

Questions recorded from the All Staff meeting regarding the retention training:

1. Will the owner be notified/alerted prior to deletion of an email?

Yes, we will send out a reminder when we put this into effect that the rolling 180-day deletions will begin.

2. Is there a minimum time frame across the state on record retention?

No – there is not a minimum time frame for records retention. Instead, each CDI Program is assigned the responsibility to develop and file with the Secretary of State a Records Retention Schedule that fully describes how that CDI Program intends to utilize, maintain, preserve and dispose of State records. For reference, here is a [link](#) to the Secretary of State's Records Management and Appraisal Program.

3. How will email deletion affect tasks in outlook? Is there an automatic deletion timeframe?

Tasks is part of the Calendar, not email. Accordingly, the CDI's email retention policy will not affect Tasks.

4. Who are the Asset Custodians?

The Business Management Bureau (BMB) serves as our Asset Custodians. BMB is the CDI's unit that works with each Program within CDI to prepare Records Retention Schedules and file them with the Records Management and Appraisal Unit within the California State Archives. For reference, here is a [link](#) to our Intranet page with more information about your role and BMB's role to properly conduct Records Management.

5. Do subfolder in the Archive delete after 180 days?

No.

6. Are Outlook calendar entries to be deleted on the 180-day schedule? online archive emails will remain and not purged?

No.

7. Can we save emails in C, H drive?

This is not an appropriate way to preserve email and could result in irretrievable records. Instead, records can be archived for up to 10 years

using the procedure described further below. Programs that are in need of a longer document management system for specific electronic records are advised to consult with the Information Technology Division regarding potential solutions.

8. We save emails into tasks - will tasks be affected?

No.

9. What happens to emails that have been saved in the Legal Division's DM system? They link back to the email system, so will they be auto deleted?

No – Emails saved in the Legal Division’s DM system will not be deleted.

10. Can you reiterate what "archiving properly" consists of in terms of what folder it needs to be put in?

Please review the [video demo](#), which provides a step-by-step guide to archive properly.

11. Could you talk about the proper ways of archiving?

Please review the [video demo](#), which provides a step-by-step guide to archive properly. When you say "properly archived" does that include the email archive? or does that mean save in C or H or the Legal Division’s DM? “Properly archived” means archiving email on the email server using the instructions provided in the [video demo](#).

12. Will you be sharing the proper way to save emails? If an email is not saved properly the email may be permanently lost even if saved in a shared drive.

Please review the [video demo](#), which provides a step-by-step guide to archive properly.

13. Can you recover emails accidentally deleted after the 180-day deadline? **No –**

Emails deleted after the 180-day deadline will be permanently deleted. For this reason, it is important for all Programs to properly store any email records that are subject to that Program’s Records Retention Schedule in accordance with that Programs Records Retention process.

14. Can you share the logistics on how the emails will be automatically deleted? Will this be a daily overnight process?

This will be a constant “rolling” 180-day deletion, not a batch process, based on the date/time stamp the message is received.

15. What is the difference between Archive and Online Archive?

The auto-created Archive folder in your active inbox is subject to the 100GB maximum storage, the online Archive has unlimited storage capacity.

16. Can the retention period be paused if someone is out on leave for an extended period of time (example, someone who takes a full year off)?

We have the ability to put messages and entire in-boxes on administrative or legal hold. Persons or programs that need special dispensation should be in touch with the Information Technology Division to work on an appropriate solution.

17. Can you save beyond ten years? Our unit uses tasks for case files that will exceed 10 years.

It should be rare for a Program to need to retain email records for more than 10 years as part of its Records Retention Program. But if a Program needs to retain an email for more than 10 years, then the email needs to be moved to a case management or other long-term storage system. Please work with the Information Technology Division on an appropriate solution for records that must be stored for more than 10 years.

18. Please send some simple, step-by-step instructions for which folder (archive under inbox? separate "online archive"?)

Please review the [video demo](#), which provides a step-by-step guide to archive properly.

