State of Alaska

Department of Administration

Enterprise Technology Services

Electronic Mail Retention and Records Policy Transition Plan

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Author:	**Exchange Project Team** Russell Kunibe, Enterprise Technology Services Jeff Jordan, Enterprise Technology Services Teri Rasmussen, Enterprise Technology Services Jan Moyer, Enterprise Technology Services
Applies to:	This policy shall apply to all electronic mail systems, services, and records provided or owned by the State of Alaska and to all users of those systems, including full and part-time employees, contractors, volunteers, and all other users of SOA government information technology resources.
Scope:	Enterprise
Purpose:	To explain the implementation of the State's Electronic Mail Retention and Records Policy.
Summary:	The State's Electronic Mail Retention and Records Policy is designed to keep the State in compliance with State and Federal regulations for records retention and electronic discovery. This document will explain how the policies implementation is supported by the State's email archiving system and how the implementation will be phased in over the first year of archiving software use.

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Document Change Control

Date	Name	Version	Change
1/02/2007	R.Kunibe, ETS	0.6	**Changed the deleted email transition to 90 days for the first year. Cleaned up some titles, headers and footers.**
1/03/2007	R.Kunibe, ETS	0.7	**Bullet 3 in Email retention in the Inbox was changed at the ASD meeting to read.** • **By the end of the first year a permanent electronic mail and records retention policy will be implemented.**
3/15/2007	R. Kunibe, ETS	1.0	**Change status to approved**

Transition Plan Overview

Currently, the State of Alaska's Executive Branch Departments are utilizing at least 4 different email systems, which are implemented in a variety of ways. Over the next 6 months the users in these email systems will be migrated into a single Enterprise wide system. The new enterprise email system is Microsoft Exchange. The client software will be Outlook and Outlook Web Access. The archiving system will be Zantaz Enterprise Archive System.

One of the goals of the archive system is to provide a single searchable store for all of the Executive Branch Email. This will allow the State the ability to be in compliance with legal discovery regulations. ETS staff has estimated that the email that is currently stored on servers and on user's computers will fill over 18 TB of disk space. Because of the many different places where the email data is stored and the volume of data, there will need to be a transition plan to allow ETS and the departments' time discover and migrate email data to the archive system.

Another goal of the archive system is to give State Employees the tools to begin managing the retention and destruction of emails. It will take time to set up folders with different retention and destruction schedules that are built around employee's job requirements and departmental records retention requirements. Once the folders are set up it will also take time for employee's to learn about archiving emails.

It is the goal of this transition plan to chart out some steps to that the enterprise would go through on the path toward implementing the Electronic Mail and Retention Policy.

Migration of Data to the Enterprise Archive System

- ETS will provide capacity for all email above the 300 MB Exchange Mail Box limit within the Archive System
- Departments will be given instructions from ETS on how to migrate mail into the Archive System
- Each department will develop a migration plan that will include how individual local email storage files will be migrated to the Enterprise Archive System.
- The full migration of all locally stored Email may take up to 1 year from the completion of the migration to the Enterprise email system.
- Once the migration of Email to the Enterprise Archive System is complete, ETS and departmental Admins will put in place AD policies to limit the proliferation of locally stored Email. The intent is that all email will be stored in the Enterprise email or archiving system.

Email Retention in the Inbox During the Transition

- During the first 90 days of the new Exchange System, email in the Inbox will not be deleted.
- From 90 - 365 days, email older than 90 days will be deleted from the Inbox.

- By the end of the first year a permanent electronic mail and records retention policy will be implemented.
- The ETS system administrators will communicate these changes directly to all of the system email users.

Email Retention of Journal Emails during the Transition

- Journaling of sent and received email will be performed and archived. It is used for message level recovery of email and is necessary for legal discovery.
- Emails collected through the journaling process will be retained in the Archive system for 15 days longer than the current Inbox retention.

Email Retention of Emails during the Transition

- Emails that are moved from user's personal storage files into the archive system will not be given a retention period.
- Emails that are moved from a user's existing email system into the archive system will not be given a retention period.
- Departments will be given ample time to develop email retention guidelines.
- ETS and the departments will work to establish retention periods for email that is archived with no retention period. (ie. Keep for 2 years after the users has been removed from the system)

Training and Communication about Email Archiving and Email Retention during the Transition

- Enterprise Technology Services will train subject matter experts (SME) in each department. These SME will establish training customized to the department's needs.
- The progressive changes to the system will be communicated by ETS directly to the end users as well as to departmental IT staff and management.