



THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

Document Title

Government Email Naming Standards

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PREFACE

Email has become one of the most widely used aspects of the Internet, because it provides a means of mass communication to Public Institutions at high speed. Email is the electronic equivalent of a letter, but with advantages in timeliness and flexibility. A worldwide email network allows people to exchange email messages very quickly. Not only does email enable immediate response, it also ensures easy tracking of all outgoing and incoming communication.

Due to advancement of technology and the flooding of smart internet in now days; checking, sending and receiving emails is not only restricted to personal computer but it can be accessed on mobile phones which makes email communication accessible at all times. E-mail communication can be used in almost all aspects of human interaction.

Since email is a quick and quality means of Public Institutions to communicate with clients, potential customers, suppliers, staffs and industries all over the world, the e-Government Authority has created a formal email etiquette that will govern the uniformity and standards to all Government emails during communication. Email etiquette helps to streamline communication and makes the use and creation of e-mail addresses are clear and concise.



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Dr. Mussa M. Kissaka

BOARD CHAIRPERSON

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1 INTRODUCTION

1.1 Overview

The e-Government Authority (e-GA) was established in 2019 under the e-Government Act, No. 10 of 2019, vested with mandate of coordinating, overseeing, monitoring and promoting e-Government initiatives as well as enforce compliance with e-Government related policies, laws, regulations, standards and guidelines in public institutions. The e-Government Authority is a succeeding institution to e-Government Agency.

The Introduction and use of email systems as a business tool for communication in Public Institutions need a mechanism to manage so as to leverage its benefits while maintaining control and compliance to good and best practices; and therefore, this document introduces standards for naming email addresses.

1.2 Purpose

The purpose of this document is to establish a standardized mechanism of managing email accounts in Public Institutions. This document forms part of *eGovernment Application Architecture - Standards and Technical Guidelines (eGA/EXT/APA/001)*.

1.3 Scope

1.3.1. In Scope

This standard is to be used by Email Systems Administrators during the process of managing (i.e. naming, creation, modification, deletion etc.) email accounts and group emails of Public Institutions. It covers the standardization of email accounts for public servants, special emails accounts for Heads of Institutions (Accounting Officers), special emails accounts for specific departments that are common to all Institutions and standard group emails that are to be found in all Public Institutions.

1.3.2. Out of Scope

Special email accounts and names of group emails for directorates, sections or units that are not common to all Public Institutions are not covered in this standards. These accounts are be formulated with respect to Public Institution's internal ICT Policies, Procedures and Guidelines.

2 EMAIL NAMING STANDARDS

2.1 Special Email Account for Heads of Institutions (Accounting Officers)

The Institution email account will be created by abbreviating the name of the Head of the Institution (Accounting Officer) followed by the Government domain name. Table I provides common Head of Institution's name and examples of naming standards. If the name is not listed here, eGA should be contacted so that the name is added to the list.

Table I: Special Email Account for Heads of Institutions (Accounting Officers)

S/N	Title	Display Name	Email ID/Examples
1.	Minister	Minister	minister@institutionfqdn. e.g. <u>minister@mcst.go.tz</u>
2.	Deputy Minister	Deputy Minister	dm@institutionfqdn. <u>dm@utumishi.go.tz</u>
3.	Chief Secretary	CS	cs@institutionfqdn <u>cs@ikulu.go.tz</u>
4.	Permanent Secretary	PS	ps@institutionfqdn <u>ps@utumishi.go.tz</u>
5.	Deputy Permanent Secretary	Deputy Permanent Secretary	dps@institutionfqdn <u>dps@maji.go.tz</u>
6.	Chief Executive Officer	CEO	ceo@institutionfqdn <u>ceo@gpsa.go.tz</u>
7.	Chief Executive	CE	ce@institutionfqdn <u>ce@dart.go.tz</u>
8.	Director General	DG	dg@institutionfqdn <u>dg@nhif.or.tz</u>
9.	Executive Director	Executive Director	ed@institutionfqdn <u>ed@tic.go.tz</u>
10.	Controller and Auditor General	CAG	cag@institutionfqdn <u>cag@naot.go.tz</u>
11.	Governor	Governor	governor@institutionfqdn <u>governor@bot.go.tz</u>
12.	Commissioner General	CG	cg@institutionfqdn <u>cg@tra.go.tz</u>
13.	Attorney General	AG	ag@institutionfqdn <u>ag@agctz.go.tz</u>
14.	Clerk of the National Assembly	Clerk - National Assembly	cna@institutionfqdn <u>cna@bunge.go.tz</u>
15.	Secretary	Secretary	secretary@institutionfqdn

