was used for the student cluster. Software is UW imapd and popd running on AIX and Linux. Webmail solution is WebPine. Mailman for list processing.</p>	<p>University of Washington</p>
<p>Sun systems (2 LDAP, 2MMP, 4 SMTP, 3 Message Stores) running Solaris using iPlanet's Messaging Server (v5.2) for our WiscMail service. This system can function as an IMAP or POP server or be accessible via a web client. We use Layer 4 switches (two) to balance the load and abstracts the SMTP machines (the four SMTP servers appear as one). This configuration is expandable and scale-able and has already been increased from the initial configuration.</p> <p>The system does not separate the client population, but we do (sort of) separate the student message store from the faculty/staff message store. However, there may be some cross over between the two groups.</p> <p>We use a separate, central LDAP directory server (iPlanet's Directory server) to support WiscMail functions, as well as other service functions, such as WiscCal (Steltor's calendar and scheduling application).</p>	<p>University of Wisconsin-Madison</p>
<p>The Central Email services run on 4 - Sun E420R servers (aka post offices) each with 4 - 450 MHz CPU's and 4 gig memory . Each server is attached to 2 - A1000 disk storage arrays with tons o' disk. Our 16,000 student, staff and faculty users are assigned randomly at account setup to one of these 4 servers with account management and server assignment kept track of using a 5th server running, amongst other things, the domain name service for ".mail.yale.edu". This model has proven to us to offer a great deal of flexibility and scalability.</p> <p>Users can access their email with POP and IMAP clients as well as a web based IMP implementation and the old, reliable Pine software running in their associated Unix account (aka Pantheon login hosts).</p>	<p>Yale University</p>

Are alumni offered e-mail services?

For one year after graduation, alumni have full use of their student accounts. After that period, they receive a permanent forwarding address, similar to the fullname aliases, but no mail storage.	Duke University
No. However, alumni email forwarding is available. We are also creating a special K-5 account for alumni, prospective students, and friends of the University. These accounts will let us provide access beyond what the general public has and allow us to track prospective students, for example.	Pennsylvania State University
Not through IST. The alumni association offers permanent addresses with forwarding and reading of mail.	University of California, Berkeley
For Network & Academic Services (NACS) The UCI Alumni Association offers email forwarding as part of its membership services package. Member alumni are allowed to define their "user@" handle within the alumni.uci.edu domain. Campus UCInetIDs to not automatically migrate to the alumni.uci.edu domain and are not used there. For the Graduate School of Management Yes. Email forwarding for their old Email Alias. For UCI Health Sciences Not at this time. This is partially due to the naming problem. Since UCInetID's don't live forever the Dean's office has not agreed on how to proceed in this area. COM would very much like the alias@uci.edu to remain for alumni and not have a change of address. This may lead to a "branding" of alias@hs.uci.edu for all "Health Sciences" folks in a similar fashion as alias@gsm.uci.edu is for the Graduate School of Management.	University of California, Irvine
No	University of California, Los Angeles
IS&C: No. STUDENT SYSTEMS: yes, via third-party provider. relationship managed by institutional advancement(?) COMMUNICATION SERVICES VOICEMAIL: Vmail is an option if the campus department provides a telephone line.	University of California, Santa Barbara
Alumni are offered email services through the Alumni Associations online community.	University of California, Santa Cruz
We move their CNetIDs to @alumni.uchicago.edu, where they can keep them forever if they use 'em. That server forwards, nothing more. There's also an alumni site that provides directories, discussion groups, etc.	University of Chicago
They do not have accounts, but we retain their official email address and forward mail to their new email provider. They must sign up for this service within a 4 week period after graduation.	University of Colorado at Boulder
We offer a forwarding service to Alumni.	University of Delaware
Not at this time.	University of Maryland

Yes. UM-Online offers email (the same email that faculty, staff, and students get) and other services for a monthly fee. http://www.umonline.umich.edu/ Graduates can keep their email addresses and maintain email forwarding on our system as well.	University of Michigan
Yes, for free with a small disk quota, and soon a for-fee full service offering.	University of Washington
We do not offer alumni an E-mail service at this time, but the Alumni department does offer E-mail to alumni via an external vendor.	University of Wisconsin-Madison
Yale Alumni are offered a permanent email forwarding service by the Association of Yale Alumni. This is not an email account. It is instead a permanent address with a secure interface that can be used to set the actual email address to forward email to.	Yale University

How are you dealing with spam and viruses?

