

# **GUIDE TO ELECTRONIC COMMUNICATION**



**CISV INTERNATIONAL  
REV. OCTOBER 2002**

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# INTRODUCTION

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The External Relations Committee, CISV International, has issued this collection of documents as an extension of the CISV Infofile R-12 (0053). The document is to be considered a guideline. The document contains necessary information when using electronic communication within CISV.

The document consists of several sub-documents that can be considered and read as independent documents. It is not expected that all readers will read the entire document, as parts of it is of technical nature, and is only needed information for those working with such issues.

This document was first released August 2001, containing the E-mail Security Guidelines and the E-mail System Description. Netiquette Guidelines for Electronic Communication and a General Policy were added during the 2002 update and consolidation of the document.

As the use of the Internet in CISV is ever changing it is to be expected that this document will be updated annually. All subdocuments contain a revision protocol to reflect any changes that have been done to the document since it was first released. Any changes will be reported to the board in the committee report.

The current version of the document will be published at <http://www.cisv.org>.

June 2002,

External Relations Committee (Communication)



# GENERAL POLICY

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## 1 Introduction

This document contains the first three sections of the previous policy document, Infofile R-14 (9809), but during the 2002 revision and consolidation of the Electronic Communication Guidelines it was added to this guide as a general policy.

### 1.1 Background

CISV is an International organization structured around a well-defined network of volunteers from approximately 60 countries. Because of the geographical and cultural diversity of CISV, communication is critical to the effectiveness of those volunteers.

While each independent National Association is represented on the International Board, the Board only meets yearly. CISV International's day-to-day administrative operations are delegated to an infrastructure of officials and committees and a small but effective International Office, which acts as the hub of communication within CISV as a high percentage of the communication either, commences or terminates at International Office.

International Committees and Office have a vision for communication (whether electronic or not) that is to "be an efficient provider of information and services to all National Associations".

The ability to deliver on this vision relies heavily firstly on CISV's capacity to provide a safe and secure information systems architecture and secondly on the ability of National Associations to manage the communications chain at their end. If both these conditions are met, CISV will be able to communicate effectively via electronic means, both internally and also with the wider non-CISV international community.

CISV International has adopted a pro-active yet sensibly conservative approach to electronic communication knowing full well that many large and well-funded companies are still determining the best approach for any 'corporate' use of international electronic communication methods.

The production of this document is a clear indication that many of the bigger issues are being faced in a realistic manner. Acceptance and adherence to the electronic communications policy, principles and guidelines contained herein will be a further sign of CISV's growing maturity in this complex area.

### 1.2 Structure

A Policy, by its very nature, needs to be a general statement of intent that will remain fairly static over a period of time.

That general policy is then supported by more specific principles which may be added to or amended as times and circumstances change.

Finally the policy and principles are further underpinned by detailed guidelines that can be managed, audited and reported against. These guidelines are more volatile and require regular review and maintenance.



This document attempts to initiate and formalize that structure by:

- Stating a broad Electronic Communication policy for CISV;
- Describing the underlying principles that govern Electronic Communication issues within the CISV; **and**
- Detailing guidelines that relate to specific areas under the general Electronic Communication umbrella.

## 2 Policy Statement

All necessary measures will be taken to ensure that:

- All CISV communication sent electronically through e-mail or the Internet is consistent with the policies, ethics, aims and objectives of CISV;
- All CISV personnel, both permanent and volunteer, have access to a safe and secure electronic communications network; and
- CISV creates and maintains an effective but non-threatening electronic communications presence with external groups.

This policy is supported by general principles and detailed guidelines relating to specific areas of Electronic Communication.

### 2.1 Purpose

The purpose of this Policy is to set the broad guidelines for electronic communication, in particular e-mail and Internet publishing, so that all CISV entities (from individuals to National Associations) have an understanding of the rationale behind specific Electronic Communication principles and guidelines that will be issued and updated from time to time.

The Electronic Communication Policy (the “Policy”):

- Mandates the adoption of best practice Electronic Communication procedures throughout CISV;
- Underpins the implementation of Electronic Communication initiatives throughout CISV;
- Is issued therefore to all Executive members, Committee Chairs, International Trustees and National Associations; and
- Is issued under the authority of the International Board of CISV and managed by the International Office (IO) and the Electronic Communications Team of the External Relations Committee (ECT) in conjunction with the International Executive Committee (IEC).

### 2.2 Responsibilities

The responsibility and accountability for Electronic Communication policy within CISV rests with the Secretary-General at International Office who may delegate operational authority to another officer at the International Office and with the ECT.



The IEC, Expanded Executive Committee (EEC) and National Associations must ensure that they and all of their members maintain an overall awareness of Electronic Communication within their immediate area of responsibility and that they provide timely feedback to International Office or the ECT of any issues or concerns.

The External Relations Committee (Communications) has responsibilities to provide research and general advice to International Office, the IEC and the Board in this area.

### **2.2.1 International Board**

The Board approves all major electronic communication policy decisions but delegates the formulation of specific guidelines and the day-to-day management of electronic communication issues to the International Office and the ECT, in conjunction with the IEC.

### **2.2.2 International Office**

The Secretary-General or designated officer has overall day-to-day responsibility for electronic communication at International Office. He or she also has the authority to enforce all Electronic Communication policies and procedures and take action as appropriate.

