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| **Title** | **E-Mail Data** |
| **Type** | Standard |
| **Related Policy** | [Employee E-Mail Use](#) |
| **Category** | Security |
| **Status** | Approved |
| **Approved** | 02/15/2013 |
| **Revised** | 06/16/2016 |
| **Scope** | Applies to all users of the City's Microsoft Exchange e-mail. |
| **Standard** | **On-Premise Standard** |

**On-Premise Standard**

Deleted Items

- E-mail that has been in the Outlook folder "Deleted Items" for 30 days may be deleted by the system.
- The e-mail system will hold on to these items for another 30 days in the on-line deleted mailbox giving a maximum of 60 days deleted retention.
- City employees and contractors who no longer work for the City of Albuquerque will have their mailboxes put on legal hold for a period of 12 months. Unless a legal hold extension has been requested and approved by DTI, the data may be destroyed once the legal hold has expired.

Archiving

- E-mail messages and attachments may be centrally archived and indexed once they have reached six (6) months of age.
- All e-mail folders are affected by this standard.
- PST files are not authorized on the shared files system unless an exception has been created.

Journaling

- The City will not journal any e-mail.

Mailbox Size

- Maximum mailbox size will be limited to two gigabytes

(2GB) for city employees and contractors whose job requires they have an e-mail account.

Messaging Size

• Send and Receive e-mail message size is limited to twelve megabytes (12 MB) maximum, including all attachments.
• Any e-mail attachment larger than ten megabytes (10 MB) should instead be posted to a SharePoint site or file share. Should a large file need to be generated to send to external auditors, media or some other entity, file compression should first be attempted. Windows XP offers file compression to a .ZIP file.

**Exceptions:**

All requests for exceptions must be requested thorough the service desk with a business case. Exceptions will be reviewed by DTI.

Mailbox Size

Users who have a mailbox in excess of 2GB before this standard is implemented will be granted a grace period to comply with the limit. Those who are unable to comply will have their mailboxes subject to archiving, having their mailbox moved to the cloud or be granted an exception to the 2GB limit. The exception will require a written request from the user's supervisor and must be approved by DTI.

**Rationale** The City currently supports around 5,000 e-mail users and processes about 10,000 messages per hour during peak periods. The e-mail storage requirement for the City is enormous and growing. E-mail archiving trims the size of the e-mail database through automated offload to archives, thereby improving e-mail system performance. Users continue to have access to archived messages. Backup and recovery time for Exchange is vastly reduced, as are requests for mailbox recovery.

Without mailbox size limits, users will keep all messages and adversely affect themselves and others on that mailbox store. Microsoft recommends having a limit in place. This limit will
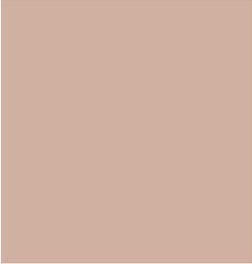
reduce network congestion, increase server performance, reduce backup/recovery time, and improve overall e-mail performance levels for **all** users.

It is cost prohibitive to journal every e-mail that is sent or received at this time.