1.5 - Anti-Spam, Anti-Virus Policy

Introduction

The purpose of this document is to establish a policy that ensures the proper use of West Virginia University at Parkersburg's email system by taking preventative measures against the proliferation of spam and computer viruses.

Policy

SPAM

West Virginia University at Parkersburg has the authority and responsibility to manage, control, and delete junk mail to prevent the unnecessary or inappropriate use of bandwidth to ensure that illegal, unwanted and solicited advertisements are not received on the college owned network. This policy establishes appropriate procedures to prevent email from known spammers from entering the WVUP mail system.

Spam, or junk mail, is unsolicited commercial email sent in bulk via the internet. While sending spam costs the sender practically no money, Spam puts both a cost and a burden on recipients by consuming network bandwidth and disk space, as well as wasting the time of the recipient with unwanted messages.

In order to reduce the cost to the college, the email system shall use control measures, which may include but will not necessarily be limited to filters and subscription Anti-Spam systems.

WVUP shall take all reasonable measures to use methods which minimize the blocking of legitimate email, but reserves the right to put into effect measures to avoid the financial and personnel costs of Spam emails.

Anti-virus

The purpose of the anti-virus policy is to prevent the infection of college owned computers and systems by computer viruses and other malicious code. This policy is intended to prevent major and widespread damage to user applications, data, and hardware and to prevent the financial losses resulting from such damage. The WVUP email server (Google Apps) has virus protection software built in that:

- Inspects every incoming and outgoing message.
- Automatically deletes all email attachments that include, but are not limited to the following extensions: exe, pdf, vbs.
- If the infected message cannot be cleaned, then it will be deleted.

In addition, WVUP's network infrastructure is protected by a SonicWALL network security device that provides firewall protection, as well as IDS/IPS, Content Filtering, and antivirus scanning services.

Responsibilities

WVUP email users shall follow these guidelines to avoid receiving unwanted email:

- Do not register with email directory services aside from official college or association sources.
- Never reply to a SPAM message that you receive. Delete it.
- Use an alternative email address to post to bulletin boards or forums.

WVUP computer users shall follow these guidelines to avoid viruses and other forms of malware:

- All computers connected to WVUP's network or capable of accessing the network shall have WVUP supported anti-virus software installed, configured, activated, and updated with the latest virus definitions before or immediately upon connecting to the network.
- All IT-managed computers will have anti-virus software installed that is centrally managed and updated.
- If a computer is detected as infected, it will be disconnected from the college network until the issue is remediated to prevent propagation of the virus to other devices on the network.
- If a message is received that appears to be suspicious, please do not open any attachments.