Responsibilities include:

- Ensuring that the Electronic Communication policy and associated principles are current and appropriately applied to International Office work practices;
- Ensuring that Electronic Communication guidelines are reviewed regularly and amended as required to reflect changes in business operations;
- Conducting regular audits to check on CISV member compliance with the Electronic Communication policy, procedures and guidelines;
- Instances of serious non-compliance are to be reported to the ECT and to the National Association Development Taskforce or to the International Promotion Committee if it relates to a Promotional Association;
- Coordinating International Office staff awareness and training; and
- Ensuring that any induction and training materials are kept current.

### **2.2.3 External Relations Committee (Communications) - ECT**

The External Relations Committee Electronic Communications Team will work as directed by the International Board. The ECT will be responsible to the chair of the External Relations Committee and to the IEC.

In general, the ECT will formulate and draft policy to be presented to the Board and will provide policy and strategy advice to the IEC, the Secretary-General and International Office as required.

### **2.2.4 International Webmaster**

The CISV International Webmaster is a member of the External Relations Committee (Communications).

He or she is entrusted with creating and updating the International Homepages, ensuring that all content is presented in a manner that complies with CISV International guidelines and does not bring the International reputation of CISV into disrepute.

The Webmaster will act on the advice of the Secretary-General and the IEC on all policy issues.



### **2.2.5 International Executive Committee (IEC)**

The IEC will:

- Provide policy and strategy direction to International Office and the Board;
- Manage and arbitrate on electronic communication issues on behalf of the Board; and
- Manage the charter and operations of the Electronic Communications Taskforce while it remains in existence.

### **2.2.6 Expanded Executive Committee (EEC)**

All Committee Chairs and Executive members will need to be first users of and advocates for electronic communication technology.

Responsibilities include:

- Ensuring that all committee personnel within their area are aware of all CISV Electronic Communication procedures and guidelines;
- Ensuring that they use electronic communications as much as possible within their committee and when communicating with other CISV groups; and
- Ensuring that new members are made aware of CISV Electronic Communication procedures and guidelines.

### **2.2.7 National Associations**

National Associations have overall responsibility for Information Technology and more specifically electronic communication issues in their own Country.

Responsibilities include:

- Ensuring that any electronic communication in the name of, or purporting to be in the name of, CISV does not bring the International good name of CISV into disrepute;
- Building and maintaining effective working relationships with local suppliers to provide specialist technical support for electronic communications;
- Defining and implementing procedures to monitor the content of any National or Chapter Homepages; and
- Reporting issues and concerns to International Office or the IEC in a timely manner.

## **3 Principles**

CISV expects, as a matter of course, that all communication sent electronically will be consistent with the policies, ethics, aims and objectives of CISV and conform to the 'CISV Communication Rules', Info File R-12 (0032), accepted at the 2000 International Board Meeting in Graz, Austria.

In order to provide a safer and more secure electronic communications environment certain basic principles need to be defined. These principles can then be used to underpin a range on implementable Electronic Communication guidelines.



### 3.1 Description

These principles are as follows:

- All CISV entities (from International Office to individual members) are responsible for the selection and support of their own technical environment;
- Not all CISV communications are expected to be delivered by electronic means;
- All CISV electronic communications must be clearly identified as official CISV documents and will be considered in the same manner as occurring on officially sanctioned CISV letterhead;
- Communication requiring a high degree of security or guarantee of arrival should be delivered by other means;
- CISV will maintain an International Website on the World Wide Web;
- Users should take whatever steps are available to ensure the security of their own information;
- Access to confidential information will be controlled through restricted access systems;
- An Electronic Communication awareness program will be developed, maintained and delivered to all International Office staff, Executive and International Board members;
- Audits of Electronic Communication procedures will be conducted regularly;
- Electronic delivery of CISV communications is not mandatory and those individuals or groups without electronic access will not be disadvantaged in any way, other than time to deliver;
- ECT goals, actions and any project budget requests will be submitted for Board and IEC review or approval for the Annual International Meeting and Mid-Way Meeting, as part of the ERC report; and The CISV Board or the IEC on behalf of the Board will determine penalties for non-compliance with the defined Electronic Communication policy, principles and guidelines.



# NETIQUETTE

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## 1 Introduction

Netiquette is an abbreviation for Network Etiquette, and is in general a set of guidelines that describes what is considered good behavior on the Internet. Netiquette as a concept was originally defined through RFC 1855: Netiquette Guidelines, a document released by the Internet Engineering Task Force<sup>1</sup>.

This document released by the External Relations Committee of CISV International as a guiding document for CISVers using the Internet both for official CISV business, and as private persons participating in different CISV activities online. The document presents only a basic set of guidelines. People looking for a more extensive Netiquette are recommended to read RFC 1855, available through IETF<sup>2</sup>, or different WWW sites that cover the issue.

## 2 General Guidelines

The Internet is the fastest growing way of communicating all over the world. The Internet brings along many new possibilities, but also some new ways to miscommunicate. The most important thing to remember is that even if you are writing e-mail, sending an instant message or discussing on a web discussion board you are still communicating with people.

As a general rule the CISV Infofile R-7 "Behavior and Cultural Sensitivity" still applies, and all CISV members should know its contents and ideas.

In the book Netiquette<sup>3</sup> written by Virginia Shea the following 10 rules are outlined as good netiquette:

- *Rule 1: Remember the human.* It is still another human being on the other end of the Internet. If you are communicating with people in other cultures do not forget about cultural sensitivity.
- *Rule 2: Adhere to the same standards of behavior online that you follow in real life.* Try to be yourself online. If you want to be respected act in a respectful way. The Internet is not a parallel universe, so remember that you might actually meet the people that you communicate with.
- *Rule 3: Know where you are in cyberspace.* Different parts of the Internet have different rules. Try to figure out what the local 'culture' is wherever you are. A good rule of thumb is to 'lurk' – that is to observe – the forum you are joining before posting or sending messages yourself.
- *Rule 4: Respect other people's time and bandwidth.* Even if people are available for e-mail 24 hours a day, and some people are online in different instant

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<sup>1</sup> The Internet Engineering Task Force ([IETF](http://www.ietf.org)) is a large open international community of network designers, operators, vendors, and researchers concerned with the evolution of the Internet architecture and the smooth operation of the Internet.

