
Retention and Archiving of Messages in User Created Folders

Users can create folders and sub-folders to organize their email. All departments have document retention rules and schedules. In addition to these rules, users have various business needs for retaining email messages different length of times. Emails remain in the Inbox for 90 days. Users will need to move mail that they want to keep or are required to retain for longer periods to an archive folder.

Once retention has been set on a message that message cannot be deleted from the data store until it has aged beyond its retention period. You can delete email from your Outlook mailbox, but the message will remain in the archive for the entire retention period. You can lengthen the retention periods for an email if you need to keep the item longer. Retention periods cannot be shortened.

If you create a new folder and do not indicate an archive rule, a default rule of 135 days will automatically be assigned.

Folders that are suffixed with one of the following: -6mo, -1yr, -2yr, -3yr, -4yr, -5yr, -6yr, -7yr, -8yr, -9yr, -10yr will have their messages archived with a corresponding retention. Only these designated values will work. They are not case sensitive.

Correct Example: Projects-3yr

Incorrect Example: Projects – 3 years

Subfolders will inherit the parental retention length by default. You can over-ride this by setting a specific retention on a subfolder.

-  Retain for-2yr
-  Inherits 2 year retention
-  Retain-6mo

Retention of Archived Items with No Retention Period Set

During the migration of mail into the new email system, email will be placed into the archive system with no retention period. This will allow users to delete messages they no longer need and move messages to their new folder structure with retention periods set.

| Quick Reference | |
|-----------------|--|
| New Folders | Messages are retained for 135 days if no archive rule has been set. |
| New Folder-6mo | Messages are retained for 6 months from the date of receipt. |
| New Folder-#yr | Messages are retained for # years from the date of receipt. Where # is 1,2,3,4, 5,6,7,8,9 or 10 years. |
| Sub Folders | Same retention as Parent Folder unless a retention is specifically set. |
| Calendar Items | Appointments are maintained for 5 years then deleted. |
| Inbox | Messages are retained for 90 days then deleted. |
| Sent | Messages are retained for 90 days then deleted. |
| Trash | Messages are retained for 7 days then deleted. |

ETS HELP CENTER

Anchorage: 269-5016 **Juneau:** 465-1818

Fairbanks: 451-5288

Email address: help.center@alaska.gov

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State of Alaska Archiving Policies

Quick Reference Guide

Archiving Emails

The enterprise Email system is being deployed with an integrated archiving solution. Archiving a message will move the message and its attachments from the email system to the archive system and replace the message with a pointer in the archive system (A Stub.) Stubs will consist of header information (Subject, From, To, CC, BCC, Attachments, Date and Time) and the first 600 characters of the message.

Archive Training Video:

<http://streamer.state.ak.us:8080/asxgen/statezantaztraining.wmv>

Mailbox Size

A user's mailbox will have a 300mb size limit. The contents of all folders, contacts and calendars contribute toward the user's mailbox limit. For messages that have been moved to a folder with an archive rule set, only the header information counts toward the mailbox size limit.

Note: A typical email without attachments is 5kb in size, the average Word document is 40 KB and the average MP3 is 3 MB. That means your mailbox could hold 61,500 emails with no attachments, or 6,853 messages with a word document or 100 messages with an MP3 attached.

Size Limit Activities

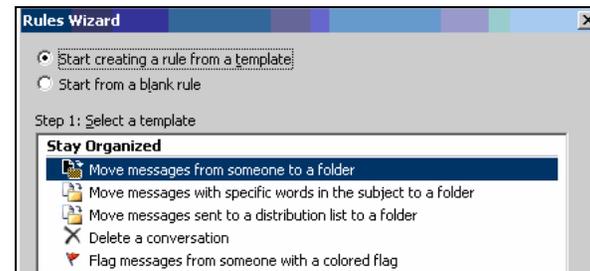
- At 300 MB users will receive a warning message.
- At 325 MB sending messages is disabled.
- At 400 MB sending and receiving messages is disabled.

Retention of Messages in the Inbox Folder

The "Inbox" folder is the default location where new messages are delivered. Users can easily move messages from the Inbox to Folders that have archive rules set in order to retain the message.

Messages in the Inbox older than 90 days (from the date of receipt) will be deleted.

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



Note: If you will be out of the office for an extended amount of time, you should contact your department IT Help Desk for assistance with using the Out of Office feature to temporarily suspend the 90 day rule until you return.

Retention of Messages in the Sent Items Folder

The 'Sent Items' folder contains a copy of each message you compose and send.

Messages in the Sent Items folder will be Archived after 7 days and retained for 90 days. After 90 days, the sent items will be deleted. This retention rule is put in place so the "Sent Items" folder will not end up using a large portion of the users 300 MB limit.

Retention of Messages in the Deleted Items Folder

One of the built in folders in Outlook is the Deleted Items folder. When a user deletes a message, it is moved to the "Deleted Items" folder. The icon in Outlook for the "Deleted Items" folder is a trash can, and like the trash the "Deleted Items" folder needs to be periodically emptied. A message inadvertently deleted can be recovered from the "Deleted Items" folder by the user.

Messages in the "Deleted Items" folder will be deleted after 7 days.



Calendar Items Retention

Calendar Items will be retained for 5 yrs. Calendar meetings and appointments count against a user's 300 MB mailbox limit.