See above.	Duke University
Viruses -- we have site licensed Norton Anti-virus and make it freely available to all faculty, students, and staff. SPAM -- pray	Pennsylvania State University
We block viruses via local milters and Trend Micro's VirusWall. (The local milters are able to block messages containing viruses during the initial SMTP protocol, while the VirusWall can only delete the virus and send on the rest of the message). For spam, we block various hosts which will not accept bounced messages. We are considering other options, e.g. spamassasin marking the messages for users to filter via server side filters, more aggressive blocking, etc.	University of California, Berkeley
For Network & Academic Services (NACS) When mail enters into the @uci.edu domain, it is scanned for virus and spam content by a message transport agent (MTA) machine and then queued for delivery. Messages are received by Sendmail and routed to MailScanner which then executes Sohphos/SAVI and SpamAssassin. Virus-laden content is removed and a text notification attached to the message; if SpamAssassin scores the message higher than "5", a X-UCIRVINE-SpamCheck header is inserted to allow further filtering upon receipt. http://www.nacs.uci.edu/email/mta-details.html http://www.nacs.uci.edu/email/virus-scanning.html http://www.nacs.uci.edu/email/spam-assassin.html http://www.nacs.uci.edu/indiv/franklin/stats/mailscan.txt For Administrative Computing Services email is primarily received from the campus MTAs which forward the @uci.edu email to our mail server as the final delivery point, although we do also receive mail that is directly addressed to our server. For this reason we run virus scanning on our email server as well. We are using Sophos Antivirus to accomplish this in conjunction with Anomy Sanitizer. We are currently investigating using Sophos Antivirus in conjunction with Sophos Mailmonitor in a three tiered configuration to increase virus checking efficiency. email that is processed by the campus MTAs is checked for spam and our users can take advantage of filters to screen for spam tagged messages. For the Graduate School of Management SPAM: Campus SPAM "tagger", and OUTLOOK rules. Viruses: Trendmicro on the Exchange Email server, and McAfee on the Desktop. For UCI Health Sciences We have been using TrendMicro's Scan Mail for Exchange for 5 years now and have been very happy with the product. As for spam we use TrendMicro's eManager for Exchange but plan on shifting to a SpamAssasin based product for Exchange within a month.	University of California, Irvine
We are working to deploy Sophos for virus-scanning and have recently deployed SpamAssassin for SPAM control.	University of California, Los Angeles

<p>We, in IS&C, are planning to install Trend Micro's Interscan Viruswall software later this month. We are not yet doing anything regarding spam protection, but will be exploring Trend Micro's product.</p> <p>STUDENT SYSTEM: spam filtering via spamassassin. virus filtering via amavis.</p> <p>COMMUNICATION SERVICES VOICEMAIL: N/A</p>	<p>University of California, Santa Barbara</p>
<p>We use Sophos SAVI along with MailScanner for virus filtering. We mark viruses with {VIRUS?} in the subject line, though some of the viruses (Klez) that autogenerate messages with potentially confidential information are deleted. We hope to use SPAMAssassin to filter SPAM – we will take the "Deliver to the Desktop" approach, delivering all email, but marking that email which meets a threshold with {SPAM?} in the subject line. We are currently assessing the threshold, whitelists and use of blacklists.</p>	<p>University of California, Santa Cruz</p>
<p>Spam not well -- blocking some obvious sources, which helps a little, but it's still a mess we're looking to ease. Viruses we site-license McAfee, distribute it "free" to the community as part of our setup CD, encourage everyone to run it. That's been very effective.</p>	<p>University of Chicago</p>
<p>We have a ~1000 entry blacklist and are deploying SpamAssassin to do content analysis on the primary email servers. We use the procmail defanging agent to counter viruses and encourage everyone to have anti-virus software installed on their desktop.</p>	<p>University of Colorado at Boulder</p>
<p>We aren't at the moment. But, spam has recently increased significantly in volume. We are upgrading sendmail to 8.12 in order to take advantage of the "milter" (mail filter API) capability. We are investigating mail appliances like Mirapoint as a possible way to handle spam and viruses. We deliver between 250,000 and 500,000 messages each day accounting for eight to twenty gigabytes of mail.</p>	<p>University of Delaware</p>
<p>The old services don;t deal with either very well. Only one of our servers includes virus filtering. We manage SPAM by blocking particularly egregious offenders. This can be driven by administrator observation or user complaint.</p> <p>The new system, which ultimately will service the vast majority of our user population, incorporates virus scanning. We have not yet incorporated SPAM management, but it is high on the list of things to add.</p>	<p>University of Maryland</p>
<p>We're investigating scanning for viruses and seeing if we can handle the additional load.</p> <p>We are not yet scanning for spam - just putting out fires as we find them. We've implemented a student "marketplace" for posting items to be bought or sold. This has cut down on unwanted spam among students.</p> <p>The User Advocate (our office for dealing with inappropriate use of resources) has information about these on their website: http://www.umich.edu/~itua/</p>	<p>University of Michigan</p>
<p>Spam: poorly. Evaluating PerIMX.</p> <p>Virus: using McAfee webshield. Works OK under normal load, but under heavy spam storm attack it drops messages, so we are hoping the PerIMX product can replace the current anti-virus product.</p>	<p>University of Washington</p>