<sup>2</sup> RFC 1855 is available at <http://www.ietf.org/rfc/rfc1855.txt?number=1855>.

<sup>3</sup> Check out <http://www.albion.com/netiquette/corerules.html>



messenger networks most of their time does not mean that they are always ready to send e-mail, or to involve themselves in a lengthy discussion. Even after the introduction of e-mail the day still has only 24 hours. Respect if people are marked as 'do not disturb' etc. Be also aware that most Internet users still are using only a modem or a single ISDN line. Big attachments or huge graphics on websites will cause problems with such connections, so try to limit the use of bandwidth when you are not sure about the recipient's connection.

- *Rule 5: Make yourself look good online.* Try to be polite and try to behave in a pleasant way. People will judge you by the way you act online – the way you will judge them. Try to write with correct spelling and grammar, it will make it easier to convey your message, and people will easier judge you by what you say instead of how you wrote it the wrong way.
- *Rule 6: Share expert knowledge.* Do you have a lot of knowledge about life on the Internet? Share it with others to make the net an even better place to be!
- *Rule 7: Help keep flame wars under control.* A flame war is a discussion on a discussion forum (historically a newsgroup) in which the level of discussion rises to the level of being hostile, with frequent abuses and where debaters are literally 'at war' with each other. If you get a nasty e-mail during the heat of the debate try to rise above it and do try to avenge yourself, as that will just add more fuel to the fire.
- *Rule 8: Respect other people's privacy.* Remember that people want privacy, also when they use the Internet. Do not forward e-mail that contains confidential information. Do not publish confidential or information of private nature on websites etc.
- *Rule 9: Don't abuse your power.* In different chat channels, discussion sites and mailing lists there will be people with administrative powers to maintain the forum. With these powers it is possible to harass and abuse others. Remember the golden rule; act towards others the way you want them to act towards you.
- *Rule 10: Be forgiving of other people's mistakes.* People do mistakes. You did mistakes when you were new at the Internet. You most likely still do mistakes every once in a while. Be forgiving. Instead of YELLING and being angry with those who make mistakes, try to help out and try to give advice so that the mistake is not repeated.

### 3 CISV E-mail Guidelines

The following principles are intended to improve the use of e-mail, the main media used to communicate within CISV. It includes security as well as courtesy and format issues.

Sending some kinds of information through e-mail might cause security concern. Currently, the following types of document shall NOT be sent electronically<sup>4</sup>:

- Personal information, including address lists.
- Program site/date details, such as pre-camp 1 information, that includes addresses, dates and times or activity pools, which indicate, "Who goes where".

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<sup>4</sup> Current exceptions: Address lists and pre-camp information can be sent directly to participating NAs and/or International Office when applicable. Only addresses in the cisv.org domain shall be trusted.



- Any document requiring a signature cannot be sent through e-mail. This is because these documents require the signature written with ink to signify commitment or be legally binding.
- Confidential information, like health forms shall NOT be sent via e-mail.

Other documents can be sent electronically, but it is always recommended that the sender try to verify the address/identity of the recipient and be aware of the following:

- Know your recipient. Some offices use one e-mail address for an entire company. Sending 'sensitive' information to such an address might expose the information to others, beyond the one person that it was intended for. Be very cautious about this and try to use genuine private addresses instead.
- Give people clear instructions about how to treat the information. For example, mark it "confidential" and tell the recipient if you do not want it to be shared with others.
- Don't forward e-mails unless you know the author agrees to it. Often content is confidential and is forwarded carelessly to other people.
- Be careful about sending attachments. Some people have slow connections, others have providers that limit their mailbox, and in both cases receiving an attachment might be troublesome. Try to limit the size of the attachment; sending attachments exceeding 1MB in size without prior notice is considered bad netiquette.
- Use standard formats only in your attachment: MS Word, MS Excel, Zip and PDF. Others might not be readable for the recipient.
- Use text-only instead of HTML e-mails – no colors, no fonts, and no layout – that saves download time and even very old e-mail clients can read them.
- State properly what the e-mail is about in the subject field. This makes it much easier for people to find e-mails again in their Inboxes.
- Remember there are real people at the other end of the Internet receiving your e-mails, so be polite and show respect for them.
- Check for spelling and grammar mistakes: E-mails with many mistakes are difficult to read and make the content seem less important.
- Respect non-native speakers: Use easy language wherever possible.
- You can use "URGENT" or "TO BE CONFIRMED" in the subject box, wherever this is necessary, however, does not abuse these indicators.
- Consider whether your document should be written as a plain text body of e-mail or as a separate document sent as an attachment. Cultural differences regarding the importance of an e-mail written as plain text only has been observed.
- Use a signature at the end of your e-mail, so people know, who you are and have alternative ways to contact you.
- Do not send chain letters to CISV lists.
- Use mixed case. UPPER CASE LOOKS AS IF YOU'RE SHOUTING.



- If you think the importance of a message justifies it, immediately reply briefly to an e-mail message to let the sender know you got it, even if you will send a longer reply later.

