



Compliance Component

DEFINITION

<i>Name</i>	E-mail Client System Design
<i>Description</i>	This component addresses best practices for State of Missouri E-mail systems design, specifically those criteria related to e-mail clients. Referred to as the Mail User Agent (MUA), the e-mail client is software that provides the user interface which connects a user to the e-mail server, allowing individuals to compose, send, receive and manage computer-based messages via local, regional and global networks.
<i>Rationale</i>	Standards compliant e-mail clients are required to efficiently and effectively enable the exchange of electronic messages. The E-mail Client System Design Compliance defines the required feature sets for e-mail client interoperability and baseline functionality.
<i>Benefits</i>	<ul style="list-style-type: none"> • Efficient communication with electronic messages. • Improves interoperability. • Encourages the use of open standards compliant e-mail clients.

ASSOCIATED ARCHITECTURE LEVELS

<i>Specify the Domain Name</i>	Application
<i>Specify the Discipline Name</i>	Electronic Collaboration
<i>Specify the Technology Area Name</i>	E-mail Architecture
<i>Specify the Product Component Name</i>	

COMPLIANCE COMPONENT TYPE

<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	

COMPLIANCE DETAIL

<i>State the Guideline, Standard or Legislation</i>	<p>E-mail System Design Criteria</p> <p>State of Missouri E-mail Clients shall be based on products and procedures that meet the checklist of criteria detailed in the following service areas.</p> <ol style="list-style-type: none"> 1. <u>Implementation Requirements</u> <ol style="list-style-type: none"> 1.1. Must support standard Internet protocols, including: POP3, IMAP4, MIME, and LDAP where appropriate. 1.2. Should support SMTP authentication as defined in RFC 2554, where appropriate. 1.3. Should support at least 128-bit encryption and digital signatures. 1.4. Should support secure mailbox access via dial-up access (remote clients).
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	<p>1.5. Should support virus-scanning of e-mail traffic.</p> <p>2. <u>User Services Requirements</u></p> <p>2.1. Must support user proxy access.</p> <p>2.2. Must support the delegation of administrative authority – transition of authority in someone’s absence.</p> <p>2.3. Must be capable of deferring to a third-party authentication service, such as LDAP.</p> <p>2.4. Must support user-controlled forwarding (auto forwarding rules).</p> <p>2.5. Must support user-controlled auto-reply (out of office reply).</p> <p>2.6. Must support user-defined rules and filters.</p> <p>2.7. Must support user-defined and system-wide address books and distribution lists including:</p> <p>2.7.1. Addresses from both internal and external sources.</p> <p>2.7.2. The ability to store contact information, and provide for easy retrieval in a form that can be used by other programs and applications.</p> <p>2.8. Must support the creation of aliases.</p> <p>2.9. Must enable the establishment/set-up of auto-responders, such as “out of office notification” or “we received your request and are looking into it”.</p> <p>2.10. Must have the ability to organize e-mail into folders and sections.</p> <p>2.11. Must keep a record of active responses / correspondence (replies, chains, and receipts).</p> <p>2.12. Must allow users to copy others directly (CC:) and blind (BCC:).</p> <p>2.13. Must support multiple methods of e-mail alerts for mail arrival notification.</p> <p>2.14. Must include a spell check feature.</p> <p>2.15. Must provide ability to search current and archived e-mails by sender, recipients, date, subject, etc.</p> <p>2.16. Must support archiving of messages.</p> <p>2.17. Should support local customization of templates, forms or views.</p> <p>2.18. Should not require the use of proprietary server software.</p> <p>2.19. Should support native authentication (single sign-on).</p> <p>2.20. Should support concurrent auto-reply, forwarding, and local delivery.</p> <p>2.21. Should provide export functions to export e-mails and address book entries into XML or Text.</p> <p>2.22. Should provide complete control of e-mail branding (logos, signatures, colors, fonts, etc.).</p> <p>2.23. Should allow user selected delivery options (normal, low, high)</p>
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<i>Document Source Reference #</i>	
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Compliance Sources	
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<i>Name</i>		<i>Website</i>	
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<i>Contact Information</i>	
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<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			
KEYWORDS			
<i>List Keywords</i>	POP3, SMTP, IMAP, LDAP, MIME, PKI, Mail User Agent, MUA, distribution list, address book, attachment, virus, spam, filter		
COMPONENT CLASSIFICATION			
<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i>	<input checked="" type="checkbox"/> <i>Current</i>	<input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>
<i>Sunset Date</i>			
COMPONENT SUB-CLASSIFICATION			
Sub-Classification	Date	Additional Sub-Classification Information	
<input type="checkbox"/> <i>Technology Watch</i>			
<input type="checkbox"/> <i>Variance</i>			
<input type="checkbox"/> <i>Conditional Use</i>			
Rationale for Component Classification			
<i>Document the Rationale for Component Classification</i>			
Migration Strategy			
<i>Document the Migration Strategy</i>			
Impact Position Statement			
<i>Document the Position Statement on Impact</i>			
CURRENT STATUS			
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i>	<input type="checkbox"/> <i>Under Review</i>	<input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>
AUDIT TRAIL			
<i>Creation Date</i>	6/24/2003	<i>Date Approved / Rejected</i>	7/18/03
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	
<i>Reason for Update</i>			