

Personnel Connections Email Retention and Archiving

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Agenda

- NC State Government & University Email References
- Background
- Governor's Email Policy Directive
- University Public Records and Email
- Current WolfWise Retention
- New University-wide Email Archive
- What New Archiving Direction Means
- Short-Term Provisions
- University Email Direction
- Takeaways

NC State Government & University Email References

- State Government Policies
 - Department of Cultural Resources, State Archives is authority
http://www.records.ncdcr.gov/erecords/Email_Policy.pdf
 - Governor Perdue's Executive Order #18
<http://www.governor.state.nc.us/NewsItems/ExecutiveOrderDetail.aspx?newsItemID=509>
- University Regulations
 - Public Records Regulation
http://www.ncsu.edu/policies/governance_admin/gov_gen/REG01.25.12.php
 - Email Retention Regulation
<http://www.ncsu.edu/policies/informationtechnology/REG08.00.9.php>
 - University General Records Retention and Disposition Schedule
<http://www.lib.ncsu.edu/universityarchives/retentionschedules/UNCGenSch14062007OCR.pdf>

Background

- **Courts actively looking for email evidence**
- **Increase in Litigation Holds**
- **Public Records requests for email**

Governor's Email Policy Directive

- **Gov. Perdue's Executive Order #18, dated July 18, 2009.**
- Executive Branch (EB) will treat all emails as public record (PR).
- All state employees have “no expectation of privacy in electronic communications.”
- EB state business on personal email accounts must be retained as public record.
- EB state email accounts should not be used for political or private purposes. Limited personal use OK.
- Non-PR emails may be deleted.
- ITS archives EB PR emails once per day. Archives kept for 10 years.
- DCR provides mandatory email PR training for EB.

University Public Records & Email

- **University Unit Records Manager Areas of Responsibility**
 - Retention and disposition of Public Records
 - Confidentiality
 - Permanent Public Records – Historical value
 - Records of destruction or transfer
 - Email of departing staff preservation
- **Email Custodian Areas of Responsibility**
 - Individual university staff
 - University creator of email
 - University receiver of externally created email
 - Email public records preservation
 - Public Records requests and legal subpoenas

Current WolfWise Retention

- Public Records Retention is delegated to individual user (custodian).
- Users may delete email (required to follow retention rules).
- Email kept in personal folders for 180 days then either:
 - Deleted.
 - Copied to GW personal “archive” on shared disk.
- When user leaves university, email account is disabled.
- After 30 days (at unit’s request and direction), email account is deleted, and all contents destroyed in WolfWise.
- Weekly disaster recovery back-ups are kept for 90 days.
- Back-ups are NOT a public records retention store...

New University-wide Email Archive Policy

- Assist units responding to public records requests, subpoenas and university litigation discovery requests for documents within the custody of the unit/employee,
- OIT will establish a University-wide email archive:
 - Copy all emails (except spam) sent within the university and sent or received externally through the university central email system by university employees.
 - Create a searchable repository of copied email records.
 - Assist university units/employees in accessing the archive.
- Retain as a permanent archive until an email records retention and disposition system is installed that is compliant with the university's approved Records Retention and Disposition Schedule.

What New Archiving Direction Means

- Target date for new archiving system – December 2009.
- Not a replacement for individuals saving their own emails for university business operations.
- Any public release of email must be coordinated through the Office of Legal Affairs (OLA).
- OLA and OIT will work with individuals on any legal request.
- All University related business email must flow through our archive system.
- Short-term provisions in place to preserve email in WolfWise and Cyrus email systems – target date September 1, 2009 or before.

Short-Term Provisions

- Email account of departing employees only disabled and not deleted (Immediate).
- Associated accounts for file space only disabled and not deleted (Immediate).
- Email after 180 days will be auto-archived and not deleted (subject to further investigation).
- If possible, disabled account will not accept any new mail. Either:
 - Bounce it back or
 - Have mail forwarded to another email address.
- The weekly Disaster Recovery saved backups in the interim will all be kept through March 31, 2010.
- Afterwards, backups will be kept for DR purposes on a revised retention schedule (TBD).
- These interim measures only apply to the central email systems (WolfWise and Cyrus servers).

University Email Direction

- All staff and faculty on WolfWise (once stable).
- Students to move to Google Apps (when approved).
- Discontinue Cyrus email system once above complete.
- Other university email systems must meet archiving standards.
 - PeopleSoft, LMS and others have imbedded email systems .

Takeaways

- Treat all university email messages as potential public records.
- Individuals are responsible for maintaining email public records (until archiving is in place, then responsible for business needs).
- Current OIT WolfWise procedures do not automatically preserve email as a public record.
- Avoid using personal resources, including private email accounts, for university related business.
- Upcoming University-wide archive will assist OLA, units and employees in finding emails for open records and legal requests.

Questions?