## 4 Other guidelines

The Internet is more than e-mail. The net spans more and more, and it is getting harder to distinguish the Internet as something specific. It is not a goal of this document to cover all areas of the Internet, and to issue guidelines on these areas. Some areas are more widely used than others, and we try to briefly cover these here.

### 4.1 Web pages

CISVers, as private persons, have during developed a rather extensive number of websites relating to CISV. These pages range from unofficial chapter pages to post-activity pages or just simple personal pages.

Whatever the reasons are for making a page, some good advice could be offered:

- Never publish personal information (e.g. names, contact details, identified photos) without prior consent. (See other sections of the CISV Guidelines to Electronic Communication.)
- Never publish copyrighted materials.
- Try to limit the amount of bandwidth-heavy components on a single page. Be aware that people still to a great extent are using modems with less than 56kbps/s. If making a site based on multimedia then it might be a good idea to consider a parallel less bandwidth-heavy set of pages.
- Whenever using the CISV logo, try to use a good-looking version, with a good resolution that has not been tampered with. The CISV logo is a registered trademark of CISV, and should not be modified. The official CISV color is the Pantone 285<sup>5</sup>, the traditional web-safe color is in hex #336699.
- Comply with all CISV guidelines and regulations regarding contents to be put out on the web. This includes any statements etc. that contradicts the CISV philosophy and goals.

### 4.2 Instant Messengers

Recently, there has been a significant increase in the use of Instant Messengers (IM). Common IM clients include America Online IM, ICQ, MSN Messenger and Yahoo! Instant Messenger. People use these for private use, but also for conducting CISV business. The use of an IM can be either a power collaboration tool, or a major disturbance and waste of time.

This is meant as a brief set of guidelines of what is considered proper conduct while using an instant messenger.

- Respect people's time. Many people have their IM clients on 24-hrs a day, but it doesn't mean that they are ready for a lengthy chat or discussion all that time.
- Accordingly it is considered proper conduct to set your status to 'do not disturb', 'away' or similar when one wants to have privacy and not to be contacted.

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<sup>5</sup> Pantone 285 has RGB components: [58, 117, 196]



- IM clients are not to be considered secure. Confidential information should not be discussed through an IM without enabling the secure IM features that is included in newer versions of the different IM clients.



# E-MAIL SECURITY GUIDELINES

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## 1 Summary

This document is an extension to Info file R-12 (0053), and is issued by the External Relations Committee of CISV International as a guideline.

The document is intended to answer questions related to the use of e-mail in CISV International. The document is written in such a way as to give examples of what you are allowed to send, and what you are not allowed to transmit via e-mail.

## 2 E-Mail And The Organization

The use of e-mail in CISV has grown the last years, and it is now unthinkable for a functional organization to be without electronic mail. Electronic mail has three major advantages;

- Instant delivery over long distances free of charge,
- Perfect digital copy of send contents and
- Possibility to work in asymmetric time (it is possible to send when you are awake, knowing that the recipient will receive the mail when he/she is in front of the computer).

Some concerns have been forwarded, especially some concerning the security of electronic communications, as all messages go through an open network on their path from sender to recipient. It is further feared that if 'sensitive' data is revealed this could cause further security concerns (e.g. giving groups deemed harmful to CISV the knowledge of where activities are taking place and the possibility to harm a particular person/event), which may cause serious unwanted incidents. More over, concerns also relate to the fact that E-mail can be forwarded so easily that the sender has less control over where the initial information or document will ultimately go.

The Info file R-12 defines e-mail as being as technically secure as fax. This document will work under that assumption, but will take into consideration the differences between the two channels.

## 3 Information That Causes Concern

Most e-mail does not generate any concerns. This document will only focus on those categories of information flow that might cause security concerns if they fell into the wrong hands. Typical problem categories are;

- Personal and confidential information, such as address lists, health forms etc;
- Site/date and participant information re programmes



Some information is for the moment restricted, and it should **not** be sent electronically

- Address lists and other documents containing personal information.
- Pre-camp 1 information, due to village address information and dates and times of arrival;
- Activity pools and other lists revealing 'who goes where';
- Any document violating The Law of the Land, which may prohibit dissemination;
- Any document containing confidential information or requiring a signature
  - Health Form (HF2000 1 and 2);
  - Legal/Insurance Form (TWAL2000 1 and 2);
  - Legal/Insurance Form (ALIF2000 1 and 2);
  - Legal/Insurance Form (YLIF2000 1 and 2);
  - Reference Form (RF2000 1 and 2);
- Other personal information on a level 'higher' than contact information deemed confidential such as incident reports.

Note: Currently participant address lists/pre-camp information for international activities can only be distributed 'upstream' to the International Office and/or participating National Associations. Information shall not be distributed beyond the national/international level.

All other information can be transferred via e-mail if proper actions are taken to limit the risk of the information ending up in undesirable hands.

## 4 Security Enhancing Actions

There are some simple rules that will decrease the risk of 'losing' information;

- Do NOT send E-mails to large-scale mailing lists containing information as stated in the previous section. Even if you believe that the list is 'secure', you don't know who subscribes to it, or what their intentions may be;
- Limited/closed mailing lists where you KNOW who is receiving the mail are ok as long as the information is needed by everyone on that list, and that these persons also know of possible security hazards that might arise if the information were disseminated more widely;
- Know your recipient. Some offices use one e-mail address for an entire company. Sending 'sensitive' information to such an address might expose the information to others, and not only the one person that it was intended for. Thus be very cautious about this, try to use genuine private addresses instead. Multiple free e-mail services are available worldwide;
- If possible keep away from Free Service Providers (FSP) as they may have service availability problems, and also behave in a strict way with concern to space on server. Severe problems have been reported, incl. loss of mail, frequent bounces,



and serious security breaches. Regional services tend to behave in a more stable way;

- Only forward E-mail / E-mail attachments if absolutely necessary and you are sure they will go to the person for whom they are intended.

