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# Guideline For User Email Spam Management

Chapter :  
Email

Status : APPROVED

Version No : 01  
Revision No : 00

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## 1.0 OBJECTIVE

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This objective of the guideline is to provide information regarding user email spam management.

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## 2.0 GOVERNING POLICY

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2.1 (IIUM/ITD/ICTPOL/6.1) Policy for IIUM Email Services

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## 3.0 GUIDELINE

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The guidelines are as follows:

- 3.1 Never respond to an email that requests users to give details of their confidential information such as username and password of an email or a bank account.
- 3.2 Assume mail from unknown senders is spam. People who know you do not spam you. Usually, these people are in your email client's address book. If you do not usually receive mail from strangers, you can assume that every message not from somebody in your address book is spam and filter such messages to the *Junk Mail* folder.
- 3.3 Use a separate email address to post messages to public forums, such as newsgroups and mailing lists. Never use IIUM email address for this purpose or it shall end up flooded with spam.
- 3.4 Consider acquiring multiple email addresses for different purposes. This helps to identify different sources and senders, and allows a more effective email filtering. For instance, one is for personal use only by friends, family or colleagues that is never used to request information or to subscribe to newsletters, discussion lists, etc. Another might be used just for sales inquiries or orders, or for making online purchases.

- 3.5 Remove IUM email address from personal websites. If you list or link to your email address, you can expect to be spammed. Thus, remove them wherever possible and use web-based forms instead. This shall drastically cut down the amount of spam you receive if you have a website.
- 3.6 NEVER buy anything from a company that spams. Do not visit their sites or ask for more information from spam emails received. Over 95% of spam offers are scams! In fact, not responding to spam is the single most effective way to not get scammed on the Internet.
- 3.7 Filter your email. Using filters is the key to managing your email effectively.
- 3.8 Report the spam to ITD which compile statistics that may be useful in setting spam policy.
- 3.9 Report fraudulent or otherwise illegal content to ITD. While fraud per se is an issue separate from spam, unsolicited email often contains offers for illegal or fraudulent products.

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## 4.0 RESPONSIBILITY FOR IMPLEMENTATION

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The responsibility for the implementation of this guideline resides with the Director of ITD and the Head of Department (Collaborative and Strategic Application, ITD).

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## 5.0 ENTITIES AFFECTED BY THIS POLICY

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All staff and students of the University.

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## 6.0 DEFINITION

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Term	Definition
ITD	Information Technology Division
Spam	

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## 7.0 REVISION HISTORY

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Requestor	Description	Submission Date	Approval Date
Azhar Mahmood, ITD	Initial Draft	10/12/2008	–
Azhar Mahmood, ITD	Reviewed by ICT Policy Review Committee	30/01/2009	–

	Meeting No. 2/2008		
Azhar Mahmood, ITD	Approved by ICT Policy Review Committee Meeting No. 2/2008	-	30/01/2009