<p>Currently, we are not filtering spam, but we are formulating the policy behind implementing a possible approach to control spam. We will give the end user the ability to opt-in to use the spam filters. Even then we will most likely not delete spam, just filter them into a junk folder for the end user.</p> <p>For viruses, we are scanning all outbound, inbound and internally generated E-mail. We are using NAI's application on the SMTP servers as a direct plug-in to the mail routing.</p>	<p>University of Wisconsin-Madison</p>
<p>The transmission of emailed viruses to and from Yale users has all but stopped since we implemented an attachment renaming process in mid May 2002. Details of this attachment renaming are available at: http://www.yale.edu/email/central/attrename.html</p> <p>Spam is still problematic, however, we plan shortly to unveil a system of adding x-headers for messages relayed to us from known "backlisted" hosts and offer easy, server side filtering tools for users who wish to filter out spam.</p>	<p>Yale University</p>

How are you dealing with campus approved mass mailings?

<p>We have a bulk e-mail policy which specifies specific individuals responsible for bulk e-mails to every campus sub-population. These individuals must approve mailings to lists of their recipients over a certain size.</p>	<p>Duke University</p>
<p>We have a facility that allows us to send targeted mass mailings overnight. Depending on who you talk to, this is a wonderful thing or a disaster. Take your pick.</p>	<p>Pennsylvania State University</p>
<p>CalMail for staff. Student mailings are performed by IST on request of appropriate authorities (SIS, Chancellor, etc.). We are looking at a better solution for student mailings.</p>	<p>University of California, Berkeley</p>
<p>For Network & Academic Services (NACS) There are several mass-mailing facilities available on campus, depending on the type of mailing, the source and the audience. NACS operates the Student Electronic Broadcast System (SEBS) which provides for distribution of academic information to large sets of UCI students via dynamically populated email lists which break up the student body according to year, major, etc. Document and Distribution Services administrates the ZotMail service, which is "used to transmit authorized business messages to selected groups of employees on the UCI campus and College of Medicine employees located at UCI Medical Center." The student companion to ZotMail, Student Affairs' Anteater Weekly provides "information to all undergraduate students about UC Irvine events and activities." Anteater Weekly is one of the lists on the SEBS system. http://www.nacs.uci.edu/computing/sebs/ https://recordnet.ddm.uci.edu/zotmail/ http://www.antlink.uci.edu/weekly/antweek/</p> <p>Conventional email discussion lists are also available, hosted and administered by NACS. Any UCI affiliate can create and own a list. We recently transitioned from listserv to Mailman. The Mailman system hosts about 300 lists. http://maillists.uci.edu/</p> <p>For the Graduate School of Management People opt off the campus lists, when they can, if it annoys them enough. Some have created rules in OUTLOOK to just delete Campus mass mailings.</p> <p>For UCI Health Sciences This is a complex issue for us with a past history of the Medical Center working separate from main campus. Until recently Medical Center folks were not able to receive zotmail services and this mandated that we have our own internal systems for which we used Exchange. However, we have changed this process and now use zotmail as much as possible. There are still several occasions where we route internal and external emails using our own tools but the push is to use zotmai.</p>	<p>University of California, Irvine</p>
<p>There is a mass-email task force working on this issue. In the interim, mass e-mails must originate from a very small list of campus executives.</p>	<p>University of California, Los Angeles</p>

