
Retention & Archiving of Messages in Folders

This brochure applies to YOU if you are a non-executive employee as defined in the Email Retention Policy, effective August 7, 2009. You will have retention folders for 1, 3, 5, 7 and 10 years.

Under AS 40.21 (Management & Preservation of Public Records) and 4 AAC 59.005 (Retention & Preservation of Electronic Records) all state departments administer their records per records retention schedules in accordance with business—operational/administrative/fiscal—and legal requirements. Email is retained by content according to these schedules. The records retention schedules are available at: http://www.archives.state.ak.us/records_management/records_management.html

The Email Retention Policy requires that all non-executive employees' email will be deleted after 90 days if it is not archived by moving the email into an archive folder. Users must place record emails into the appropriate Enterprise Vault (EV) archive folder. Non-executive employees have 5 email archive folders: Archive 1 Year, Archive 3 Years, Archive 5 Years, Archive 7 Years and Archive 10 Years. Although most email is short-lived, a small percentage of users who require a *Long-term* folder can request 25-YEAR, 50-YEAR or Permanent folders from their Division Director and Agency Records Officer.

Email is organized by creating subfolders. Email classification schemas may parallel paper-based file plans. An email archived in EV cannot be deleted from the system until it has reached its retention age. Even if the shortcut is deleted from the Outlook mailbox, the email will remain in EV for its assigned

retention period. Shortcuts can be moved, however to different retention folders, thereby resetting the retention schedule for the email.

Retention of Messages in the Deleted Items Folder

When a user deletes an email or shortcut, it is moved to the *Deleted Items* folder. The Outlook icon for the *Deleted Items* folder is a trash can. **Email and Shortcuts in the Deleted Items folder are permanently deleted after 7 days.**

Calendar Items Retention

Calendar Items are retained for five years.

Email Policy Guidelines for Non-executive Employees	
Sent & Received Email	If subject to retention requirement must be archived in proper folder within 90 days. If subject to multiple retention parameters, archive for longest applicable period.
Un-archived Items	Deleted after 90 days.
Deleted Items	Cleared after 7 days.
Retention Choices	1, 3, 5, 7, 10 YEAR & Long-term (25-Year, 50-Year, Permanent).
Subfolders	Inherit parent folder retentions.
Calendar Items	Calendar items are retained for 5 years then deleted.

FOR ASSISTANCE

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State of Alaska

Email Archiving For Non- executive Employees Quick Reference Guide

Collaborating Agencies:

Archives & Records Management
Enterprise Technology Services
Department of Law

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The Email Policy

The enterprise email system includes an integrated archiving solution, Enterprise Vault (EV). An email policy for Executive Branch employees defines EV's configuration and use.

The email policy is available at:
<http://doa.alaska.gov/ets/messaging/index.html>

The email retention policy divides employees into two groups: executive employees and non-executive employees.

Repeated Login Prompts

Users whose computers are in the SOA enterprise active directory should not be prompted for a username and password when accessing archived emails.

If you are being prompted:

1. Open Internet Explorer
2. Go to Tools and select Internet Options
3. Select the Security Tab
4. Highlight Local Intranet then click on the Sites button
5. In the Local intranet window click on the Advanced button
6. Make sure "require server verification (https:)" is unchecked

Users whose computers are not yet in the SOA enterprise active directory, or who are using Outlook with RPC/HTTPS mode, will need to enter their username and password twice per Outlook session; upon opening Outlook and when they access EV.



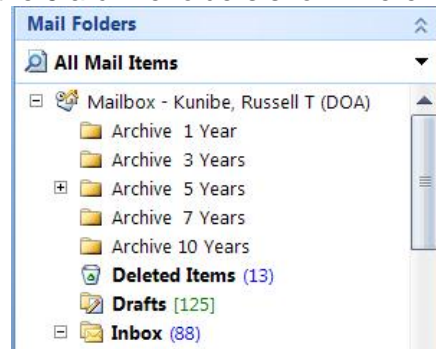
If the prompt asks for **User Name** and **Password**, enter your username in the form **Domain\Username**. For example, SOA\RTKUNIBE;

The username is the same username that you use to log into email. The Domain is "soa" even if the window opens with a different default.

Archiving for Non-Executive Employees

By default all email will be archived after 30 days and then auto deleted after 90 days if not moved to an archive folder. Archiving an email moves the message and all attachments from Outlook to the archive system and replaces the message with a pointer (or *shortcut*) in the archive system. Shortcuts consist of header information (i.e., Subject, From, To, CC, BCC, Attachments, Date and Time) and the first 600 characters of the message.

Non-executive employees can choose from the 5 archive folders shown here:



Note: Do not delete, move or rename archive folders.

Once an email is moved to an archive folder, it will be archived and kept in the archive system

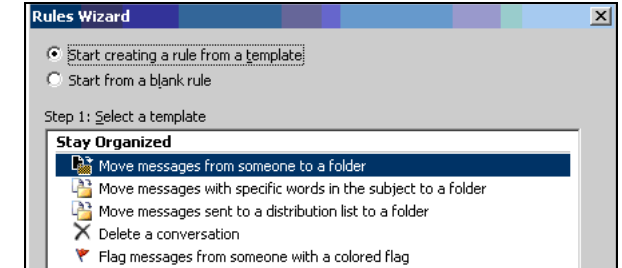
for the time indicated by the archive folder name. Deleting a shortcut will not remove an email from the system, but email can be moved between archive folders, thereby resetting the retention schedule for the email. Retention periods are calculated from the email's sent or received date.

Email and Archiving Service Website:
<http://doa.alaska.gov/ets/messaging/index.html>

Retention of Messages in the Inbox, Sent Items and User Defined Folders

The *Inbox* folder is the default location where new messages are delivered. The *Sent Items* folder contains a copy of each message you compose and send. Users can easily move messages from the *Inbox* and *Sent Items* to archive folders for classification purposes. All messages in the Inbox, Sent Items and user defined folders not under an archive folder will be auto deleted after 90 days.

Note: You can use the *Rules Wizard* to automatically move messages from the *Inbox* to a different folder.



Transition Period

The auto delete feature will not be "turned on" until 90 days after the last user has been migrated. Users will receive a 90, 60 and 30 day advance notice before the 90 day auto delete feature is activated.