



CITY OF KIRKLAND
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MEMORANDUM

To: Kurt Triplett, City Manager
From: Brenda Cooper, Chief Information Officer
Date: December 15th 2014
Subject: Email Archiving / Storage Management Presentation

RECOMMENDATION

Council accepts a presentation designed to help illustrate the business drivers behind the city's email archiving project which will be a major focus for 2015 and likely 2016.

BACKGROUND DISCUSSION

The City of Kirkland currently has no single process for archiving and storing email that works substantially similarly across all departments. This makes finding email for either public disclosure or other business uses problematic.

There is a related problem of multiple storage locations. Single emails and files are often stored in more than one place and by more than one person and /or system.

When the Information Technology Department purchased data backup and recovery hardware and software, it came with both email and file archiving capability as well as advanced search tools which may be very helpful for public disclosure purposes. This software can also be set up to allow for proper retention and deletion of records in such a way as to increase the City's compliance with Washington state law regarding records.

This project scope includes the technology implementation of the tools for email, although document file archiving may be a separate project in the future. The project also includes the business process re-design and implementation of new processes, including management of current email which is stored on city systems. While the technology part of the project is significant, the business impact is far greater. The City Clerk's Office in the Finance Department will be the project owner for the business process redesign. The Deputy City Clerk will play a critical role in this implementation, as will the Public Disclosure Officer just approved by the Council in the 2015-2016 budget. IT will play a supporting role.

Email Archiving as 2015-2016 City Work Plan item

The business process changes that result from the next few months' worth of work will affect every city staff member, volunteer, and elected and appointed official. The comprehensive nature of this project has such organization-wide impacts that converting to the email archiving system is one of the City Manager's proposed 2015-2016 City Work Plan items. More information will be coming forward in the first half of 2015 regarding the new business process direction. Council does not need to do anything specific about their email until more direction is provided.

Project objectives include:

- Create a new and sustainable email management policy and practice that includes day to day email management, response to public records requests, and legal holds.
- Make it easier to find email records for both day to day business and for records requests.
- Be compliant in email retention policies so that the city stores only the email files that it should have.
- Build in retention rules so that email users do not need to manage their own retention schedules.
- Manage all email and voicemail records in one place.
- Help limit the growth of storage required to backup, save, and store email files.

The City of Bellevue has already implemented such an email archiving system. The City Clerk's office has been working with Bellevue to understand the best practices for such an implementation and how it can be done most smoothly in Kirkland. Periodic updates on the conversion will be provided to the Council throughout 2015.

Please feel free to direct questions to Brenda Cooper at bcooper@kirklandwa.gov.