For a stable, established connection between two persons, transferring of 'sensitive' information is considered harmless. For increased security one can use encryption (e.g. PGP, or the facilities in common mail applications like Outlook, Eudora, etc.).

Notes:

- A bounce is a message not delivered to the client due to either a non-existent recipient, or because of a server failure. Especially 'Yahoo!' seems to have a problem with it not keeping a up-to-date list of current users, often resulting in a non-delivered message.



# E-MAIL SYSTEM DESCRIPTION

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## 1 Summary

This document describes the system to be used for constructing any e-mail addresses under the domain 'cisv.org'. The 'E-mail System Description' was written to declare a set of design constraints to the maintainers of the domain 'cisv.org' and its sub domains.

The system / document consists of four main parts:

- 1) Address by appointment and/or function, especially created for internal communication between chapters, NAs and international colleagues. These addresses have a focus on readability for other CISVers, and any user should be able to recognize the 'recipient' of any e-mail address just by the address construction.
- 2) Public/web-integrated addresses, designated for brochures and stationary showing the integration between e-mail and web addresses. Addresses are created with a main focus on an 'easy-to-remember' design.
- 3) Program/activity villages, interchanges, summercamp, where the use of the International program codes (e.g. v-2001-37) play an important role.
- 4) Personal addresses to be used by any member of CISV, personal addresses are organized in the national sub domains of cisv.org.

The system defines a national minimum, and in many cases, national demands will create a need for a more extensive design, and the design outlined in this document has room for an indefinite amount of extensions to it. It is important though to use the proposed names for addresses where these are defined.

## 2 Addresses for appointments and/or posts

The goal of this document is to make a structure of e-mail addresses independent of personal e-mail addresses, and individuals; To outline a system that would not change when people behind any given position change, to construct a structure that would stay 'constant' over a long period of time. A secondary goal was to make the system intuitive. Every single address will clearly identify the appointment/function "behind" it. This eases the remembering of addresses as well as the making and administration of every single address, and the system as a whole.

The system is modular, which should make it comprehensible, simple to use and efficient to administrate. There are two general types of modules: appointment and region. The idea is that all countries should use the same internet-domain (i.e. 'cisv.org') with their country code generating a sub domain (e.g. 'de.cisv.org').



## 2.1 The Modularity

Compare the system with a box of Lego. Just as the parts of a Lego creation fit together to make the whole, so will the parts of the e-mail address come together to clearly identify the person or unit. In addition the system administrator can easily set up new e-mail addresses. The base-structure is as follows:

**[appointment].[chapter]@[country].civ.org**

In front of the '@' we have appointment and/or chapter. In addition, we can apply the word «list» to indicate that several people are to receive. There is also room for a switch called 'jb' to implement the juniorbranches, and another generic 'modifiers', which can suit any expansion needs, such as year, subcommittees,

Hence, we have appointment, modifiers, list-switch, jb-switch, chapter identifier, country, and domain. The complete generic construction would then be:

**[appointment].[modifiers].[list].[jb].[chapter]@[country].civ.org**

There are many modules to take care of, but most e-mail addresses will not contain more than a few of these, making the e-mail pretty short and easy to use and remember. Note: As a part of the design it was considered that the length of an address was a reasonable trade-off with easily comprehensible content. In other words, readability is considered more important than length of an address.

## 2.2 Implementation

That was the theory. In this part, different examples will rule. The examples are taken from already existing sub domains. By looking at examples the generic definitions in 2.1 should be easily comprehended, and the beauty of the design should become evident.

The following paragraphs will introduce the two main building blocks, appointment and region, and then the modifiers, 'jb' and 'list'.

### 2.2.1 Appointment Module

The module for "posts" is assigned to describe the position of the owner (e.g. president, office, and webmaster). Most of these are the positions you find in every CIV board, from international to chapter level.



**Positions listing:**

president	-	president of chapter / national association
vicepresident	-	vice president of chapter / national association
finance	-	treasurer / fund raiser
information	-	press and publicity responsible person
juniorbranch	-	representative from the junior branch
interchange	-	program committee chairperson - interchange
localwork	-	program committee chairperson - local work
seminarcamp	-	program committee chairperson - seminar camp
summercamp	-	program committee chairperson - summer camp
village	-	program committee chairperson - village
youthmeeting	-	contact person - youth meeting
peoplesproject	-	contact person - International People's Project
trustee	-	trustee of national association
leadertraining	-	contact person - leadertraining
secretary	-	chapter secretary / NA office etc.
riskmanager	-	risk manager
editor	-	newsletter editor
webmaster	-	www page maintainer
member	-	maintainer of member-database and/or member services
address	-	e-mail address maintainer

These 'appointments' should cover most of the needs of any national association. Any need outside these are likely to be national specific anyhow, so that national additions to the model will have to be made. NAs should not be afraid to expand the structure, as long as that is done within the specifications in this document.

