



## Council Request Update

August 2, 2018

**Council Request: 18-114**

**Requested by:** Council Member Barrentine

**Request:** Requested the IT policy on SPAM and how certain emails come through one time but get sequestered at another time.

**Assigned to:** Information Technology Department

**Response:** The following response is from the Information Technology Director, Margaret Brocklander: "Certain emails come through one time but get sequestered at another time due to the spam filter. The spam filter is a program that is used to detect unsolicited and unwanted email and prevent those messages from getting to a user's inbox. Like other types of filtering programs, a spam filter looks for certain criteria on which it bases judgments. The software evaluates each incoming message based on several factors. These can include the time when the message was sent, large number of recipients and the content of the message. In order to ensure messages from a specific sender always arrive in your inbox best practice is to whitelist the senders email address. You can add email addresses and domains to these lists so the filter doesn't check messages from sources you trust, or blocks messages that arrive from specific email addresses and domains you don't know or trust."