<p>IS&C: We run the LSOFT Listserver software (on a different server than our email server mentioned above). "Campus approved mass mailings" are all handled through mechanisms associated with Listserver lists. There are only a few such "campus approved lists". One for campus emergencies, two additional lists (managed by Human Resources) that are distributed to specific individuals in each department and a couple managed by the Academic Senate for "mass mailings" to faculty.</p> <p>STUDENT SYSTEM: we have a policy requiring senior officer approval for all bulk mailings to the student population. see http://www.umail.ucsb.edu/about/bulk_mailing.php for details</p> <p>COMMUNICATION SERVICES VOICEMAIL: N/A</p>	<p>University of California, Santa Barbara</p>
<p>We are in the process of refining our mass mailing policy. In general, our Public Information Office (PIO) is responsible for sending out mass mailings to all faculty, staff and students on behalf of the Chancellor's Office. Currently, PIO relies on a campus email tree - we will soon roll out a new web interface to make this easier without forwarding dependencies.</p>	<p>University of California, Santa Cruz</p>
<p>We have a mass-mail service. Rule is, mailing to a group must have approval from someone with authority over the whole group, for example Dean of Physical Sciences must approve mailings to all PSD faculty and students, Chair of Sociology must approve mailings to Soc faculty, Provost or Pres must approve mailing to whole campus (although I hold their proxy for that). The service takes a message and a list (which we can generate), then pops the message out one by one with a decent interval between. There's a more specialized service for College students, a little more automated but basically the same.</p>	<p>University of Chicago</p>
<p>We offer a fee-based service that sends email to targeted groups on campus. Such messages can be scheduled for any weekday. All messages are delivered after 5 pm unless considered urgent by the chancellor. We have service that sends out a digest of 75 word messages twice per week at a more economical rate.</p> <p>Although we do have an official mechanism for mass mailings, it is possible for anyone to send a mass email at any time. We have guidelines that ask for compliance in sending off-hours and at a relatively slow rate.</p> <p>We also allow email lists to be created by any affiliate as long as the number of subscribers is less than 200; we use listproc for this.</p>	<p>University of Colorado at Boulder</p>
<p>We have some mass mailing lists (majors, course registrations, dorm residence, all faculty, etc). We also do mass mailings to students using a mechanism that cannot be accessed by ordinary mailers.</p>	<p>University of Delaware</p>
<p>All campus-wide mailings (and certain slices of the campus) require approval by VP or higher.</p> <p>We have two general categories of mass mailings. One we call MASSMAIL, which includes everyone in the category (e.g. All Faculty or All students), and another called FYI. FYI is just a listserv list onto which every faculty and staff member is automatically subscribed. Individuals may unsubscribe themselves from that list.</p> <p>For MASSMAIL, we have developed a system that meters out large volume messages in chunks with time delays between the chunks so as to avoid overloading any server. The system permits authorized individuals to post their own messages.</p>	<p>University of Maryland</p>

<p>For FYI, Listserv sends out any postings (of which there are typically 3-15 each day) in digest form overnight. So there is only one actual message sent. FYI also has a web site where postings are captured and stored for archival and reference purposes. Anyone may request an FYI posting via the events calendar submittal web page for approval by the appropriate VP (or designate).</p>	
<p>Campus-approved mass mailings ("Targeted email") have to be submitted for approval. The mass mailing list (e.g. all faculty) is then produced from our administrative HR system. Most mass mailings are then sent out overnight to keep the additional load off the system. Some, however, if they are especially important,, do go out during the day. The list that is created is not a persistent list, but is created anew each time. http://www.umich.edu/~hrris/TEinstruction.html</p>	<p>University of Michigan</p>
<p>They are allowed, and are complained about. They must be explicitly approved by someone at a VP level, but given such approval, we'll facilitate the mailing to either the entire community or specific groups like all faculty, staff, or students.</p>	<p>University of Washington</p>
<p>We offer a Mass E-mail service at a cost of \$0.05/message with a minimal cost of \$50 per request. The registrar must approve the request for students. A student can request to have a flag to opt-out of mass E-mails we generate. However, they will still receive official E-mails from this campus, such as a message with their grades. The Budget Planning and Analysis office approves the request for faculty and staff. Once the approval is received, we have an application that sends the mailing out in the off-peak hours and the messages are sent in chunks and not all at once. This service is still growing and we are at about 25 mass E-mails per month. Mass E-mails sent must relate to the mission of the University for teaching and research. In general, if a paper mailing can be sent, we will get approval for an electronic mass E-mail to be sent.</p>	<p>University of Wisconsin-Madison</p>
<p>We have built a messaging system designed to meet these needs here at Yale. While this system can be used by authorized officers of the University to send messages themselves, it is currently used by ITS support staff to send mass mailings for these authorized senders. The Office of the Secretary at Yale has been instrumental in formulating the concept that mass emailings are to be used only by the University officers to announce major Yale sponsored events or other official information deemed urgent enough to warrant the use of the email system.</p>	<p>Yale University</p>

Are you investigating replacements to your system in the upcoming years?