**Examples of complete addresses on a national level:**

[president@no.cisv.org](mailto:president@no.cisv.org)  
[vicepresident@de.cisv.org](mailto:vicepresident@de.cisv.org)  
[finance@se.cisv.org](mailto:finance@se.cisv.org)  
[information@at.cisv.org](mailto:information@at.cisv.org)  
[juniorbranch@mx.cisv.org](mailto:juniorbranch@mx.cisv.org)  
[interchange@no.cisv.org](mailto:interchange@no.cisv.org)  
[localwork@us.cisv.org](mailto:localwork@us.cisv.org)  
[seminarcamp@ca.cisv.org](mailto:seminarcamp@ca.cisv.org)  
[summercamp@it.cisv.org](mailto:summercamp@it.cisv.org)  
[village@jo.cisv.org](mailto:village@jo.cisv.org)  
[youthmeeting@jp.cisv.org](mailto:youthmeeting@jp.cisv.org)  
[leadertraining@fr.cisv.org](mailto:leadertraining@fr.cisv.org)  
[peoplesproject@es.cisv.org](mailto:peoplesproject@es.cisv.org)  
[trustee@pt.cisv.org](mailto:trustee@pt.cisv.org)  
[secretary@gb.cisv.org](mailto:secretary@gb.cisv.org)  
[editor@no.cisv.org](mailto:editor@no.cisv.org)  
[address@lv.cisv.org](mailto:address@lv.cisv.org)

By describing the 'appointments' or 'posts' the most important part of the system has been explained. A majority of NAs will never have needs exceeding these few addresses. Larger NAs, those who are divided into chapters will need a separate set of these addresses for each chapter.

### 2.2.2 Regional Module

As the system is made to cover all positions at all levels we add to the address as necessary. Naming each chapter in a simple way is not necessarily a trivial task. Some countries have



official abbreviations for different regions, and these are easy ways out if they coincide with the chapters. Other countries do not have any such abbreviations, and introducing CISV specific abbreviations may just increase the confusion. In such a situation writing the chapter name in full might be the best solution. As the addresses on a chapter level will be used mostly inside a nation, therefore the NA can choose the solution that it considers the best solution at it's own discretion.

**Examples of Chapter 'names' using abbreviations:**

hl - Norwegian official abbreviation of 'Hordaland'  
da - German abbreviation for 'Darmstadt'  
tam - Finnish abbreviation for 'Tampere'

**Examples of Chapter 'names' not using abbreviations:**

haifa - Haifa chapter, Israel  
bologna - Bologna chapter, Italy  
boras - Borås chapter, Sweden

To make an address, use the words from the appointment module and just add the designated name for the region/chapter, and you will have a complete address.

**Examples (using abbreviations):**

[president.hl@no.cisv.org](mailto:president.hl@no.cisv.org)  
[vicepresident.da@de.cisv.org](mailto:vicepresident.da@de.cisv.org)  
[finance.tam@fi.cisv.org](mailto:finance.tam@fi.cisv.org)  
[information.bu@no.cisv.org](mailto:information.bu@no.cisv.org)  
[juniorbranch.hh@de.cisv.org](mailto:juniorbranch.hh@de.cisv.org)

**Examples (not using abbreviations):**

[president.haifa@il.cisv.org](mailto:president.haifa@il.cisv.org)  
[village.bologna@it.cisv.org](mailto:village.bologna@it.cisv.org)  
[interchange.boras@se.cisv.org](mailto:interchange.boras@se.cisv.org)

### 2.2.3 The JB-Switch

Many countries have a Junior Branch, and it will naturally have its own adaptation in the global e-mail system. To genuinely identify addresses belonging to a Junior Branch a 'switch': '.jb' is available. Its natural position is after any appointment, with modifiers, but before the chapter.

**Examples:**

[president.jb@gb.cisv.org](mailto:president.jb@gb.cisv.org)  
[vicepresident.jb@se.cisv.org](mailto:vicepresident.jb@se.cisv.org)  
[finance.jb@de.cisv.org](mailto:finance.jb@de.cisv.org)

Combining the JB-switch with the regional module enables you to address the leader of the Hordaland junior branch:

**Example:**

[president.jb.hl@no.cisv.org](mailto:president.jb.hl@no.cisv.org)

### 2.2.4 The List-Switch

Boards, committees and workgroups usually need to communicate among themselves. Automatically sending messages internally will be much more convenient when designing one unique e-mail address that distributes the message to the entire committee. The idea behind



such an address is to ease internal communication, and in general not to make '.list' address a default committee point-of-contact. This because all members not necessarily want to receive all mail. (This part of the system can easily replace "snail mail" distribution of documents etc.)

The second reason behind the '.list' is to raise the threshold to send a message to many people all at once. After the introduction of electronic mail the amount of 'spam' of different sorts has increased drastically. Often a message is sent to people not necessarily needing that information, with the result of overflowing mailboxes, but by at least marking all addresses going to a larger group of people it is hope that senders think twice before sending the mail.

**Examples:**

<a href="mailto:board.list@gb.cisv.org">board.list@gb.cisv.org</a>	-	list for the national board, Great Britain
<a href="mailto:localwork.list@no.cisv.org">localwork.list@no.cisv.org</a>	-	list for the local work committee, Norway
<a href="mailto:board.list.hh@de.cisv.org">board.list.hh@de.cisv.org</a>	-	list for the chapter board, Hamburg, Germany
<a href="mailto:editor.list.hki@fi.cisv.org">editor.list.hki@fi.cisv.org</a>	-	list for the editors of the Hordaland newsletter

Once more the chapter identifier is always closest to the country code. We also understand there is no such thing as a "board" without the word "list". This is because we use the word list to indicate that you are sending this mail to more than one person.

