

Internal and Confidential

Netradyne ​Distribution Group/List Membership Policy

v2.2

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|  |  |
| --- | --- |
| **Name** | **Organization/Title** |
| All Netradyne Employees |  |
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# Purpose

This document provides the policies and procedures to manage the Distribution List (DL) of the organization. It also provides guidelines on the administration of the DLs for all the relevant stakeholders.

Netradyne IT Team will keep, modify, and amend this document from time to time for any changes in the process, policy & procedures. Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome

# Scope

The scope of this document is applicable to all the Netradyne employees. The document is updated and developed as part of the day-to-day IT Operations the organisation. This policy applies to all the employees, contractors, vendors & guests of the organization who connects to the Netradyne network & systems.

# Roles and Responsibilities

Roles and responsibilities specific to this document are included below:

|  |  |
| --- | --- |
| **Role** | **Responsibilities** |
| Owner | * Team or SME responsible for the process area needs to ensure this document is up to date and compliant with governing requirements. * Is the point of contact for the document. * Responsible for initiating and managing document review and the approval process from start to finish including gathering or delegating the collection of content including diagrams, formatting etc. as well as identifying stakeholders to participate in the peer review process. |
| Reviewers/Stakeholders | Representations from teams that can affect or be affected by the document under review (e.g., Operation, Security, Compliance, Quality) |
| Approvers | The Person(s) of authority to validate the document and sign-off on the latest version. Such Person include Document owner, Functional Team Lead, Security Lead, Product Delivery Lead. |
| Document Release | Document Owner/team to work with repository administrator to make release version available. |

# Procedure

A distribution list or group is a collection of email addresses that can be used to send emails to multiple recipients at once. Instead of manually entering each email address, a distribution list or group allows users to enter a single email address that represents the entire group.

## Distribution List Creation

The steps below provide the procedure for the DL creation.

1. The requester must create a service request in IT ServiceDesk with the below details for the DL creation:
2. Name of the DL
3. Manager/Owner Name of the DL
4. Members to be added to the DL
5. Security DL (Yes/No)
6. IT Team will review the request & proceed with the DL Creation
7. Communicate to the requester once the DL is created via email along with snapshot

## Distribution List Modification

The steps below provide the procedure for the DL modification.

1. The requester must create a service request in IT ServiceDesk for the DL modification as required form the below:
2. Change in the name of the DL
3. Manager/Owner Name of the DL
4. Members to be added/removed to the DL
5. Security DL (Yes/No)
6. If requester is the owner of the DL, no approval required
7. If requester is not the owner of the DL, requester must take the approval form the DL owner. In case the DL owner has moved out of organization, the approval should be sought form his reporting manager.
8. IT Team will review the request & proceed with the request
9. Communicate to the requester once the request is completed along with snapshot

## Distribution List Deletion

The steps below provide the procedure for the DL deletion.

1. The requester must create a service request in IT ServiceDesk requesting the deletion of the DL with below information:
2. DL Name to be deleted & Reason
3. Approval email from the DL Owner. In case the DL owner has moved out of organization, the approval should be sought form his reporting manager.
4. If requester himself is the owner, no approval required
5. IT Team will review the request & proceed with the request
6. Communicate to the requester once the request is completed along with snapshot

# Membership Management

## 

## Addition/Deletion of Members

Any addition or removal of members to the Distribution Lists should be managed by the respective DL Owners. The DL Owner should ensure that their respective DLs should be reviewed every quarter and take appropriate actions to ensure the DL Compliant.

## DL Manager/Owner Name Change

The steps below provide the procedure for the change or replace the DL Manager or Owner Name

1. The existing DL Manager must send the request to change the DL Manager or Ownership with below details:
2. Name of the DL
3. New DL Manager/Owner Name
4. Justification
5. IT Team will review the request & proceed with the request
6. Communicate to the requester once the request is completed along with snapshot

# Membership Management

The DLs can be restricted using the below access control:

* Restricting email recipients: The purpose of this is to restrict the unwanted emails being sent to the DL such as 3rd party mails. To enable the restriction on the DL, the manager/owner of the DL must raise the request to IT Team with the details. IT Team will review the request and proceed with the required actions. The below are the options available:
* Set message approval: Message approval allows you to restrict whether messages sent to the distribution list needs to be approved before they are sent out.
* Restrict/allow senders: By default, only the assigned owners of a distribution list can send messages to the group. You can change the configuration to allow authorized users to send the emails or restrict the external users sending mails to the DL.

# Conduct

Compliance Checks to this process to be performed through various methods, including but not limited to reports, internal/external audits, Awareness training/assessments and feedback to the process owner. Non-compliance will be escalated to the Netradyne leadership team.

# Exception

Exception to this procedure must be approved through the Netradyne Exception Process.

# Terms/Acronyms

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| IT | Information Technology |
| DL | Distribution List |
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# Appendix A: Document RACI Matrix

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| --- | --- | --- | --- | --- | --- | --- |
| Role/Activity | Document Owner/Functional Area Lead | Document Contributor | ND Leadership | Functional Area Team | InfoSec | All ND Member(s) |
| Ensure document is kept current | A | R | I, C | R, C | C | I |
| Ensure stakeholders are kept informed | A | R | - | R | C | - |
| Ensure document contains all relevant information | A | R | I, C | R, C | C | I |
| Ensure document adheres to document governance policy | A, R | R | I | R, C | R, C | I |
| Provide SME advice | I, R | A, R | I | R, C | I, C | I |
| Gathering and adding document contents | I | A, R | I, C | R, C | C | I |
| Document Approval | A | R | I, R | I | I, R | I |

|  |  |
| --- | --- |
| Key |  |
| R | Responsible |
| A | Accountable |
| C | Consulted |
| I | Informed |