

Unsolicited email, or spam, is an ongoing problem, with current estimates that spam accounts for 50% of all email traffic on the Internet worldwide. This document is intended to outline the problem, and provide additional information and resources regarding spam and its impacts.

The process of scanning for spam, while also not rejecting legitimate email messages, is relatively easy for a person to do, but represents a significant and difficult challenge for a computer to accomplish. Technology Services has been evaluating various anti-spam solutions which could be added to our current GroupWise email system, as well as the costs of running such systems in our network environment.

The new version of the GroupWise Client software contains some additional features to allow you to block or "blacklist" email from specific email addresses or domains. These features should be used with caution, as many spam companies are known to harvest email addresses from web sites and public email directories, in order to send spam messages which appear to come from a legitimate email address. Check the GroupWise Help system for additional information on Junk Mail options, or call the Technology Services Help Desk for assistance in using these features.

Please be assured that this is an area of concern for Technology Services, and that we are taking necessary and appropriate steps to deal with this ongoing issue.

For further reading on the nature, and difficulty of this problem, I strongly recommend "The Magic Bullet Myth", by InfoWorld magazine editor Kevin McKean, from July of last year:

[http://www.infoworld.com/article/03/07/18/28OPeditor\\_1.html](http://www.infoworld.com/article/03/07/18/28OPeditor_1.html)

This article describes the complexity of what, on the surface, appears to be a simple problem. For additional reading, I might suggest the following useful articles:

Bill Gates on Spam: a USA Today Tech interview:

[http://www.usatoday.com/tech/news/2003-06-29-gates-spamhow\\_x.htm](http://www.usatoday.com/tech/news/2003-06-29-gates-spamhow_x.htm)

Paul Graham, technology author and editor, on various methods to try to stop spam:

<http://www.paulgraham.com/stopspam.html>

SecuritySearch online news site, on why legislation may not stop spam:

[http://searchsecurity.techtarget.com/originalContent/0,289142,sid14\\_gci915849,00.html](http://searchsecurity.techtarget.com/originalContent/0,289142,sid14_gci915849,00.html)

BBC News, a global perspective on the issue in England:

<http://news.bbc.co.uk/1/hi/technology/2254343.stm>

The Best Way to Can Spam: an infoworld article on why a multi-part approach stands the best chance of succeeding:

[http://www.infoworld.com/infoworld/article/03/07/18/28FEspam\\_1.html](http://www.infoworld.com/infoworld/article/03/07/18/28FEspam_1.html)

The Coalition Against Unsolicited Commercial Email frequently asked questions page:

<http://www.cauce.org/about/faq.shtml>

As always, please contact me if you have questions or concerns regarding this issue.