### 2.2.5 General Modifiers

No system can be complete, and neither is ours, but by including general modifiers the system can be expanded whenever a local need arises. Examples can be subcommittees and annual happenings. This part will thus not be a complete listing of what can be put in the position of a 'modifier', and indeed just the name 'modifier', and its generality shows the diversity in the possible uses.

**Examples:**

<a href="mailto:board.2000.list@no.cisv.org">board.2000.list@no.cisv.org</a>	-	the board of 2000, Norway
<a href="mailto:seminarcamp.workshop@cisv.org">seminarcamp.workshop@cisv.org</a>	-	Seminarcamp Workshop 'subcommittee' of SCC.

A problem that might arise is in which order to put these modifiers. Most likely they will not be used much, and the problem not be widespread. For the 'annual-modifier' it would be natural to put it last of all the modifiers, if more than one, and more than two modifiers in the same address will be extremely unlikely.

## 3 Other Addresses

The system explained in chapter 2 really gives internal communication a boost, but at times when you would like to communicate to the outside world. The modular-based e-mail system does not really fit being put in a newspaper ad, or in a WWW-address, being focused towards readability internally in CISV. To ease external communication, the focus should be on short, easy-to-remember addresses.

### 3.1 E-Mail for Public Use

An e-mail address generated from the modular-system can get somewhat complex, addresses like [president.hl@no.cisv.org](mailto:president.hl@no.cisv.org) are a bit too hard to remember for a person that has never heard of CISV, and naturally does not know anything about our internal ways of communicating.



The solution is quite simple: write out the chapter/country, and then add the domain. The information provided to any viewer is generally which chapter he/she will contact (and in which country)

**Examples:**

<a href="mailto:hordaland@no.cisv.org">hordaland@no.cisv.org</a>	-	Hordaland Chapter, Norway
<a href="mailto:rogaland@no.cisv.org">rogaland@no.cisv.org</a>	-	Rogaland Chapter, Norway
<a href="mailto:buskerud@no.cisv.org">buskerud@no.cisv.org</a>	-	Buskerud Chapter, Norway

The international level is parallel to the national level of the system. For a country the e-mail address would be as follows:

**Example:**

<a href="mailto:norway@cisv.org">norway@cisv.org</a>	-	CISV Norway
<a href="mailto:portugal@cisv.org">portugal@cisv.org</a>	-	CISV Portugal
<a href="mailto:brazil@cisv.org">brazil@cisv.org</a>	-	CISV Brazil

### 3.2 Addresses for Programs/activities

Before a CISV program/activity is held, the staff needs contact with the attending nations, delegations etc. By giving each staff a unique and logical e-mail address, for its village, IC, seminar camp etc, contact between staff and participants can be established with ease.

The system here is based on the activity code that CISV International assigns to all activities. The code consists of a letter, describing what type of activity, the year and the activity number.

This part of the system uses the domain 'cisv.org' (the part after the @-sign) as one does not know in which country an activity with a specific code is in, and all activities designated with such a code are all international activities, and thus fit in on the

**Examples:**

<a href="mailto:v-2001-39@cisv.org">v-2001-39@cisv.org</a>	-	Village #38, 2001
<a href="mailto:v-2001-55@cisv.org">v-2001-55@cisv.org</a>	-	Village #55, 2001
<a href="mailto:s-2000-10@cisv.org">s-2000-10@cisv.org</a>	-	Seminar Camp #10, 2000
<a href="mailto:c-2000-05@cisv.org">c-2000-05@cisv.org</a>	-	Summer Camp #05, 2000

The ECT has made some thoughts on the use of the program-specific e-mail addresses. The following scenario should fit for all programs and activities (although the word "village" is used).

- **Pre-village:** All countries get their village delegations assigned through the football-pool every AIM, and early in the new year most chapters should know where to send their delegations. The village e-mail address should be forwarded to the host-chapter and/or village staff during the pre-village period. To ease communication our goal is that every single program should be reached with the villagee-mail address.
- **During the village:** During the village, the e-mail could be used to communicate with the outside world, and to let parents e-mail their children.
- **Post-village:** After the village, our idea is that the address could turn into becoming a mailing list for the village participants. (More or less like the CISV-L.) Creating such a list might stimulate post-village contact between all the villagers.



### 3.3 Personal E-Mail Addresses

As all the parts of the system up to now are based on position and activities, we had to make a way of generating individual e-mail addresses for those who need them. This is generally everyone who is assigned a CISV e-mail address, maybe all members in the future.

This part of the system is based on the name of the person. Persons with only two names will get an address in the format [firstname.familyname@country.cisv.org](mailto:firstname.familyname@country.cisv.org), if one have more than two names it is in the format [a.b.familyname@country.cisv.org](mailto:a.b.familyname@country.cisv.org).

#### Examples:

[l.l.ludvigsen@no.cisv.org](mailto:l.l.ludvigsen@no.cisv.org) - Lars Lorentz Ludvigsen, Norway  
[peter.gjefle@no.cisv.org](mailto:peter.gjefle@no.cisv.org) - Peter Gjefle, Norway

#### Other solutions:

[f.argazzi@it.cisv.org](mailto:f.argazzi@it.cisv.org) - Fredric Argazzi, Italy

This part of the system is a part that might need national adaptation, as some countries use names in a different way than we do in Norway. Some use family names in a different manner, others might have five and six names etc. Choose a standard that fits your region, but use it consistently to eliminate confusion.

## Appendix A Document History

This section will briefly try to cover the changes that have been made to the system since its international release at the IBM in Denmark 1998. The changes are in general mere details, and the underlying structure that the system is based on has not changed since its creation.

