

Email Management at Newham College – a three pronged strategy being adopted

Tony Jack

Newham College of Further Education

The Environment

- Large Further Education College
 - 600+ staff
 - 24,000 students
 - Twelve sites = 2 large, 2 medium, and 8 small
 - MS Exchange 2003 Enterprise – 2 nodes cluster at East Ham campus with replication of data to Stratford Campus
 - Information store is circa 250 Gb
 - 80% of resources used by 20% of the users
 - A number of users with very large mailboxes - one with 46000 items and 15Gb in size, another with 86,000 items and 12Gb in size
 - E-mail management could be improved !

E-mail facts

- Email is now the most commonly used and most critical business tool.
- Email is now discoverable and must be readily accessible.
- Email must be saved and easily retrievable to comply with legal and regulatory mandates.
- Email needs to be continually accessible so that business is not interrupted.
- The increased use of email has resulted in more documents that need to be archived.
- The increased use of email has created greater need for data stores leading to a management nightmare that is growing out of control.

Centralised Approach to the provision of e-mail at the College

- Fairly typical in Further Education but maybe less so in Higher Education
- Reasons
 - Limited skills and resources
 - Less expensive
 - Easier to manage
 - Easier to support
 - BCP easier to manage

Positives and negatives of a centralised environment

- Positives
 - One single IT service
 - One single email client
 - One common e-mail platform
- Negatives
 - Lack of ownership
 - Its free – isn't it?

Drivers for change

- The legal issues
- Important College information not easy to find
- No real archiving of important information
- IT issues –
 - volume of data being store
 - time to backup data
 - time to restore data
 - time to find data

Legal requirements

- Prescription & limitation 1980 - Scotland
 - 6 yrs for simple contract
 - 12 yrs for specialty contract
- Taxation and duty legislation
 - Various but often 5 years or longer
- Health & safety legislation
 - Asbestos 40 yrs
 - Ionising radiation 60 yrs
- Employment Tribunals
 - Fines of up to £65,200
- Court Actions
 - Often take place many years after events

DPA and FOIA

- Data protection
 - Keep information for no longer than necessary
 - Subject access requests
 - Maximum £10 charge for structured information
 - 40 days time limit
- Freedom of information
 - Must be able to retrieve information in emails within 20 working days – cost of doing so is not a mitigation
 - Retrospective
 - Any recoverable trace
 - Times Higher Education Survey - 3.6 FOI /month /university

No consensus between departments

- **Users:** Believe that they need to keep everything, forever.
- **IT:** Need to balance the cost of storage with management and system capabilities.
- **Legal:** Prefer the most minimal retention possible to reduce risks and e-discovery costs but often mandate longer retention periods to comply with regulations.
- **Compliance:** Tend to desire long retention to assure that no legally mandated records are inadvertently deleted.

A number of strategies could be adopted

- Delete everything
- Delete somethings
- Save somethings
- Save almost everything

Delete everything – all emails deleted on a regular basis

- Inexpensive option. Clear decision process delete after a period of time say 60 days
- Highly likely that this option violates multiple regulations. Staff will find other ways to store and retain e-mails which will be costly

Delete somethings – certain messages are periodically deleted

- Reduced storage costs
- Quite likely that this option also violates multiple regulations
- Deciding what to keep and what to delete takes time and is costly

Save somethings – policy specifies what to keep rather than what to delete

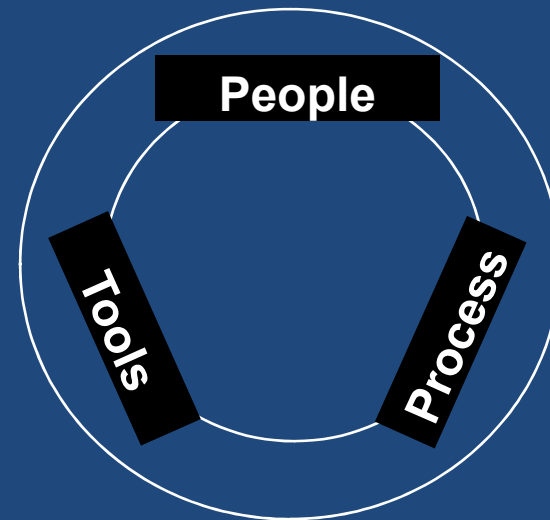
- *Data that must be saved, is saved and not inadvertently deleted. The data can also be organised at this time making it easier to search*
- *Discovery costs still high and end users may still relocate information scheduled for deletion*

