



CITY OF KIRKLAND
Department of Finance & Administration
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MEMORANDUM

To: Kurt Triplett, City Manager
From: Anja Mullin, Deputy City Clerk
Date: February 2, 2016
Subject: Update on the Email Archiving Project

History:

The City decided in 2013 to move forward with an email archiving system to achieve a number of goals: reduce the amount of network traffic and storage; provide clear guidelines to staff on email retention; and to streamline email collection and review for increasingly complex records requests that include email. The strategies employed to accomplish these goals were the implementation of the CommVault email archiving system, development of a policy and system for filing and retaining email, and then implementation of required training for all employees on email retention.

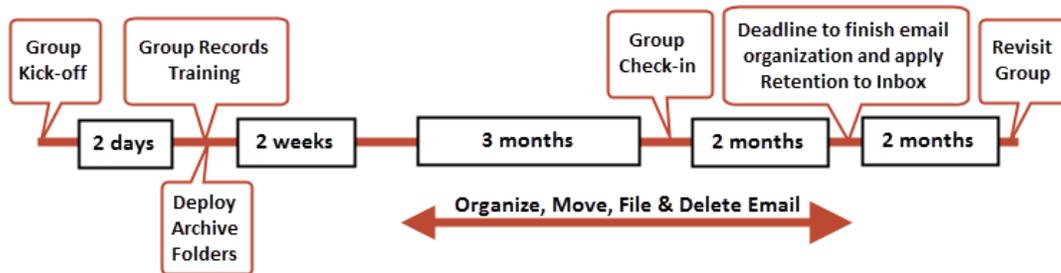
There is a continuum of email management practices. One extreme is to institute a rule keeping all email permanently to make certain that nothing is accidentally destroyed. Another option is to institute a system that reproduces the very granular rules laid out in the Washington State retention schedule. A number of local jurisdictions have adopted policies that are somewhere along this continuum by simplifying the retention rules set by the state and creating larger "buckets" or containers for records. The City of Kirkland decided to adopt the latter approach.

The first step in this process was to analyze the kinds of records that were being sent and received using email. Then staff developed the retention "buckets" that would be common to all departments. These common containers were matched to the Washington State Retention schedule; in some cases the retention rules have been modified in order to accommodate the automatic nature of retention schedules in computerized programs. For example, the state schedule requires that project files be retained for six years from the completion of the project but completion date is not a field that can be managed automatically. Instead the City chose to select a timeframe for projects and add that to the state schedule timeline and make this the automatic deletion date for emails contained in the Projects bucket.

Implementation of the new approach using the CommVault software is a major undertaking and impacts staff city-wide. In recognition of the importance and magnitude of the effort, the City Council included email archiving in the 2015-2016 City Work Program:

“Convert all employees of the City to an email archiving system to improve City responsiveness and transparency to the public, while also reducing the cost and complexity of storing email data to further the operational values of Efficiency and Accountability.”

In the Spring of 2015, the Information Technology Department installed the new CommVault software onto the email server while the City Clerk division developed training materials for City staff (Attachment A) as well as a training schedule. The implementation team also selected a small group of employees from the Information Technology Department and the Department of Finance and Administration to participate in a test group. The remaining staff from the Department of Finance and Administration were selected to deploy as the official pilot group. A rolling implementation schedule across the City was developed with one or two departments completing the email archiving training at a time. A sample of a typical implementation timeline for a group is below:



Current Status:

Currently we have rolled out the email archiving training to the following departments: Finance and Administration, Public Works (less the maintenance center staff which will receive training in the coming months), City Attorney’s Office, City Manager’s Office, Human Resources, Parks and Community Services, Police, the Municipal Court and Information Technology. Training for the Fire Department is scheduled for February, followed by City Council, Boards and Commissions and the Planning and Building department. It is anticipated that all employees should have received training by May of this year. Of the departments which have received training, over 50% of them have finished the review and archiving of their email and are ready to have the full automatic retention policies applied to their email. All employees should be finished with the email archiving project by the end of 2016.

Managing Retention in Microsoft Outlook



EMAIL ARCHIVING PROJECT

Archive Folders

What Are They?

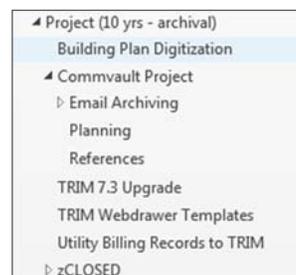


After meeting with the different departments the Archived Folders were developed as a general organizational structure for employees to use to organize their email.

Emails you want to keep for reference or because they are required for retention should be filed in one of these folders.

Retention rules have been assigned to these folders so that emails that have aged out of the retention timeline will automatically be deleted from the folder in compliance with the state requirements.

How Do I Use Them?



You can create any number of subfolders under the parent archive folder to help you organize your email. You can name these in any way that makes sense to you.

If you have existing folders that will already work as subfolders you can drag that folder into an archived folder as a new subfolder.

The subfolders will automatically inherit the retention rules that are applied to the parent archive folder.

Once an email or folder is in an Archive Folder will it be deleted immediately if it is past its retention period?

Not immediately, but the next time the “Mailbox Assistant” process runs it will be deleted.

Will IT still be able to recover an email once it has been deleted from my Archive Folder?