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			<u>secretary@ajira.go.tz</u>
16.	Executive Secretary	ES	es@institutionfqdn <u>es@tcu.go.tz</u>
17.	Executive Chairman	EC	ec@institutionfqdn <u>ec@tac aids.go.tz</u>
18.	Program Coordinator	PC	pc@institutionfqdn <u>pc@mkurabita.go.tz</u>
19.	Ethics Commissioner	Ethics Commissioner	ec@institutionfqdn <u>ec@ethics.go.tz</u>
20.	Commissioner of Insurance	CI	ci@institutionfqdn <u>ci@tira.go.tz</u>
21.	Managing Director (Mkurugenzi Mkuu/Mkurugenzi Mtendaji)	MD	md@institutionfqdn <u>md@nyamaganamc.go.tz</u>
22.	Regional Commissioner	RC	rc@institutionfqdn <u>rc@arusha.go.tz</u>
23.	Regional Administrative Secretary	RAS	ras@institutionfqdn <u>ras@mbeya.go.tz</u>
24.	District Commissioner	DC	dc@institutionfqdn <u>dc@mwanga.go.tz</u>
25.	District Executive Director	DED	ded@institutionfqdn <u>ded@dodoma.go.tz</u>
26.	District Administrative Secretary	DAS	das@institutionfqdn <u>das@rombo.go.tz</u>
27.	Mayor	Mayor	mayor@institutionfqdn <u>mayor@imc.go.tz</u>
28.	Chairman	Chairman	chairman@institutionfqdn <u>chairman@lrct.go.tz</u>
29.	Municipal Director	Municipal Director	mud@institutionfqdn <u>mud@mdc.go.tz</u>

Note:

- i. For Ministry with more than one deputy minister, the standard is;
dmRespectiveFunction@fqdn.
e.g. ***dmadini@mem.go.tz*** or ***dmnishati@mem.go.tz***
- ii. For Ministry with more than one deputy permanent secretary, the standard is;
dpsRespectiveFunction@fqdn.
e.g. ***dpsadini@mem.go.tz*** or ***dpsnishati@mem.go.tz***

2.2 Special Email Accounts for Specific Departments and Services

Besides accounting officer's emails, there are other special emails that are already standardized for all Public Institutions. These are for Communication and ICT Functions, as shown below. If a need to have a special email that is common to all Public Institutions but is not listed here arises, eGA should be contacted, so that the name is added to the list.

- i. Institutions IEC Departments/Sections/Units will be using **"info"** email address for any IEC related communications, i.e. `info@institutionalfqdn`; example **`info@ttcl.co.tz`**.
- ii. Institutions ICT Departments/Sections/Units will be using **"ictsupport"** email address for any ICT helpdesk related communications, i.e. `ictsupport@institutionalfqdn`; example **`ictsupport@nssf.or.tz`**.
- iii. Institutions ICT Departments/Sections/Units will be using **"ictsecurity"** email address for any ICT security related communications, `ictsecurity@institutionalfqdn`; example **`ictsecurity@pccb.go.tz`**.
- iv. Local Government Authority common emails:
 - a. LGA Primary Education Department/ Section/ Unit will be using "primaryeducation" email address for any communication related to primary education i.e `primaryeducation@institutionalfqdn`; example **`primaryeducation@ilalamc.go.tz`**.
 - b. LGA Secondary Education Department/ Section/ Unit will be using "secondaryeducation" email address for any communication related to Secondary education i.e `secondaryeducation@institutionalfqdn`; example **`secondaryeducation@ilalamc.go.tz`**.
 - c. LGA Health Department/ Section/ Unit will be using "health" email address for any communication related to Health i.e `health@institutionalfqdn`; example **`health@ilalamc.go.tz`**.
 - d. LGA Administration Department/ Section/ Unit will be using "administration" email address for any communication related to Administration i.e `administration@institutionalfqdn`; example **`administration@ilalamc.go.tz`**.

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- e. LGA Works Department/ Section/ Unit will be using "works" email address for any communication related to Work i.e `works@institutionalfqdn`; example **works@ilalamc.go.tz**.
- f. LGA Legal Department/ Section/ Unit will be using "legal" email address for any communication related to Legal i.e `legal@institutionalfqdn`; example **legal@ilalamc.go.tz**.
- g. LGA Election Department/ Section/ Unit will be using "election" email address for any communication related to election i.e `election@institutionalfqdn`; example **election@ilalamc.go.tz**.
- h. LGA Water Department/ Section/ Unit will be using "water" email address for any communication related to Water i.e `water@institutionalfqdn`; example **water@ilalamc.go.tz**.
- i. LGA Audit Department/ Section/ Unit will be using "audit" email address for any communication related to Audit i.e `audit@institutionalfqdn`; example **audit@ilalamc.go.tz**.
- j. LGA Finance Department/ Section/ Unit will be using "finance" email address for any communication related to Finance i.e `finance@institutionalfqdn`; example **finance@ilalamc.go.tz**.
- k. LGA Agriculture Department/ Section/ Unit will be using "agriculture" email address for any communication related to Agriculture i.e `agriculture@institutionalfqdn`; example **agriculture@ilalamc.go.tz**.
- l. LGA Supplies Department/ Section/ Unit will be using "supplies" email address for any communication related to Supplies i.e `supplies@institutionalfqdn`; example **supplies@ilalamc.go.tz**.
- m. LGA Planning Department/ Section/ Unit will be using "planning" email address for any communication related to Planning i.e `planning@institutionalfqdn`; example **planning@ilalamc.go.tz**.
- n. LGA Environmental Department/ Section/ Unit will be using "environmental" email address for any communication related to Environment i.e `environmental@institutionalfqdn`; example **environmental@ilalamc.go.tz**.
- o. LGA Community Department/ Section/ Unit will be using "community" email address for any communication related to Community i.e `community@institutionalfqdn`; example **community@ilalamc.go.tz**.

