

Email Distribution List Procedure

Section 1 - Governing Policy

(1) The [Email Distribution List Policy](#) is the governing policy for this Procedure.

Section 2 - Scope / Application

(2) This Procedure and accompanying [Email Distribution List Policy](#) applies to all ACU staff and students.

(3) This Procedure identifies the roles of Distribution List Owners, Distribution List Managers, Information Technology, People and Capability, Student Administration and staff with regard to the management of Staff and Student Email Distribution Lists.

(4) This Procedure provides guidelines on the following processes with regard to ACU Email Distribution Lists:

- a. managing requests to create new Lists and make changes to existing Lists;
- b. responding to requests to send to Lists;
- c. ensuring the accuracy of Lists' membership; and
- d. ensuring the accuracy of approved List Owners and Managers.

(5) The [Email Distribution List Policy](#) and this Procedure does not apply to the creation of Contact Lists or Groups made by staff or students using their personal Microsoft Outlook account. Contact Lists or Groups can be created and managed by a staff member or student to facilitate communication with a local committee, group or project team, for example, without relying on [Service Central](#) / Information Technology resources.

Section 3 - Roles and Responsibilities

Service Lead

(6) The Chief Information and Digital Officer (CIDO) is the responsible Service Lead, and the National Manager, Technology Services (and / or their nominated staff) is the responsible officer for the creation and maintenance of Dynamic and Static Distribution Lists.

Dynamic Distribution List Owners

(7) Dynamic Distribution List Owners can:

- a. request or approve the creation of a new Dynamic Distribution List; and
- b. approve the sending of emails from a Dynamic Distribution List.

Dynamic Distribution List Managers

(8) Dynamic Distribution List Managers are delegated by the Distribution List Owner to:

- a. monitor and maintain the accuracy of the membership of a Dynamic Distribution List;
- b. coordinate responses for approval of requests to send an email using a Dynamic Distribution List; and
- c. send emails on behalf of a Distribution List Owner.

Refer to [Distribution Lists and Authorised Senders](#) for further information.

Section 4 - Creating Lists

Staff Dynamic Distribution Lists

(9) Staff Distribution Lists are managed and created by Information Technology.

(10) To create a Staff Dynamic Distribution List:

- a. submit a request via the [Service Central](#) Portal;
- b. select and complete the form "[Email and Calendar Services](#)" under Information Technology;
- c. select "DL Creation" for the "Service Type".

(11) The Request is received by Information Technology who will:

- a. seek the approval of the Distribution List Owner;
- b. upon approval, create the Dynamic Distribution List;
- c. apply the appropriate naming convention to the Dynamic Distribution List commencing with DL-STAFF - (for Staff).

(12) Membership of Staff Dynamic Distribution Lists is derived from data held in the ACU Identity Management database which is sourced from the People and Capability system, noting the following:

- a. staff cannot be manually added to Dynamic Distribution Lists;
- b. staff are listed on all Dynamic Distribution Lists relevant to their position and their primary campus location, therefore a staff member could be included in multiple Dynamic Distribution Lists;
- c. when staff are no longer employed at the University, their details are removed from the Global Directory and relevant Distribution Lists;
- d. former staff remain on the Customer Relationship Management System (CRM) for the purposes of alumni communications.

Creating Student Dynamic Distribution Lists

(13) Student Distribution Lists are managed and created by Information Technology.

(14) To create a Student Dynamic Distribution List:

- a. submit a request via the [Service Central](#) Portal;
- b. select and complete the form "[Email and Calendar Services](#)" under Information Technology;
- c. Select "DL Creation" for the "Service Type".

(15) The Request is received by Information Technology who will:

- a. seek the approval of the Distribution List Owner;
- b. upon approval, create the Dynamic Distribution List;
- c. apply the appropriate naming convention of Dynamic Distribution List commencing with DL-STUDENTS - (for

students).