### A.1 Updates made to the July 2001 version

- Added 'riskmanager' as a standard for chapter and NA risk managers.

### A.2 Updates made to the July 1999 version

Changes made since the previous version are all updated in this document, so that this document's chapters 1-3 are all fully up-to-date, and no checks with the Appendix is necessary to get the latest version of the document.

- Semantics — The use of the words 'we', 'you' etc. are now replaced with a more neutral language. Most of the text has been rewritten, so that the general language in the text has improved.
- Internationalization — When this document was originally introduced at the IBM in 1998, this was a description of how e-mail was implemented in Norway. Since then this system has been implemented on different scales in about 20 other CISV nations. It was therefore appropriate to internationalize all the examples in the document.
- Modifiers — See 2.2.5 (page 22) for more information.



### A.3 Updates made to the original version

These changes were applied to the document before the IBM in Brazil 1999, and the document circulating as the 'E-Mail System Description - Updated July 1999' is the version including these updates:

- [peace@xx.cisv.org](mailto:peace@xx.cisv.org) — After coming up with the structure following the pattern of [germany@cisv.org](mailto:germany@cisv.org), [norway@cisv.org](mailto:norway@cisv.org) and [international@cisv.org](mailto:international@cisv.org) we quit using "peace". *Removed!*
- [office@xx.cisv.org](mailto:office@xx.cisv.org) — The reason is that International office feels more comfortable with distributing to all the secretaries around the world. All countries have a secretary, not all have an office, which makes it more logical to use the term secretary. *Changed!*
- [member@xx.cisv.org](mailto:member@xx.cisv.org) — We have added an address for the role of welcoming new members and/or maintaining the member database. *Added!*
- [address@xx.cisv.org](mailto:address@xx.cisv.org) — Our service provider in Canada made us aware of the fact that the word postmaster was reserved for the one having access to and technical expertise to solve technical mail problems. *Changed!*
- [peoplesproject@xx.cisv.org](mailto:peoplesproject@xx.cisv.org) — There have been questions about "International People's Project". *Added!*
- [leadertraining@xx.cisv.org](mailto:leadertraining@xx.cisv.org) — There have been requests about "Leadertraining". *Added!*



# CISV DOCUMENT AND FORMAT STANDARDS

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## 1 Introduction

This document describes the current set of document standards and protocols to be used within CISV International for official communications. The standards are set by the External Relations Committee (Communications), and will be updated whenever the development of one set standard causes a change to be desirable.

## 2 Office Support Software

The current international standard for Office Support Software is:

- **Microsoft Office 97**

This office suite includes the following software to be included in the standard:

- **Microsoft Word 97**
- **Microsoft Excel 97**
- **Microsoft PowerPoint 97**

Users of Office 2000 or Office XP should save their documents disabling the features that are new after the release of Office 97. (Save As | Options | General Options.)

This standard replaces the previous standard of Microsoft Office 4.2 (Word 6.0, Excel 5.0). The main reason for replacing the old standard is the evolving use of Internet and e-mail. Previous versions of Office did not compress either text or graphics, and this results in rather big documents. With the introduction of compression in the file format of Office 97 the compression ratio seen with some documents exceeds 1:7.

The consideration to the file size and the bandwidth needed to transfer the document exceeds the consideration to backward compatibility. The Office 97 standard is a 5-year-old standard, and its availability should be broad.

The Office suite is available for Microsoft Windows and MacOS. Compatible office suits are available for both Windows and different UNIX compatible operating systems.

Users without access to the Office 97 suite (or compatibles) should use:

- **Rich Text Format (RTF)**

This format is supported by most word processors, and includes the basic necessities for writing a document that includes formatting of the text.



### 3 Document Distribution Format

The current document distribution format for CISV International shall be

- **Portable Document Format, version 1.3.**

This format is supported by e.g. the free Adobe Acrobat Reader (available from [www.adobe.com](http://www.adobe.com)), version 3.0 and above. The standard is an open standard, and readers are available for Windows, MacOS and different UNIX platforms.

Document preparation for the PDF format is done through the Adobe Acrobat application, available for Windows, Mac and UNIX. Other applications also support the creation of PDF documents.

The advantages with such a format is that the formatting of a document is fixed when converted into PDF. This results in a document that will look the same wherever it is printed if it is created properly.

It is possible to protect these documents from change. Encryption and cryptographic signatures are also available to increase the security of the documents. This makes the PDF standard a good standard to use when distributing official documents.

### 4 Cryptographic/Certificates Standard

The use of secure e-mail within CISV is only at the pre-test stage, but already now the cryptographic standard is clear. The choice of such a standard was not really a choice, as there is only one serious contender:

- **X.509 certificates**
- **S/MIME encryption/signatures of e-mail.**

Whenever possible, encrypted e-mail should be encrypted using the:

- **3DES 168-bit chiper.**

These standards are implemented in the major e-mail software products (Microsoft Outlook, Microsoft Outlook Express, Lotus Notes and Netscape). Other products are now implementing support for these standards in their products, including UNIX e-mail software like Mutt and Gnus.

It should be noted that web based e-mail services do not include support for secure e-mail through the S/MIME standard.

The other contender is Pretty Good Privacy (PGP) and compatibles. PGP has been on the market for many years, but still it needs 3<sup>rd</sup> party software to work with the major commercial e-mail applications. The fact is that this product is not as transparent as the S/MIME implementations, and would reduce the possibility of people using secure e-mail.

X.509 certificates are available from VeriSign, Thawte and others. CISV is exploring the possibility of issuing certificates for internal use in the organization.

