

# MX Record Policies

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## MX Record Policy Scope

MX records define how email is delivered to a particular domain. MX records are required for email to be delivered to a Fermilab managed server when sent from a network external to the lab. MX records are not required for a Fermilab machine to send/receive email to/from another Fermilab machine on the same network. This Policy Document only covers MX records for Fermilab managed domains and the capability of having email delivered to a Fermilab machine on the Fermilab network when sent from sources external to the Fermilab network.

## MX Record Policy

Fermilab will provide an MX record for each Internet second-level domain it manages. These MX records route all incoming email to the "designated email server," as defined within the Email Policy Document. This will constitute the default configuration for all Fermilab managed MX records.

## MX Record Policy Variance

There may be situations where a need exists to allow email to be delivered to a specific server instead of the designated email server. In those rare cases, a variance to the MX record policy can be made if a sufficient business justification is made. To receive a variance, a request must be made in writing through the Service Desk and it must meet the following criteria.

- Two Fermilab employees must be designated as "MX record holders" and agree to be responsible for everything pertaining to the requested MX record(s), including but not limited to being contacted at off-hours to respond to security issues.
- There must be a specific business reason, citing a necessary Fermilab function, to justify having external email delivered to the record holders' chosen server.
- The request must include a list of recipient addresses that will be used with the new MX records. These addresses will be used as a white list, and other recipient addresses at the chosen server will be rejected. This list of addresses can be updated through a Service Desk Request.
- The requestors must justify why their email delivery:
  - o Requires the form of [ADDRESS@SERVER.fnal.gov](#).
  - o Cannot be routed through the designated email servers using an email address in the form of [ADDRESS@fnal.gov](#) and then forwarded to their SERVER.
- The request must be approved by the following roles within Fermilab:
  - o The Email Service Owner
  - o The Department Head of the requestor(s)
  - o The Fermilab CIO or delegate

- The Networking Service Owner does not need to approve the request, but can reject it for cause.
- The computer designated to receive delivery of external email:
  - Must meet all the baselines for a machine of its OS and its type, including all the software installed upon it.
  - Must pass a yearly audit of all its services.
  - The machine must be a Fermilab owned server. Personal Property is not eligible for a variance.
- The external email routed by the requested MX records must not be destined for human recipients; such a purpose would be in violation of the Email Policy. The email being delivered must be sent to a process, script, program, or other device that does not normally have a human directly interacting with the inbound email.

### **MX Record Variance Rejection Appeal**

Any request that is rejected will be done so in writing with an explanation. Rejected requests can be appealed following the process detailed in the Email Service Level Agreement documentation.

### **MX Record Variance Upkeep**

If a variance is granted, it will be valid for one year from the date it was approved. One month before the variance expires, the MX record holders will receive notification by email that their variance is up for renewal. The MX record holders will then have one month to respond with evidence that the server still meets the baselines, has passed a recent security scan, that the need for the MX records still exists, and that their Department Head has approved the renewal. Up to four notices will be sent. If the MX record holders do not respond to the first three notices by sending the Email Service Owner the information required for renewal, then the fourth notice, sent by both email & inter-office mail, will notify them that their variance will be revoked in one week if the information is not sent. The MX record will subsequently be removed from DNS and all external email sent to their machine will fail.

To reinstate MX records that have been revoked for inaction, the requestors must repeat the full request process.

### **MX Record Appropriate Use Policy**

The same policies (see <http://security.fnal.gov/Policies/Guidelines.htm>) governing appropriate use for any computing systems also apply to use of Fermilab email accounts. In particular, modest incidental use is allowed, but the accounts cannot be used for illegal activities, gambling, pornography, operating a business, political advocacy, or any activities that could embarrass the laboratory.

## Document Change Log

Revision	Date	Change Description	Prepared By	Approved By
v1.0	01/25/2011	Initial Draft Version	P.Rzeminski	
V1.1	02/04/2011	Updated by input from Irwin Gaines, Matt Crawford, and the CSExev Committee	P.Rzeminski	
V2.0	02/09/2011	Final Draft sent to OoCIO for Approval	P.Rzeminski	

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