(16) Membership of Student Dynamic Distribution Lists is derived from data held in the ACU Identity Management database which is sourced from the student management system, noting the following:

- a. students cannot be manually added to the Dynamic Distribution Lists;
- b. following the establishment of a student record, they are included in Dynamic Distribution Lists relevant to their campus / location and applicable level of study eg UG / PG / HDR Research;
- c. when a student's course completion is recorded, their details are removed from the DL-Students-AllStudents list and other relevant Distribution Lists;
- d. former students remain in the Customer Relationship Management System (CRM) for the purposes of graduation communications and alumni communications.

Creating Static Distribution Lists

(17) To create a Static Dynamic Distribution List:

- a. submit a request via the [Service Central](#) Portal;
- b. select and complete the form "[Email and Calendar Services](#)" under Information Technology
- c. select "DL Creation" for the "Service Type"; and
- d. select "Static" for "DL Type".

(18) The Request is received by Information Technology in which they will:

- a. assign a task to [Service Central](#) to seek the approval by the relevant executive staff member and include the proposed name of the Distribution list and nominated Static List Owner;
- b. upon approval, [Service Central](#) will assign a task to the IT Technology Support Group for the creation the Static Distribution List;
- c. naming convention of Static Distribution lists cannot commence with DL-STAFF- (for Staff) and DL-STUDENTS- (for Students) as this applies only to Dynamic Distribution Lists;
- d. once created, the ticket is closed and the Distribution List Owner is responsible for updating and maintaining the Static Distribution List.

Section 5 - Sending to Lists

Sending to Dynamic Distribution Lists

(19) Only the individual staff or generic mailbox addresses that are listed as authorised senders in the [Distribution Lists and Authorised Senders](#) have pre-determined authorisation to send to the relevant List.

(20) To request to send to a Dynamic Distribution List:

- a. submit a request via the [Service Central](#) Portal;
- b. select and complete the form "[Email and Calendar Services](#)" under Information Technology;
- c. select "DL Permissions Add/Remove" for the "Service Type";
- d. include reason for wanting to send to that Dynamic Distribution List, a draft of the email text and the required date to send the email and approval of Supervisor.

(21) [Service Central](#) will seek approval for the request from the Dynamic Distribution List Owner or Manager.

(22) Upon approval, [Service Central](#) will create a task for the IT Technology Support Group to undertake the request.

(23) The owner of a generic mailbox is able to grant additional staff access to that specific mailbox at any time. It is important to note, that if a generic mailbox has been approved to send to a specific Dynamic Distribution List, the addition of staff to that mailbox means that those staff have also been granted approval to send to that specific Dynamic Distribution List it without the approval by the Distribution List Owner or Manager.

Sending to Static Distribution Lists

(24) Static Distribution lists are managed and owned by the Distribution List Owner and Manager.

(25) Permission to send to an existing Static Distribution List should be sought from the List Owner or Manager prior to using the List.

(26) To request to send to a Static Distribution List:

- a. submit a request via the [Service Central](#) Portal;
- b. select and complete the form "[Email and Calendar Services](#)" under Information Technology;
- c. select "DL Permissions Add / Remove" for the "Service Type";
- d. include reason for wanting to send to that Static Distribution List, a draft of the email text and the required date to send the email and approval of Supervisor.

(27) Approval can also be sought directly with the List Owner or Manager if already known.

Section 6 - Review

(28) In line with the [Policy Development and Review Policy](#), this Procedure will be reviewed in line with the [Email Distribution List Policy](#) and is scheduled for review every five years or more frequently if appropriate.

(29) Unless otherwise indicated, this Procedure will still apply beyond the review date.

Status and Details

Status	Historic
Effective Date	27th February 2024
Review Date	12th February 2026
Approval Authority	Vice-Chancellor and President
Approval Date	27th February 2024
Expiry Date	5th February 2025
Responsible Executive	Russell Parker Chief Information and Digital Officer
Responsible Manager	Suraj Thapa National Manager, Technology Services
Enquiries Contact	Suraj Thapa National Manager, Technology Services <hr/> Information Technology