No. Once an email has been deleted from an Archive Folder by the Mailbox Assistant it has been deleted from the email system permanently.

What about the email in my Inbox? What happens if I don't file my email into an Archive Folder?

Email that is in the Inbox will stay in your inbox for 90 days. After 90 days it will be deleted unless you have moved it into one of the Archive Folders with a longer retention.

What about my Deleted Items Folder?

Email that is in the Deleted Items Folder will be automatically deleted after 90 days. You may choose to delete them sooner. Once they have been deleted from the Deleted Items folder they are no longer recoverable.

What about my Sent Items Folder?

Email that is in the Sent Items Folder will be automatically deleted after 90 days. You may choose to delete them sooner. Once they have been deleted from the Deleted Items folder they are no longer recoverable.

Can I move my email to a different Archive Folder?

Yes, you can move emails or subfolders between Archive Folders. When you do this the email or subfolder will take on the new retention rules from the new parent Archive Folder. If you have emails in the subfolder that are past the new retention timeframe they will be deleted the next time the "Mailbox Assistant" process runs on the Email server.

How often will the "Mailbox Assistant" run?

The "Mailbox Assistant" process will be run once a day. At that point all retention rules will be applied to the folders and emails that are past their retention will be permanently deleted.

How Do I Know Which Folder to Use?

Admin—Long Term (3 yrs)

Administrative items which have no long-term retention value.

Examples: Newsletters, invoices, routine correspondence, quotes for purchases, secondary copies of records kept for the user's convenience.

Admin—Short Term (1 yr)

Administrative items which have no long-term retention value.

Examples: Directions to an upcoming meeting, reminders of an upcoming event, copies of correspondence.

Budget (6 yrs)

Items relating to the development of the department/division budget.

Meetings/Trainings (6 yrs)

Supporting documentation for any trainings or meetings.

Examples: Agendas, notes

Personnel (6 yrs)

Items relating to the employee.

Examples: Leave requests, performance issues/review data, certifications, change in status emails, scheduling changes

Project (10 yrs—archival)

CIP, development, or other projects that have a beginning and an end.

Examples: Schedules, communication, decisions.

How Do I Know Which Folder to Use?

Public Inquiries/Complaints (4 yrs)

Complaints, general requests for information, initial public records requests, “ask a question” correspondence. Project specific inquiries or feedback should be filed with the appropriate project.

Reference (6 yrs)

Subject or chronological files retained for long-term reference.

Research (10 yrs—archival)

Emails documenting research in support of a specific issue or question that is likely to be revisited in order to eliminated the need to repeat the research effort.

Strategic Planning (6 yrs)

Communication and records relating to the development of the City or department strategic plan.

Work Request (3 yrs)

If the work request is received as an email but is going to be transcribed into a work tracking system the email can be deleted after the information has been transferred into the tracking system.

Examples: A Help Desk email request can be deleted after it has been entered in the help desk request tracking system.

Tips for Managing Email



When sending email, keep messages to a single topic—the messages will be easier to track, find, use and delete.

Be specific in the subject line.

Change the subject line when the email subject changes.

If you have trouble remembering to file your Sent messages, cc yourself so that the email is in your In Box and available to be filed.

Limit your cc's to those people who need the information.

Limit main recipients to those who are expected to take action or make decisions based on the message content.

Use ‘cc’ option when sending messages to recipients for informational purposes.

Don't put anything in an email you wouldn't want on the front page of the Seattle Times.

Where possible don't send attachments—post the attachment to a shared location (network drive, SharePoint, TRIM) and send a link .

Attachments should be stored appropriately (network drive, SharePoint, TRIM) and not in the email folders.

Tools for Managing Email



Sort your mailbox/folder by subject to move emails as a group to an archive folder.

Use the “Show as Conversations” feature (on the View Tab) to display all emails in a specific conversation email chain. These can then be moved as a group to an archive folder.

Use Categories to visually organize emails by subject and Flags to remind you to take action.

What to do with the Email?

Emails to Keep

- ✓ Email documenting a specific decision, providing clarification of a policy or a decision
- ✓ Email with details regarding a business decision or details about a project
- ✓ Emails proving a specific action was taken
- ✓ Emails providing legal opinions or advice
- ✓ Emails providing direction or instruction

Emails to Delete

- ✗ Email from a coworker that they are: leaving for the day, going to lunch, visiting the dentist, taking the City vehicle, back from lunch, back from the dentist, back with the City vehicle
- ✗ Citywide "All" Emails or general information sent to your department
- ✗ Emails from friends, family, your child's school, an old college friend, a professional colleague about how good it was to have lunch last week.
- ✗ Unsolicited advertisements from vendors
- ✗ News updates from professional organizations, subscription services or articles of general interest
- ✗ Thank you responses
- ✗ Photos of cats/puppies/babies doing anything.
- ✗ An email documenting the sending of an attachment. The attachment may need to be kept but not the email itself.
- ✗ Meeting invitations and responses
- ✗ Training notices, reminder notices, or payroll notices
- ✗ Emails from Diversity Committee, Wellness Committee, Winterfest Committee, etc. that are not addressed to you as a committee member
- ✗ Emails with traffic updates, weather updates, fundraising efforts or warnings about the dangers of microwave ovens
- ✗ Emails about leftover food

Email: Should it Stay or Should it Go?