Save almost everything – delete spam and personal e-mails

- Compliance is mostly assured. Discovery is simplified and less expensive. Process is run by systems rather than people
- Harmful e-mails may be retained along with helpful ones. Storage costs are higher
- Easy of discovery and compliance can offset cost of solution

A three pronged strategy

- Policy / Process
- People
- Systems



To work well all components need a set of rules to operate by and to categorise e-mails, their attachments and other documentation used and in circulation within the College

The Process Aspect

Categorisation - Very Important

- **Vital Records:** Any records that the College must have to conduct business and we would not be able to replace if they were destroyed.
- **Important Records:** Supports the College's business operations and, if destroyed, would be replaceable, but only at great cost.
- **Useful Records:** Are helpful in conducting business operations and if they were destroyed, would be easy to replace or the College would not greatly feel their loss.
- **Nonessential Records:** Have no predictable value to the College and should be destroyed after their initial use. Care must be taken to assure that retention policies also meet compliance needs.

Retention Matrix

- We are looking to create a matrix which clearly identifies the various categories of emails and data – setting out a clear retention policy for each category.
- Categories will include personnel, premises, contracts, projects, health and safety, committee minutes and student records.
- Retain originals of all emails likely to have evidential value in current or future legal proceedings;
- Each retention period will be set with relevant legal issues and limitation periods in mind.

Resources

- Looking to recruit a data retention officer to own this function and to be tasked with ensuring company-wide compliance with the policy.

The People Aspect

- Try and instil good practice – e.g. only cc. in those who need to know, limit use of the everyone e-mail group
- Offer advice and guidance
- Training in the use and management of e-mail
- Awareness campaigns
- Information on e-mail volumes

The Systems Aspect

- A solution which is gaining prominence and is being considered by the college is the implementation of third-party storage management solution.
- These storage management solutions can reduce data stores by seamlessly moving e-mails and attachments out of Exchange and onto lower cost and easier to manage message repositories.
- Such solutions can significantly reduce data stores whilst still providing end users with seamless access to their personal messages and attachments.

The best email management services and messaging archives are able to:

- **Compliance:** Organisations need to assure that messages are retained in compliance with corporate and regulatory requirements.
- **Storage Management:** IT teams need to reduce data store sizes to speed backup, recovery, and maintenance windows.
- **Disaster Recovery:** The most powerful archives provide continuity during email outages and the ability to restore lost messages to the primary after a catastrophic failure.
- **Policy-based retention:** Enables complete corporate control over email retention and deletion..
- **True storage management:** Your solution should reduce your data storage needs, reduce administration efforts. Emails should be “stubbed” where attachments are stripped off and stored in the archive until users choose to access them through Outlook®.
- **Quick search ability:** You need to have the ability to search quickly, inexpensively and thoroughly. Searches utilise a lot of data and are very complex.
- **Self-serve restore:** Users need to have direct access to archives so they can search and recover emails on their own and minimize the impact to IT.

Symantec Enterprise Vault for Microsoft Exchange with InTechnology

- Symantec Enterprise Vault for Microsoft Exchange is an application that archives email messages from the Exchange server to a separate high-capacity storage area, allowing the frontline system to focus on its main purpose of running the email system.
- When a message is archived and a vast range of rules can be set to define how and when this is done, its contents are replaced by a shortcut that contains a link to the original item and includes the first few lines of the original message text.
- When you click on **View the original item** the original message is displayed, either in your email client or in a web browser. You can then read the message or download any of its attachments.

InTechnology Solution...

- The solution offered by InTechnology is a hosted solution which utilises Symantec Enterprise Vault for Microsoft Exchange.
- If you are on are connected to the LMN network then access to the service is straight forward.
- A “utility” based charging model is available
- We do not have to manage or administer the system
- Less data to backup
- Less data for system to manage
- Low capital expenditure
- But a risk that it could prove expensive from a revenue perspective, without the People Aspect and Categorisation rules working effectively.

The Key Benefits of e-mail archiving

Hosted Archiving	Challenge	Benefit
Archiving policy engine allows retention period of email to be defined based on users/groups, email content & attachments	Increasing email volumes and the storage requirements	Full control over how long to keep messages with templates to create retention and supervision policies
Off-site back-up and storage in an encrypted format	Long term secure storage of email records	Secure, tamper proof archive, with 2 off site back ups
Granular search criteria and near real-time search direct from Outlook	Finding and retrieving email records	Users can manage and find their email in seconds without contacting IT
Automatically archives every internal and external email with policy defined retention periods	Complying with industry or government regulations	Complete record of all email helping to meet compliance and legal discovery requirements