We are constantly replacing, upgrading, and improving portions of our systems. However, we currently have no plans to change the overall design.	Duke University
Most likely evolution rather than wholesale replacement. This is the nice thing about having it in a clustered environment.	Pennsylvania State University
In Progress.	University of California, Berkeley
<p>For Network & Academic Services (NACS) NACS is currently reviewing our Webmail solution for possible replacements. While the Sendmail product is not nearly as reliable as we would like, the vendor has decided to only support the product when used in conjunction with their own Sendmail Advanced Message Server. The new version 2.0 has a new architecture which they claim is a great deal more robust, but the vendor's business and support policies are forcing us to look elsewhere.</p> <p>Hardware is augmented and replaced on a continual basis. The MTAs were recently replaced with new hardware to accommodate the virus and spam scanning software. Instead of buying increasingly large Sun servers, a few years ago the decision came to utilize Network Appliance file servers for storage and migrate to cheaper Intel-based linux systems as appropriate. As part of this continual augmentation process, our machine room is getting a networking upgrade in the very near future.</p> <p>For the Graduate School of Management Not at the moment. Out of money.</p> <p>For UCI Health Sciences We are undergoing a change right now to the system outlined above. We plan on remaining with the MS Exchange product for the foreseeable future.</p>	University of California, Irvine
We just did this over the summer.	University of California, Los Angeles
<p>IS&C: Yes.</p> <p>STUDENT SYSTEM: no</p> <p>COMMUNICATION SERVICES VOICEMAIL: For Vmail, not for at least 7 years (the amortization period of the Vmail server)</p>	University of California, Santa Barbara
Yes, for stability as well as improvements. We have plans to upgrade the mailing list software this year, and look to plan for IMAP as well. We also expect a review of the email system based on overall productivity software goals for the campus (workflow, document management).	University of California, Santa Cruz
We will most likely need to replace our voicemail system within the next 12 months.	University of California, San Diego
Always.	University of Chicago

<p>The student systems were upgraded this year and we anticipate only minor upgrades in the next year or two. As discussed above, the faculty/staff systems are due for major upgrades as the systems as 4-8 years old. We have ongoing student fee funding to support a 3-4 year replacement cycle for student equipment and have identified one-time funds to upgrade the faculty/staff systems on an intermittent basis.</p>	<p>University of Colorado at Boulder</p>
<p>We're looking primarily at software upgrades at this point. We may consider moving to a different hardware platform (probably some sort of appliance) at some point in the future.</p>	<p>University of Delaware</p>
<p>As mentioned above, we are now in the beginning of the rollout phase of just such a replacement.</p>	<p>University of Maryland</p>
<p>The architecture is sound and we see no need to change it; hardware needs to be added or upgraded to keep up with demand, of course.</p>	<p>University of Washington</p>
<p>We just put our current system into full production in May 2002. This replaced our previous POP system that was in service about six years.</p>	<p>University of Wisconsin-Madison</p>
<p>Like everyone else, we constantly review our hardware for both CPU and I/O. We hope that with potential future CPU upgrades the E420R servers can last us a couple more years. Presently, therefore, we are testing I/O performance to an EMC Storage Area Network for possible upgrade of our existing disk farms.</p>	<p>Yale University</p>

What are your goals for communication five years from now? Are integrated communication solutions such as unified messaging being considered?

