

# STATE OF ALABAMA

## Information Technology Procedure

### PROCEDURE 674P1-00: SPAM PROTECTION

---

Spam is any kind of unwanted online communication. The most common form of spam is unwanted email. You can also get text message spam, instant message spam (sometimes referred to as spim), and social networking spam. Spam is generally product advertising but can also be part of an identity theft scam (phishing) or other kind of fraud. In addition to wasting people's time with unwanted e-mail and messages, spam also consumes a lot of network bandwidth and server space.

#### **OBJECTIVE:**

Raise awareness of spam and spam protection measures, and ensure State of Alabama email users understand how to report missed spam.

#### **SCOPE:**

These procedures apply to all State personnel with an Alabama.gov email address.

#### **PROCEDURES:**

### SPAM PROTECTION MEASURES

---

#### **Automated Spam Filtering and Quarantine:**

Alabama Centralized Email (ACE) uses an automated spam filtering system to block spam while ensuring legitimate email messages pass through to the user's inbox, and End User Quarantine Release (EUQR) notification to let email users view messages they've received that have been quarantined by the spam server.

Information about the EUQR process can be viewed at <http://ace.alabama.gov/spam.aspx>.

#### **Reporting Missed Spam:**

Occasionally a spam message will pass through the filtering system and be delivered to your email inbox. To ensure maximum effectiveness in spam filtering, please send all spam you receive that was not included in your EUQR to [spam@alabama.gov](mailto:spam@alabama.gov). Do not *forward* missed spam. Instead, send the spam message as an attachment so the original features of the message are preserved. Follow these steps:

##### **Sending a Message as an Attachment using Outlook:**

1. Select File -> New -> Mail Message
2. Drag and drop the message to be sent, into the body of the new message
3. Type "spam@alabama.gov" in the To... field
4. Type "Missed Spam" in the Subject line
5. Send message

**ADDITIONAL INFORMATION:**

Information Technology Policy 674: Virus Protection

[http://cybersecurity.alabama.gov/documents/Policy\\_674\\_Virus\\_Protection.pdf](http://cybersecurity.alabama.gov/documents/Policy_674_Virus_Protection.pdf)

Information Technology Standard 674S1: Virus Protection

[http://cybersecurity.alabama.gov/documents/Standard\\_674S1\\_Virus\\_Protection.pdf](http://cybersecurity.alabama.gov/documents/Standard_674S1_Virus_Protection.pdf)

Information Technology Dictionary

[http://cybersecurity.alabama.gov/documents/IT\\_Dictionary.pdf](http://cybersecurity.alabama.gov/documents/IT_Dictionary.pdf)

*By Authority of the Office of IT Planning, Standards, and Compliance*

**DOCUMENT HISTORY:**

Version	Release Date	Comments
674P1-00	11/04/2011	Original document