

1 Section 2. The City Council acknowledges that the Office of the Mayor and the
2 Department of Information Technology (DoIT), in managing the City's email system, have
3 developed an email archiving and records management protocol, which relies on (a) required
4 City Records Management Training for all City employees, (b) a professional expectation that
5 employees will manage and archive their email appropriately, and (c) the 45-day purge setting.

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7 Section 3. DoIT, in consultation with the Mimosa System Operations and Governance
8 Committee is requested to research and adopt systems to ensure that City email is not purged
9 prior to being actively managed by city staff. DoIT should begin this process by implementing a
10 Pilot Project, based on Exhibit A to this resolution, which includes modifications to Mimosa, the
11 City's email archiving software system, to extend the availability of email for appropriate
12 management and archiving for an additional 45 days from its purge date, for a total of up to
13 ninety (90) days from initial receipt of the email. The Pilot Program should include
14 implementing a 256 megabyte Outlook Inbox limit as a test to determine how effectively this
15 system supports proper retention of email records. Email messages thus preserved would be
16 maintained with their attachments and metadata in a widely compatible electronic format.

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18 The City Council requests that DoIT develop a viable, functional long-term solution or
19 solutions and a related funding and implementation proposal, to be delivered to the City Council
20 during the first quarter of 2012. The long-term proposal should be developed in cooperation with
21 the City Records Manager. It is the intent of the City Council that the system, when adopted, be
22 implemented in accordance with this Resolution until otherwise directed by the City Council or
23 the City Records Manager.
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1 Section 4. The following, existing key City policies and concepts relating to records
2 would not be affected by the proposed change:

3 1) Individual City email accounts are to be managed by their account owners according to
4 the City's Records Retention Schedules and as trained by the Citywide Records Management
5 Program. Transitory email, as defined in the City's Records Retention Schedules, shall be
6 deleted by the user as soon as its informational purpose has been served. Substantive email
7 reflecting the conduct of City business shall be retained based on the content of the record
8 according to the City's Records Retention Schedules and procedures approved by the City's
9 Records Manager.
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11 2) The Citywide Records Management Program shall continue to train staff in
12 management of email according to City policy and State law.
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14 3) No email that is responsive to an open legal discovery hold or to a public records
15 request under RCW 42.56 shall be knowingly modified or deleted by a City employee while that
16 legal discovery hold is open, or while that records request is unfulfilled, regardless of whether
17 the email is transitory or substantive, and regardless of whether or not it has met its approved
18 retention period under the City's retention schedules.
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20 4) Anonymous unsolicited messages or solicitations of a general nature ("spam") may be
21 filtered and deleted programmatically by DoIT.

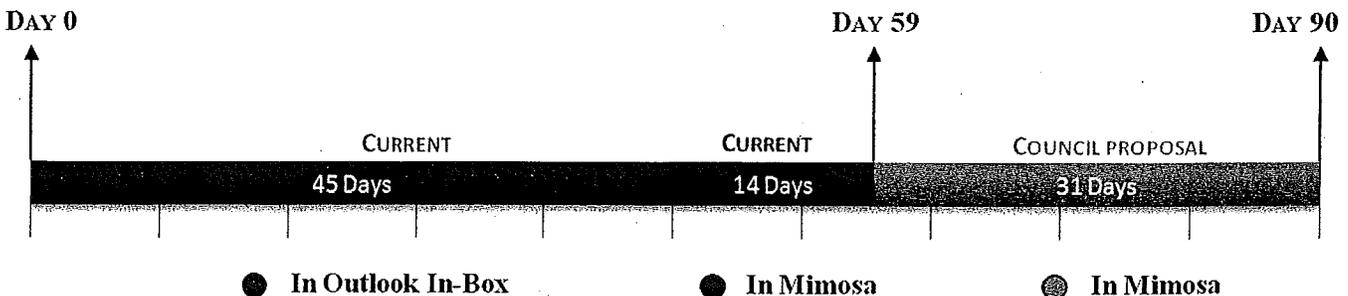
22 5) The email of City employees and officials whose email correspondence is potentially
23 archival shall be transferred to the Seattle Municipal Archives as arranged by the City Archivist
24 in consultation with the City Records Manager.
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Exhibit A to Resolution 31212: Email Purge Setting Pilot Project Proposal

CURRENT STATUS.

- The City has a 45-day purge setting for all City email users.
- If a user gets an email and does not a) delete it, or b) move it to Mimosa or a Cabinet folder, the 45-day purge setting sweeps it up and purges it from the Outlook Inbox on Day 46.
- The Data Protection Policy keeps a copy of every email – in Mimosa, the City’s e-mail archiving program – for 14 days after (a) a user, or (b) the purge setting, purges it.
- This means that an email message that is not moved to Mimosa or a Cabinet folder may be retrievable for 59 days after it is initially received (45 days in Outlook + 14 days in Mimosa).
- Council is concerned that e-mail messages may be purged by the 45-day purge setting before users have had the chance to manage (and archive) their e-mail accounts appropriately.
- Separately, DoIT will soon establish a 256 MB Outlook Inbox Size Limit for all City employees.
- Most users do not currently have Outlook Inbox size limits.
- Exceptions to the 256 MB limit will be allowed for elected officials and a small number of City employees.

