

Report To:	Policy and Resources Committee	Date: 20 September 2016
Report By:	Brian Moore Corporate Director, Chief Officer) Inverclyde HSCP	Report No: SW/44/2016/AM
Contact Officer:	Allan McDonald	Contact No: 712098
Subject:	Email Archiving and Deletion	

1.0 PURPOSE

- 1.1 The purpose of this report is to report back to Committee with an updated recommendations for a corporate approach to the deletion of archived emails that ties in with the Council's Records' Retention and Information Classification Policies.

2.0 SUMMARY

- 2.1 The Council has for some time been developing an approach to Email Archiving and Deletion that meets the legislative requirements for the retention of public records, the Council Policy for the Retention and Disposals of Documents, Data Processing legislation and the ability for officers to carry out their duties in an effective and efficient manner.
- 2.2 A report was presented to the Policy and Resources Committee on 11th August 2015 recommending that all emails be deleted after a period of six months. This proposal was not received favourably by Members of the Committee and the report was remitted for further consultation. Feedback from Members at this meeting indicated a desire for a much longer period of retention, with a suggestion of three years generally being agreed.
- 2.3 An all Members' briefing to discuss the proposals was subsequently held on 8th October 2015. At the briefing, Elected Members again expressed dissatisfaction with the proposals, particularly around the short retention period and the desire for Members to retain correspondence from constituents for reference to previous enquiries and cases that may extend for several years. Alternative approaches were discussed as part of the consultation process. A proposal from Elected Members to implement a fixed mailbox limit was met with general approval.
- 2.4 The Information Governance Steering Group reviewed the policy in line with feedback from Elected Members and agreed the following approach to be included in the Council Records Management Plan submitted to the Keeper of the Records:
 - Users are given a fixed amount of storage which they need to manage.
 - Users move records to appropriate folders/EDM system.
 - Auto archive/deletion will take place.
 - Email archiving/deletion policy and guidance (or include within updated Acceptable Use of Information Systems) is developed.

3.0 RECOMMENDATIONS

3.1 It is recommended that Committee agree the following proposals:

- a) As part of the implementation of the Retention and Disposal of Documents and Records Policy, the revised Information Classification Policy and this Policy, staff are to be reminded of the most appropriate method and location of storing emails and other official documentation. A full set of user instructions is to be developed and distributed to all staff.
- b) A fixed limit to mailbox sizes is implemented, allowing staff to retain or delete emails as appropriate. This will be a dynamic process and ICT Services will analyse current mailbox sizes and implement using best practice recommendations from Microsoft.
- c) Deleted Emails are retained for a period of one year for backup and recovery purposes and then permanently deleted from the archive.
- d) Deleted Items folders in mailboxes be cleared after thirty days.
- e) Inactive mailboxes will be deleted after 1 year.
- f) A range of automated and system emails will be subject to a 30 day retention period before deletion.

Brian Moore
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Inverclyde HSCP

4.0 BACKGROUND

- 4.1 A Corporate Policy for the Retention and Disposal of Documents and Records was agreed at the Policy and Resources Committee meeting on 13th November 2012. It sets out the Council's approach to the storage, retention and disposal of official documents, detailing retention and destruction schedules for both paper and electronic documents and records.
- 4.2 Since then, the Information Governance Working Group has been working to develop a policy to manage the current email archive which now numbers some 55 million messages.
- 4.3 At CMT on 4th June 2015 it was agreed that a proposal to delete all emails after a period of 6 months should be recommended to Elected Members at the Policy and Resources (P&R) Committee.
- 4.4 A report was presented to P&R Committee on 11th August 2015 recommending that all emails be deleted after a period of 6 months. The recommendation met with considerable opposition with a strong rejection of the short deletion period in particular. Members variously recommended differing periods for retention, with three years being the most widely supported recommendation on the day. It was agreed to remit the report and to hold an all Members' briefing to discuss the issues and policy challenges.
- 4.5 The briefing was subsequently on 8th October 2015. At the briefing, Elected Members again expressed dissatisfaction with the proposals and alternative approaches were discussed as part of the consultation process. A proposal from Elected Members to implement a fixed mailbox limit was met with general approval. A recent upgrade to the Council Email System, completed in June 2016, would allow this to be implemented.
- 4.6 To allow maximisation of available space, Deleted Items folders will be cleared after a period of thirty days.
- 4.7 Using current mailbox sizes no individual mailbox would initially be affected by the new limits to be implemented and the vast majority of staff would have significant room for storing additional correspondence. Of the 2127 active mailboxes the usage levels at implementation would be:

% of Limit Used	No of Mailboxes	% of Total Mailboxes
75-100 %	32	1.49%
50-75 %	36	1.68%
Less than 50 %	2059	96.13%

The Information Governance Working Group will advise the small number of staff with mailboxes approaching the allowance to advise on good housekeeping practices.

- 4.8 The Email archive would retain a copy of all emails for a period of one year for back-up and restore purposes (allowing recovery of items deleted in error etc.).
- 4.9 Archived mail of staff who no longer have accounts are currently retained permanently. It is recommended that mailboxes are retained for 1 year, before the data is permanently deleted.
- 4.10 Automated messages, such as those generated by weather warnings, news, shopping and travel sites and system messages (e.g. server monitoring applications utilised by ICT Services) are currently retained within the email archive. It is suggested that these be deleted after thirty days.

5.0 RECOMMENDATIONS

5.1 The Information Governance Working Group recommends the following:

- a) As part of the implementation of the Retention and Disposal of Documents and Records Policy, the revised Information Classification Policy and this Policy, staff are to be reminded of the most appropriate method and location of storing emails and other official documentation. A full set of user instructions is to be developed and distributed to all staff.
- b) A fixed limit to mailbox sizes is implemented, allowing staff to retain or delete emails as appropriate. This will be a dynamic process and ICT Services will analyse current mailbox sizes and implement using best practice recommendations from Microsoft.
- c) Deleted Emails are retained for a period of one year for backup and recovery purposes and then permanently deleted from the archive.
- d) Deleted Items folders in mailboxes be cleared after thirty days.
- e) Inactive mailboxes will be deleted after 1 year.
- f) A range of automated and system emails will be subject to a 30 day retention period before deletion.

6.0 IMPLICATIONS

Finance

6.1 There are no known financial implications.

Financial Implications:

One Off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect From	Annual Net Impact	Virement From (if applicable)	Other Comments

Legal

6.2 Legal Services have been consulted and have no objections to the options proposed.

Human Resources

6.3 There are no known HR implications.

Repopulation

6.4 There are no repopulation implications.

7.0 EQUALITIES

7.1 Has an Equality Impact Assessment been carried out? **NO**

8.0 CONSULTATIONS

8.1 The Information Governance Group is comprised of staff members from all directorates.