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- p. LGA Livestock Department/ Section/ Unit will be using "livestock" email address for any communication related to Livestock i.e livestock@institutionalfqdn; example **livestock@ilalamc.go.tz**.
- q. LGA Land Department/ Section/ Unit will be using "land" email address for any communication related to Land i.e land@institutionalfqdn; example **land@ilalamc.go.tz**.
- r. LGA Bee keeping Department/ Section/ Unit will be using "beekeeping" email address for any communication related to Bee keeping i.e beekeeping@institutionalfqdn; example **beekeeping@ilalamc.go.tz**.

System email account for only sending email and not for receiving should be **“noreply.servicename”** or **“noreply.systemname”**; for example **noreply.govsms@ega.go.tz**. Public Institutions requiring other special emails for institutional use, will create their special email addresses with respect to their internal ICT Policies, Procedures and Guidelines *e.g. tancis.support@tra.go.tz*.

2.3 Individual (Employees) Email Accounts

Civil servants email accounts are created using this standard: small letters and the legal recognized first name followed by a full stop followed by the legal recognized last name/surname of the individual@fqdm. In case two or more staffs have similar names (both first name and last name), number is appended on the email account following the sequence in which the staff were employed starting with number 2 as shown in Table II;

Table II. Examples of Individual (Employees) Email Accounts

S/N	Target	Display Name	Email ID/Example
1	Individual Account	<ul style="list-style-type: none"> • Firstname Lastname • Firstname Middlename Lastname 	firstname.lastname@institutionfqdn majaliwa.masumbuko@mof.go.tz rosa.juma@pwani.go.tz rosa.juma2@pwani.go.tz rosa.juma3@pwani.go.tz

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		<ul style="list-style-type: none"> • Firstname MiddlenameInitial. Lastname 	
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2.4 Group Email Accounts

Public Institutions will use group email accounts for email communications. Standard email group naming is “**Group:**” followed by the “**Name of the respective group**” where its email ID will start with the “**group.**” followed by “**name or abbreviation of the name of the group**”.

i. Each Public Institutions needs three standard groups mentioned on the Table III.

Table III: Required Group Email Accounts

S/N	Target Members	Display Name	Email ID/Examples
1	Executive Management (i.e. Top Management)	Group: Executive Management	group.executivemgt@institutionfqdn group.executivemgt@ardhi.go.tz
2	Senior Management (Top & Middle Management)	Group: Senior Management	group.seniormgt@institutionfqdn group.seniormgt@tanapa.go.tz
3	All Staff	Group: All Staff	group.staff@institutionfqdn group.staff@utumishi.go.tz

ii. Public Institutions requiring other groups apart from those in (i) above, will create the groups using this standard and choose the groups names with respect to their internal ICT Policies, Procedures and Guidelines. E.g group:chosename@institutionfqdm e.g Group: DHRO Office Mwanza <**group.dhro@mwanzamac.go.tz**>, Group: DPP Ministry of Finance <**group.dpp@mof.go.tz**>

3 IMPLEMENTATION, ENFORCEMENT AND REVIEWS

This document shall be:

- 3.1. Effective upon being signed by the Board Chairperson on its first page.
- 3.2. Subjected to review at least once every three years or whenever necessary changes are needed.
- 3.3. Consistently complied with, any exceptions to its application must duly be authorized by the Board Chairperson.

4 GLOSSARY AND ACRONYMS

4.1 Glossary

None

4.2 Acronyms

e-GA	e-Government Authority
FQDN	Full Qualified Domain Name
GMS	Government Mailing System
IEC	Information, Education and Communication
LGA	Local Government Authority

5 RELATED DOCUMENTS

- 5.1. e-Government General Regulations, 2020
- 5.2. e-Government Application Architecture - Standards and Technical Guidelines (*eGA/EXT/APA/001*)
- 5.3. Government Domain Naming Standards (*eGA/EXT/APA/003*)

6 DOCUMENT CONTROL

VERSION	NAME	COMMENT	DATE
Ver. 1.0	e-GA	Creation of the Document	March, 2016
Ver. 1.1	e-GA	- Aligning the document with e-Government Act No. 10 of 2019 - Adding common email addresses for LGAs	July, 2022