- This Resolution, introduced in 2010 and scheduled for discussion and vote at Council on August 16, 2011, states that the City should retain email correspondence for greater than the current 45 Day purge setting allows.
- Moving to a two-year auto-retention period for all City employees for all email users would cost \$1.3 to \$1.7 million, according to DoIT’s 2010 estimates.
- The City Council wants to explore whether the City can enhance e-mail retention more efficiently, with far fewer resources.
- To do so, the Council wishes to extend the Mimosa Data Protection Policy from 14 to 45 days (31 add’l days).
- This means that any email deleted by the 45-day purge setting would be retrievable for 45 additional days.
- The practical effect is that users could have up to 90 days, from the time an email is received, to archive or otherwise manage it, before it is permanently purged from the City’s systems. The chart below shows the location of an email received, from Day 0 (initial receipt) to Day 90, under this proposal:



PILOT PROJECT PROPOSAL:

The City Council is proposing a minimal-cost Pilot Project:

- a) In the short term, identify a small "test group" of 150-175 City e-mail users to participate in a pilot project. Test group members would likely be in management or policy development.
- b) Extend the Mimosa Data Protection Policy for this test group from 14 to 45 days (an increase of 31 days).
- c) DoIT believes that this pilot project will be possible using existing computing resources, at no increased cost to the City.
- d) After 3-6 months, DoIT will review the change in Mimosa Server Storage Space for these "test group" e-mail users, and compare it against other City e-mail users, who do not have this enhanced Data Protection Policy.

POSSIBLE LONG TERM OPTIONS.

Council requests that DoIT develop a proposal for a long term strategy for email management that ensures email is not purged prior to being actively managed by city staff, with cost estimates, according to the timeline established in this resolution. This strategy might include applying this Data Protection Policy enhancement to all City e-mail users who produce records likely to need to be retained, as well as additional approaches. The costs of and financing for implementation are unknown. Council would likely review any implementation proposal in the context of the annual budget process, or via another budget appropriation ordinance

DoIT does not currently know how much Server Storage Space this 31-day increase in the Data Protection Policy will require, for either the Pilot Project or the Long-Term Proposal. If additional server storage space is required, DoIT does not know the full cost of that incremental server space.

- Pursuing this Pilot Project should give DoIT and City policymakers better information with which to make a subsequent decision.

USERS AFFECTED.

This pilot will include a subset of the City's 11,000 e-mail users who are more likely to have records that have longer retention periods, per State law. These users are likely to be involved in Management, Human Resources, Contracting and Policy Development. Council expects that the City can determine the appropriate pilot users via a working group of Council, DoIT, City Attorney and City Budget Office staff. This overall number may be between 1,000 and 2,500 email users, but is not definitively known at this time. The City Council expects to review this issue further, once data from the Pilot Project is available.

FISCAL NOTE FOR NON-CAPITAL PROJECTS

Department:	Contact Person/Phone:	DOF Analyst/Phone:
Legislative	Catherine Moore/684.8805 Kieu-Anh King/684.4678	N/A

Legislation Title:

A RESOLUTION concerning the City's retention of email; reaffirming the City's commitment to managing the preservation and destruction of public records in accordance with State records law and the City's approved records retention schedules; and requesting modification to the City's email system.

• **Summary of the Legislation:**

The Resolution requests that the City's Department of Information Technology (DoIT) adopt systems to provide additional assurances that City email is not purged prior to being actively managed by city staff. The Resolution specifically requests that DoIT accomplish this by implementing a pilot project to extend the Mimosa Data Protection Policy from 14 days to 45 days, for a select group of email users, which would extend the availability of city email correspondence for up to 90 days total, from date of initial receipt.

The City Council requests a final implementation proposal and cost estimate from DoIT in the first quarter of 2012. The short-term pilot project is not expected to have a direct fiscal impact, though the long-term proposal, which has not yet been decided on or developed, will likely involve increased City staff costs and expenses related to email server storage space.

At this time, these exact costs are unknown. The short-term pilot project is intended to provide these estimates.

Existing City policies concerning email retention would not be affected.

• **Background:**

The Resolution is part of the Council's ongoing effort to enhance the public's access to public records. This ongoing effort includes Council's 2009 actions to implement new record retention policies and regulations that support recommendations in the May 2008 Performance Audit report of the Washington State Auditor's office concerning open public records practices of 30 government entities.

X This legislation does not have any financial implications.

(Please see notes above.)