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Email Address Naming Procedure | Procedure

Procedure Owner:	Technology Department
Procedure Approved By:	Chief Operating Officer and Director, Human Resources
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I. Procedure Overview

Purpose of Procedure

This procedure ensures consistent, clear and secure email address creation and naming to ensure we follow professional business and brand standards.

II. Procedure

All employees, temporary workers and partners/consultants/contractors representing Water.org will be assigned a Water.org managed Azure account and email address. Additional groups or mailboxes can be created to manage communications in a centralized location or share information with a larger group quickly. It is the responsibility of all employees to manage communications and follow the professional standards of the organization to retain the desired public image.

1. Procedure for Group Email Addresses

1.1 Procedure to request a new group email address

Water.org team members who desire to create and manage a group email address for a specific purpose must follow the below steps:

1. Complete the form [here](#) and provide the following information
 - a. Desired group or email address name
 - b. Clearly defined business purpose
 - c. Where and how this will be used and with what audiences
 - d. Indication of short-term or long-term need
 - e. Primary manager or point of contact for mailbox
 - f. Supporting or back-up team members
 - g. Service-level agreement plans for management (monitoring and responding time and protocols)
2. Technology team to review and confirm that we do not have a duplicative mailbox
3. Technology team to get approval from Marketing and/or leadership for external mailboxes

4. Tech team to maintain list of active mailboxes [here](#)

2. Procedure for Individual/User Email Addresses

2.1 Procedure to create a new user email address

All new hire employees will get a user account and personal email address following the naming conventions defined below.

2.2 Procedure to update an existing email address

For name changes or other reasons requiring an update to an email address, please submit a [help desk ticket](#) requesting the change with the new value/address. Once confirmed or approved by HR, the technology team will change the email and maintain the old or legacy address as an alias to maintain any communication lines.

Once updated in Azure/Microsoft, the new address will feed into the HRIS system and other integrated systems. The SSO username should be the new value, but any other third-party systems not configured with SSO will need to be updated or continue to use your old email/username.

2.3 Procedure to create a new email address for contractors, consultants, temps, etc.

Please refer to the [resource page](#) on the criteria used to define if the third-party personnel warrants a user account or guest account. Please submit a [help desk ticket](#) to request the appropriate account for the third-party personnel.

If a user account is required, we will need the following information:

- First Name and Last Name of user
- Department they are assisting
- Manager who is managing the relationship
- Company name
- Length of contract/relationship

3. Naming Conventions for Email Addresses

3.1 Naming Conventions for Water.org Employees and Personnel:

- Employees of Water.org will continue to use: “first initial” + “last name” + “[@water.org](#)” email address (e.g. the email address for an employee named John Doe would be [jdoe@water.org](#))
- Temporary workers for Water.org would use: “first initial” + “last name” + “[.temp@water.org](#)” email address (e.g. the email address for a temporary worker named John Doe would be [jdoe.temp@water.org](#))
- Consultants (term selected to cover consultants, partners, contractors, etc.) working for Water.org would use: “first initial” + “last name” + “[.consultant@water.org](#)” email address (e.g. the email address for a consultant named John Doe would be [jdoe.consultant@water.org](#))
- In some cases, a consultant in a specified department may use the department name, rather than “consultant” in their water.org email address. For example, a consultant working in the legal department may use [jdoe.legal@water.org](#). These exceptions must be approved by the department manager and the Technology Director

3.2 Naming Conventions for Mailboxes used for External Use/Communications:

All external facing emails will be reviewed and approved by the Marketing department to ensure we follow brand standards and have the proper coverage.

3.3 Naming Conventions for Mailboxes used for Internal Use/Communications:

Water.org will often distinguish an internal use mailbox with a 'wo' prefixed, for example, wosupervisors@water.org.

4. Annual Audits

4.1 Annual Audit Procedure

The technology team will do an annual audit of the list of mailboxes and groups to ensure that the organization still requires the inbox and that we have the proper coverage/management for it.

III. Procedure Oversight

Governance

The **Technology Department** is the owner of this procedure and is responsible for reviewing, implementing, amending, and making recommendations for updates or changes to these procedures in alignment with the business needs of Water.org.

Procedure Violations or Non-compliance (if applicable)

It is the expectation of Water.org that direct supervisors proactively manage their direct reports' compliance with these procedures in collaboration with the issuing Department.

Non-compliance, from an employee or a direct supervisor, may result in progressive disciplinary actions consistent with the organization's established HR procedures.

IV. Additional Resources

Contact for Support

Technology Department, help@water.org