<p>Primarily increased performance, security, and capacity, in order to keep up with ever-increasing demand. Unified messaging has thus far not been considered.</p>	<p>Duke University</p>
<p>We expect that within 5 years email and voicemail will be completely integrated. We further expect to see a lot of routine interactions between applications (such as our calendar system, our student course systems, etc) and the communications system. We expect to see common use of mobile solutions built using these interfaces and tools such as find-me-follow-me.</p>	<p>University of California, Berkeley</p>
<p>For Network & Academic Services (NACS) NACS operates the campus' CorporateTime calendaring service. It is funded on a client subscription basis, with 1,507 subscribers as of this writing. It is currently a standalone system, but we are working to integrate it (via LDAP) with our Kerberos-based UCInetID system. We will be watching as CorporateTime becomes integrated into the Oracle Communication Suite, will evaluate its place with other services over time.</p> <p>Re: the telephone and voicemail systems, NACS Assistant Director, Network & Telecommunications Operations Brian Buckler <bbuckler@uci.edu> writes:</p> <p>John Schaefer and I have also been spending quite a bit of time thinking strategically about VOIP migration. We just began a Cisco VOIP pilot. We hope to evaluate/pilot the Ericsson VOIP solution this year or next. We are also learning about other competitive offerings, and starting to plan for required upgrades to our network and AC power backup infrastructure.</p> <p>Our Digital Sound voice mail system needs to be replaced in the next couple years. We plan to replace it with a unified messaging platform that will scale into a voice over IP environment. We are currently in the process of researching our options and evaluating a few solutions. We have looked at Communitel's, and Cisco's solution which I believe is called Unity.</p> <p>For Administrative Computing Services Our users also use the campus CorporateTime calendaring software for their scheduling needs.</p> <p>For the Graduate School of Management Not with the phone system, no. More wireless functionality with PDAs and Email will probably be the focus.</p> <p>For UCI Health Sciences I'm not sure what is meant by unified messaging but I can tell you what we do with our "email" system today and what the plans are. With Exchange2000 we use and support email messaging, instant messaging, faxing, calendaring and are now planning for workflow (built-in service in Exchange2000). With the addition of DID lines for faxing and Exchange 2000 Conferencing server we plan on routing faxes directly to everyone's inbox and allow small groups to host video conferences from their desktops. Later we hope to tie in our phone system at the Medical Center with the email system but the biggest "need" right now is the ability to get access to email from PDA's, BlackBerry devices and Mobile Phones. To make this work we are going to use Microsoft Mobile Information Server. This will allow our users to tie into the Exchange system directly with access to email, attachments and calendaring in real time.</p>	<p>University of California, Irvine</p>

Calendar and IMAP services along with the integration of voice mail and e-mail are the big items on the horizon.	University of California, Los Angeles
IS&C: We are aware of UC Berkeley's interest in this area and are watching closely. We are also planning to explore Oracle's Collaboration Suite (since their purchase of Steltor) and will want to understand how this might be useful. STUDENT SYSTEM: no COMMUNICATION SERVICES: Unified messaging is a possibility but, due to the number and variety of unique e-mail systems used on campus by students/staff and the absence of a centralized e-mail system, deployment is unlikely.	University of California, Santa Barbara
Our general goals for communication include: * an infrastructure that is commensurate with the dependency by the campus. * support for IMAP and tools for flexible and mobile access to email, e.g. Webmail. * attention to security We anticipate a review of productivity tools (clients/servers) within the next five years. We use CorporateTime from Oracle and will likely review the Oracle Collaboration Suite along with other integrated solutions.	University of California, Santa Cruz
We keep looking at voice/email unified messaging, are unpersuaded that the hassle justifies the integration. Instant messaging is actually the more pressing concern, since it's widely used, and we'd like to have some management, deployment, security, and dissemination tools.	University of Chicago
We are investigating the area of collaboration, with email, instant messaging, and web tools & course management systems.	University of Colorado at Boulder
At this point the main goal is to keep everything working. We do not have any unified messaging plans right now.	University of Delaware
There is a lot of talk about anytime, anywhere, anyone services. I think we need to work toward providing integrated messaging services that incorporate voice, IM, and e-mail in some nice way. So far handheld and phone access to messages has seen limited use here. I expect as the kids that are in Junior High today start arriving, they will expect it to be all in place.	University of Maryland
We have done a preliminary evaluation of outsourcing our email and directory service, but have not decided whether or not to pursue this. We are about to start up a pilot of unified messaging with about 100 users in family housing. We think unified messaging is going to be something that most people will want - in combination with voice over IP.	University of Michigan
Unified messaging is not a short-term goal. If we ever make that an investment priority, it would be done based on an IMAP storage model, where phone messages are put into an inbox as audio attachments and/or URLs.	University of Washington
We are always looking at what the campus needs are and how we can improve existing services to meet those needs and make it easier for the campus to serve the needs of students. We don't have any specific plans at this point for unified messaging.	University of Wisconsin-Madison
Yale reviewed unified messaging (voice, email, fax, etc.) a year or so ago and found that the products were in their infancy at that time. We opted then, to continue our upgrades to our separate voice mail and email services. We do plan to review this at intervals and look forward to any information you can share with us on what you discover about Unified Messaging.	Yale University

Appendix A: Contacts

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