Exchange Shared Mailboxes Lifecycle

Phase	Lifecycle Details	
Discovery	What	A mailbox and email address that is not tied to a specific user.
	Who	Shared mailboxes may be requested by any full-time employee of the university. Two full time employees should be owners of the mailbox. Any university member may be granted access to the mailbox.
	Where	Shared mailboxes can be accessed via Outlook Web App, the Outlook desktop app, or the Outlook mobile app.
	When	Shared mailboxes are used when multiple people need access to the same mailbox, such as a company information or support email address, reception desk, or other function that might be shared by multiple people.
	Why	Shared mailboxes allow multiple users to access a common mailbox
	How	Contact the Technology Support Center

Create	Shared mailboxes must be requested through the Technology Support Center.
	 When requesting a shared mailbox, please provide the following information:
	 • Desired email address (i.e. "departmentname@scranton.edu")
	 • Display name (i.e. "Sample Department")
	 • Names and email addresses of at least two people who will own the mailbox
	 • Names and email addresses of other people who should have access to the mailbox:
	   ○ People who can see the mail in the mailbox and send from it – "authors"
	   ○ People who can only see the mail in the mailbox – "readers"	

Active	Application	Web: https://outlook.scranton.edu Outlook desktop application Outlook mobile application *NOTE: Shared mailboxes cannot be accessed through the default iOS / Android mail applications.*
	Resources	Outlook Help & Learning
	Permissions	A shared mailbox should have at least two owners. Mailbox owners manage mailbox permission through the use of the following groups: • prm_owners_maildrop_[mailbox name] • prm_authors_maildrop_[mailbox name] • prm_readers_maildrop_[mailbox name]
Retire	Infrastructure Systems will conduct annual reviews in July of all Exchange mailboxes. A mailbox will be considered inactive when: • No mail has been sent/received in six months or • There are no owners of the mailbox and new owners cannot be identified within the current membership of the mailbox or the department/group that created it. Owners may request that a mailbox be retired at any time.	
Dispose / Archive	When a mailbox is deemed inactive or an owner submits a request to close the mailbox, the mailbox will be deleted. It can be recovered within 90 days of deletion. Unless specifically requested, data will not be exported from the mailbox.	

Exchange Shared Calendars Lifecycle

Including room and resource calendars

Phase		Lifecycle Details
Discovery	What	A calendar that is not tied to a specific user.
	Who	Shared calendars may be requested by any full-time employee of the university. Two full time employees should be owners of the mailbox. Any university member may be granted access to the mailbox.
	Where	Shared calendars can be accessed via Outlook Web App, the Outlook desktop app, or the Outlook mobile app.
	When	Shared calendars are used when multiple people need access to collaborate on a calendar or coordinate scheduling or resources.
	Why	Shared calendars allow multiple users to access a common calendar
	How	Contact the Technology Support Center

Create		Shared calendars must be requested through the Technology Support Center.
		 When requesting a shared calendar, please provide the following information:
		 • Calendar Name
		      o If the calendar is for a room, please include the building and room number
		 • Names and email addresses of at least two people who will own the calendar
		 • Names and email addresses of other people who should have access to the calendar:
		      o People who can see the calendar and add appointments – "authors"
		      o People who can see the calendar – "readers"

Active	Application	Web: https://outlook.scranton.edu Outlook desktop application Outlook mobile application *NOTE: Shared calendars cannot be accessed through the default iOS / Android mail applications.*
	Resources	Outlook Help & Learning
	Permissions	A shared calendar should have at least two owners. Calendar owners manage mailbox permission through the use of the following groups: • prm_owners_calendar_[mailbox name] • prm_authors_calendar_[mailbox name] • prm_readers_calendar_[mailbox name]
Retire		Infrastructure Systems will conduct annual reviews in July of all Exchange calendars. A calendar will be considered inactive when: • The calendar has not had any activity in six months. or • There are no owners of the calendar and new owners cannot be identified within the current membership of the calendar or the department/group that created it. Owners may request that a calendar be retired at any time.
Dispose / Archive		When a calendar is deemed inactive or an owner submits a request to close the calendar, the mailbox will be deleted. It can be recovered within 90 days of deletion. Unless specifically requested, data will not be exported from the calendar.

Exchange Distribution Group Lifecycle

Phase	Lifecycle Details	
Discovery	What	An email address that forwards mail to all members of the group.
	Who	Distribution groups may be requested by any full-time employee of the university. Two full time employees should be owners of the group. Any university member may be added as a member to the group.
	Where	Distribution groups can be managed via Outlook Web App. Mail sent to the group is accessed in your own mailbox via Outlook Web App, the Outlook desktop app, or the Outlook mobile app.
	When	Distribution Groups are used when a shared email address is needed to deliver mail to multiple people, such as all members of a department or organized group.
	Why	Distribution groups allow multiple users to receive mail that is sent to a single address.
	How	Contact the Technology Support Center
Create	Distribution groups must be requested through the Technology Support Center. When requesting a distribution group, please provide the following information: • Desired email address (i.e. "departmentname@scranton.edu") • Display name (i.e. "Sample Department") • Names and email addresses of at least two people who will own group • Names and email addresses of other people who should be members of the group	
Active	Application	Web: https://outlook.scranton.edu Outlook desktop application Outlook mobile application Any mail application capable of connecting to your Office 365 mailbox
	Resources	Outlook Help & Learning
	Permissions	A distribution group should have at least two owners. Distribution group owners manage group membership. All members of the group will receive messages sent to the group address.
Retire	Infrastructure Systems will conduct annual reviews in July of all Exchange distribution groups. A distribution group will be considered inactive when: • No mail has been received in six months or • There are no owners of the distribution group and new owners cannot be identified within the current membership of the distribution group or the department/group that created it. Owners may request that a distribution group be retired at any time.	
Dispose / Archive	When a distribution group is deemed inactive or an owner submits a request to close the group, the group will be deleted. It can be recreated at any time. Since mail sent to a distribution group is not saved in a single location, data cannot be exported.	