UWA IT Policy:

SPAM Reporting

Purpose of document:
To provide guidance to staff and students on dealing with SPAM email received at The University of Western Australia.

Document Control:

<table>
<thead>
<tr>
<th>VS</th>
<th>Author</th>
<th>Date</th>
<th>Comments</th>
<th>Reviewer</th>
<th>Date</th>
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<tbody>
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<td>1.</td>
<td>Alex Dawson</td>
<td>15 Sept 05</td>
<td>Initial revision</td>
<td>Marie Corrigan</td>
<td>27 Oct 05</td>
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<td>2.</td>
<td>Marie Corrigan</td>
<td>10 Nov. 05</td>
<td>After discussion with CR</td>
<td>TAG</td>
<td>17 Nov 05</td>
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<td>Marie Corrigan</td>
<td>17 Nov 05</td>
<td>After discussion at TAG</td>
<td>Chris Rasmussen</td>
<td>18 Nov 05</td>
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<td>30 Nov 05</td>
<td>Policy approval required</td>
<td>Executive Group</td>
<td>6 Dec 05</td>
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<td>5.</td>
<td>Chris Rasmussen</td>
<td>12 Dec 05</td>
<td>Minor amendments following</td>
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APPROVAL
Reviewed and accepted by TAG on 17 November 2005.

INTENDED AUDIENCE OF POLICY
All IT technical support staff at UWA – policy awareness
All staff and students – policy awareness

GENERAL INFORMATION
Unsolicited commercial email or SPAM is a growing problem for all users of email, including those at UWA. The University operates a mail scanning system to identify and tag SPAM before it reaches the recipient's mailbox. However, no SPAM scanning system is 100% accurate and as a result there will always be a number of SPAM messages that slip through.

This policy provides direction to all users of email at UWA about dealing with suspect SPAM not automatically identified by the central system.

There are a number of organisations on the Internet, such as Spamcop, that aim to reduce SPAM by identifying the senders. People can report SPAM to these organisations, which will then blacklist senders of such messages. A growing number of businesses use these blacklists to attempt to block SPAM by rejecting any email coming from a blacklisted address. Due to the way the UWA central SPAM and anti-virus server operates, should anyone from within UWA report a suspect email to these organisations, the University itself will be incorrectly identified as a source of SPAM and could be blacklisted. This obviously not desirable and we need to take measures to ensure this does not occur.

IT Services must have sole responsibility for reporting any suspect SPAM mail passing through the University network, to ensure such reporting does not cause the University to be blacklisted.
POLICY STATEMENT

Any SPAM email not automatically identified and tagged as SPAM, that is delivered to an email user, may be reported to IT Services for further action. These reports should be sent to spamreports@ucs.uwa.edu.au. These reports need to contain full “Internet Headers” in order for them to be acted on by our anti-SPAM provider. The internet header contains technical information showing all the routing (delivery) details so that the anti-spam provider can see the real source of the email. This is important because a lot of spam purports to come from one address but it actually comes from a completely different address. Email automatically identified and tagged as SPAM by the central mail scanning software does not need to be reported.

At no time should unauthorized personnel directly transmit SPAM by any means to any external organisation. This includes sending, reporting or forwarding any suspect email to services such as Spamcop, or posting it to net.abuse newsgroups. IT Services will take measures to prevent such transmissions to ensure that individuals do not cause confusion by reporting SPAM to these external organisations.