



THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT
e-GOVERNMENT AGENCY

Document Title

Government Email Naming Standards

Document Number

eGA/EXT/APA/004

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Dr. Jabiri Bakari	Chief Executive Officer		18/03/16

1. INTRODUCTION

1.1 Overview

The e-Government Agency (eGA) is established under the Executive Agencies Act No.30, 1997, Cap. 245 as a semi-autonomous Institution under President's Office Public Service Management. eGA is charged with the mandate of providing coordination, oversight and provision of e-Government initiatives and enforcement of e-Government standards to Public Institutions. In executing its duties, eGA shall implement and maintain a coordinated government operations for Information and Communication Technology (ICT) that include the formulation of standards, technical guidelines and procedures to effectuate the purposes of the 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)* as directed in "Mwongozo wa Matumizi Bora, Sahihi na Salama ya TEHAMA Serikali, 2016".

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>

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11.	Governor	Governor	<u>governor@institutionfqdn</u> <u>governor@bot-go.tz</u>
12.	Commissioner General	CG	<u>cg@institutionfqdn</u> <u>cg@tra.go.tz</u>
13.	Attorney General	AG	<u>ag@institutionfqdn</u> <u>ag@agctz.go.tz</u>
14.	Clerk of the National Assembly	Clerk - National Assembly	<u>cna@institutionfqdn</u> <u>cna@bunge.go.tz</u>
15.	Secretary	Secretary	<u>secretary@institutionfqdn</u> <u>secretary@ajira.go.tz</u>
16.	Executive Secretary	ES	<u>es@institutionfqdn</u> <u>es@tcu.go.tz</u>
17.	Executive Chairman	EC	<u>ec@institutionfqdn</u> <u>ec@tac aids.go.tz</u>
18.	Program Coordinator	PC	<u>pc@institutionfqdn</u> <u>pc@mkurabita.go.tz</u>
19.	Ethics Commissioner	Ethics Commissioner	<u>ec@institutionfqdn</u> <u>ec@ethics.go.tz</u>
20.	Commissioner of Insurance	CI	<u>ci@institutionfqdn</u> <u>ci@tira.go.tz</u>
21.	Managing Director (Mkurugenzi Mkuu/Mkurugenzi Mtendaji)	MD	<u>md@institutionfqdn</u> <u>md@nyamaganamc.go.tz</u>
22.	Regional Commissioner	RC	<u>rc@institutionfqdn</u> <u>rc@arusha.go.tz</u>
23.	Regional Administrative Secretary	RAS	<u>ras@institutionfqdn</u> <u>ras@mbeya.go.tz</u>
24.	District Commissioner	DC	<u>dc@institutionfqdn</u> <u>dc@mwanga.go.tz</u>
25.	District Executive Director	DED	<u>ded@institutionfqdn</u> <u>ded@dodoma.go.tz</u>
26.	District Administrative Secretary	DAS	<u>das@institutionfqdn</u> <u>das@rombo.go.tz</u>
27.	Mayor	Mayor	<u>mayor@institutionfqdn</u> <u>mayor@imc.go.tz</u>
28.	Chairman	Chairman	<u>chairman@institutionfqdn</u> <u>chairman@lrct.go.tz</u>
29.	Municipal Director	Municipal Director	<u>mud@institutionfqdn</u> <u>mud@mdc.go.tz</u>

Note:

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- i. For Ministry with more than one deputy minister, the standard is;
dmRespectiveFunction@fqdn.
e.g. ***dmmadini@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. ***dpsmadini@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***.

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

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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 MiddlenameInitial. Lastname 	firstname.lastname@institutionfqdn majaliwa.masumbuko@mof.go.tz rosa.juma@pwani.go.tz rosa.juma2@pwani.go.tz rosa.juma3@pwani.go.tz

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"**.

- 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)	Group: Senior Management	group.seniormgt@institutionfqdn group.seniormgt@tanapa.go.tz

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	& Middle Management)		
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@mwanzamc.go.tz**>, Group: DPP Ministry of Finance <**group.dpp@mof.go.tz**>

3. IMPLEMENTATION, COMPLIANCE AND REVIEWS

- 3.1. This document shall be effective once signed on its first page.
- 3.2. This document shall be subjected to reviews at least once, every three years.
- 3.3. In case of any exception, authorization should be obtained from same authority which authorized this document.
- 3.4. This documents need to be complied with as directed in “*Guidelines for Appropriate and Secure Use of Information and Communication Technology (ICT) in the Government, 2016*”.

4. GLOSSARY AND ACRONYMS

4.1. Glossary

None

4.2. Acronyms

GMS – Government Mailing System
FQDN – Full Qualified Domain Name
IEC – Information, Education and Communication

5. RELATED DOCUMENTS

- 5.1. Guidelines for Appropriate and Secure Use of Information and Communication Technology (ICT) in the Government, 2016
- 5.2. eGovernment 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	eGA	Creation of the Document	March, 2016