The New York City Department of Records and Information Services

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Email Retention Policy – Technical Procedure

1. All currently archived data must be identified (Role A – Data is retained forever, Role B – Data is retained for 8-years from archived date) and moved to specific agency retention container.
2. Create a VERITAS Enterprise Vault (EV) Retention Policy that stores Role-A users records indefinitely.
3. VERITAS to develop an automated script to convert the EV Retention Policy of (in millions) items in Role-A User archives so that they are stored forever.
4. Generate a report for each agency listing the Role-A user archives that will be kept forever.
5. Update the current EV Retention Policy from keeping data forever to 8-years for Role-B users.
6. After EV Retention Policy has been revised to 8-years for Role-B users, data will start getting deleted from Role-B staff accounts in their respective archive, after December 31 of the 8th year.
7. Two new Organizational Units (OUs) need to be created in the CS Active Directory (AD is used to manage user accounts for an organization) for each agency under the Users container (Role-A Users and Role-B users) to allow for management of Role-A and Role-B linked mailbox accounts.
8. Active Role Server (ARS) Access Template (role for Agency Account Administrators who manage agency linked mailboxes) will need to be re-scripted and modified to create linked mailboxes in the newly created OUs for Role-A Users and Role-B Users.
9. Agency ARS Account Administrators group (the Agency's linked mailbox creator) will provide Role Information for new users from the Agency during new Account Provisioning Intake process.
10. The ARS Account Administrator will create associated linked mailboxes in the OUs in the CS AD environment.
11. An EV provisioning task must be modified to create user archives for the corresponding linked mailboxes and apply the customized EV Retention Policy respectively during the new account EV provisioning process based on the role provided by the agency.
12. If a user moves from Role-A to Role-B group or vice versa – the user's Linked mailbox must be closed and a new mailbox, with a different email address established.   The email created while the user was a Role A employee will be transferred to the Municipal Archives, following standard procedures. If a user moves from Role-B OU to Role-A the user's entire mailbox will be re-classified as a Role A.
13. EV synchronization task will synchronize the change to the user's archive, based on role or change of role, with the updated EV Retention Policy.
14. The new data will get archived in accordance with the updated EV Retention Policy.