



Mail Service – SV01 Exchange On-Premises

Description

The Mail (Exchange On-Premises) service provides authenticated users with secure workgroup software for managing and storing emails, contacts, calendars and tasks.

Features

The basic Mail service includes the following:

- Receiving and archiving emails
- Managing contacts and contact lists
- Managing and sharing calendars and resources
- Managing task lists

Platform

- Microsoft Exchange 2016 (at least version n-1)

Additional conditions

- The customer must have an email account from the Chancellery's ICT Department.
- To use Active Sync, the user must have a compatible mobile phone (iOS or Android).

Data backup

- The data are stored in the data centres of the Chancellery's ICT Department.
- Emails are kept in mailboxes for three months.
- A backup copy is made on a separate medium.

Data security

- The owner of the data remains the sole owner; the Chancellery's ICT Department is only an operator.
- Authentication is with login and password.
Note: Multi-factor authentication (eID, Itsme, Microsoft MFA) is available for the secure webmail.
- All incoming and outgoing emails, as well as those stored on the servers, are scanned to protect against viruses and spam.
- Security audits are performed regularly. Security incidents are discussed at service management meetings.



Standard packs

Basic offer

- The default mailbox size is 7 GB (Bronze).
- When the mailbox is 80% full, the user receives a warning.
- When the mailbox is full, the user can no longer send emails, but can still receive them.
- The maximum size of an outgoing email is 20 MB.
- The maximum size of an incoming email is 50 MB.

Options

Offer	Size
Bronze	7 GB
Silver	8 GB
Gold	13 GB
Diamond	16 GB
Brilliant	20 GB



Mail Service – SV01: Microsoft O365 Exchange Online

Description

The Mail (O365 Exchange Online) service provides authenticated users with secure workgroup software for managing and storing emails, contacts, calendars and tasks.

Features

The basic Mail service includes the following:

- Receiving and archiving emails
- Managing contacts and contact lists
- Managing and sharing calendars and resources
- Managing task lists

Platform

- Microsoft Exchange Online

Additional conditions

- The customer must have a user account in the yourict.net Active Directory.
- To use Active Sync, the user must have a compatible mobile device (iOS or Android).
The user may be required to register their mobile device on the O365 Intune MDM platform.

Data backup

- The data is stored in the data centres of the Microsoft O365 infrastructure, which are in compliance with the EU Model Clause.
- The retention period for mailboxes is 30 days
- ICT Chancellery foresees a 3rd party O365 back-up solution which extends the back-up and retention options given by Exchange Online by among other things taking a snapshot of the mailbox every 12h making item and folder restore possible.

Data security

- The owner of the data remains the sole owner; the Chancellery's ICT Department and Microsoft O365 are only operators.
- Authentication is with login and password and Microsoft multi-factor authentication (mobile phone text message (SMS), phone call, Microsoft Authenticator).
- All incoming and outgoing emails, as well as those stored on the servers, are scanned to protect against viruses and spam.
- Security audits are performed regularly. Security incidents are discussed at service management meetings.



Standard packs

Basic offer

- The default mailbox size is 100 GB.
- The size of shared/generic mailboxes is 50 GB.
- When the mailbox is 80% full, the user receives a warning.
- When the mailbox is full, the user can no longer send emails, but can still receive them.
- The maximum size of an outgoing email is 20 MB.
- The maximum size of an incoming email is 50 MB.