

May 18, 2010

MEMORANDUM

TO: Deans, Directors and Department Heads

FROM: Marc Hoit
Vice Chancellor for Information Technology and CIO

SUBJECT: New central e-mail archiving and antispam and antivirus protection services

This June, the Office of Information Technology (OIT) will implement two new services for its e-mail customers: Google's Postini Message Discovery, an e-mail retention service to automatically archive business-related e-mail of university employees, and Postini Message Security, which is antispam and antivirus for e-mail protection.

State law requires all university employees (including student employees and post docs) to retain and archive public records related to university business, including e-mail and other electronic records. The University's new e-mail retention/archiving system will help employees follow the appropriate legal retention procedures for e-mail.[1] Employees are still required to retain other electronic records.

Important aspects of the new OIT-sponsored e-mail retention/archiving system include the following:

- After implementation, the new e-mail retention/archiving system will automatically retain a copy of all of an employee's e-mail sent and received by OIT's central e-mail systems: WolfWise/GroupWise and Unity/Webmail. Please note that the new retention/archiving system does not replace an employee's legal obligation to be able to produce public records e-mail, but provides an official University service to locate specific e-mail.

Phase II of the Postini project will identify how best to move existing historical e-mail into the new retention/archiving system.

- All WolfWise/Groupwise e-mail accounts and Unity/Webmail e-mail accounts for employees who are in HR employee classes 1-5 and 8 will be included in this service. Please note that users of non-OIT e-mail systems still have a legal responsibility to retain and archive public records. If employees have questions about retention practices for non-OIT e-mail systems, they should contact their unit's IT support staff for clarification.
- The new e-mail retention/archiving system will save the e-mail for 10 years, which exceeds the legal retention period for most "University Record Series" defined in the University Records Retention and Disposition Schedule.[2]

University employees are responsible for saving public records e-mail with a retention period beyond 10 years.

- Faculty and staff will be able to use the new retention/archiving system to search and recover their e-mail messages if they were deleted from their mailboxes; access will be available via a Web interface.
- By design, there is no mechanism by which e-mail can be deleted from the e-mail retention/archiving system before the expiration of the 10-year retention period.
- To avoid having personal e-mail saved in the new retention/archiving system, faculty and staff who are using WolfWise/GroupWise or Unity/Webmail for their personal e-mail should consider using a non-university e-mail system for their personal e-mail.
- To clarify the scope and purpose of the new e-mail data retention/archiving system, OIT and the Office of General Counsel (OGC) are revising the current University E-mail Retention Policy and the University Records Retention and Disposition Schedule. Revised drafts are located on the OIT Public Record and E-mail Retention Guidelines Web site.[3]

In addition to the e-mail retention/archiving initiative, OIT will consolidate two separate enterprise antispyam and antivirus filtering solutions in an effort to reduce costs and complexity. Postini Message Security will replace both Sophos PureMessage for Unity/Webmail and M+Guardian for WolfWise/GroupWise.

OIT will also hold information sessions about these new Google products for faculty and staff in the near future. For more information on the Postini project, visit the Postini Implementation Project Web site, <http://oit.ncsu.edu/postini>.

URLS:

[1] North Carolina Public Records Act, N.C.G.S. 132-1
http://www.ncleg.net/EnactedLegislation/Statutes/HTML/BySection/Chapter_132/GS_132-1.html;
 University Records Retention and Disposition Schedule
<http://www.lib.ncsu.edu/universityarchives/retentionschedules/UNCGenSch14062007OCR.pdf>
 E-mail as a Public Record in North Carolina: A Policy for Its Retention and Disposition, revised July 2009
http://www.records.ncdcr.gov/erecords/Email_Policy.pdf

[2] University Records Retention and Disposition Schedule
<http://www.lib.ncsu.edu/universityarchives/retentionschedules/UNCGenSch14062007OCR.pdf>

[3] Public Record and E-mail Retention Guidelines, OIT Rules and Regulations Under Review Web site
<http://oit.ncsu.edu/rr-review/records-retention-and-disposition-and-university-e-mail-retention>