19. For emails that are stored outside of Outlook (not Archive), or other Outlook Data Files not stored in Outlook, will the same retention timeframes automatically apply?

No - emails stored outside of Outlook (not Archive), or other Outlook Data Files not stored in Outlook will not have the same retention timeframes automatically apply. Please work with the Information Technology Division to ensure that you are storing these types of emails in an appropriate, retrievable fashion.

20. Will IT come around and make sure that the Archive mailboxes are properly set up?

Instructions will be provided, and we will be sending reminders. After reviewing the instructions and [video demo](#), employees who are still unsure of how to archive email should contact the IT helpdesk for further assistance.

21. Which [Archive] should we use?

Archive folder – either Archive folder may be used (Online Archive or Archive), but “Online Archive” has unlimited storage.

22. Years ago I Archived emails and they were lost. If that happens can they be retrieved?

An Archived email can be retrieved within 30 days of deletion, otherwise they are lost.

23. Where is the archive housed? is it on the individual computers? Sometimes those don't get transferred when we get a new imaged computer.

Archived emails are not housed on individual computers; instead, they get archived in a remote server.

24. Would emails saved to Personal Folders backed up on the H:drive be considered archived as well?

It is considered “moved” to a spot where it will not be automatically deleted by the O365 system but is not considered “Archived”. Please work with the Information Technology Division to ensure that you are storing these types of emails in an appropriate, retrievable fashion.

25. There's an archive folder under "Online Archive" - I thought Richard said the 10-year rule applied to that Archive folder too.

The 10-year rule applies to both Archive folders, they just have different storage capacity.

26. We conduct claim audits and have started using OneDrive for our examination folders (which have a retention timeline of 5 years from completion of our audit). This saves us from using our regular "email system" for external communications

with our insurers. Do we have "retention protection" for our OneDrive documents? How long?

OneDrive is not part of this email Retention Policy and will not be affected by this Policy.

27. Can you share the logistics on how emails will be automatically deleted? Will this be a daily overnight process?

It will delete 180 days to the second it was received.

28. Can we set up rules to move our emails to online archive folders automatically without having to just drag and drop?

Yes. Please review the [video demo](#), which provides a step-by-step guide to archive properly. If you have questions after watching the [video demo](#), please work with the IT helpdesk for guidance to set up rules for your email.

29. Just confirming Inbox and Online Archive retention policy is 180 days from receipt of the email, correct?

Yes.

30. Do we need to delete emails from Deleted Box too?

Yes – emails in the Deleted folder are subject to this email Retention Policy.

31. We have had cases in Legal for 10 years. What about Discovery issues for such cases?

Legal Division personnel should already be using a "litigation hold" procedure to preserve records relating to cases like these. Legal Division personnel asking this question should be in touch with their own management to ensure they are properly preserving records without the need to rely on Outlook to do this for them – especially for cases older than 10 years.

32. Do we need to change the email file format when saving to network drive. eg: save email to shared drive, open email 1 yr later, will we get a "file not found" error? Should we convert to PDF.

It should not be necessary to change the format as it is a .msg file and should be able to be opened, but if an employee wishes to convert the email to PDF, that will work as well.

33. For clarification - there is not a current automatic process to delete from Archive after 10 years. Is there an ETA for that implementation of an automatic deletion process?

No – in fact, there is an automatic process to delete from Archive after 10 years. Once the process is implemented, the Archive 10 year will automatically be performed by the system – 10 years to the second it was received, that email will be removed. CDI will not start to delete Email until June 30, 2022 (180 days from the January 1, 2022, policy adoption date). Effective June 30, 2022, email that is older than 10 years from June 30, 2022 will be deleted from Outlook Archive folders. Additionally, the 180-day email deletion rule will take effect on the inbox folders (other than Archive). Accordingly, effective June 30, 2022, email that is received on or before January 1, 2022 will be deleted. Similarly, email that is received on January 2 will be deleted on July 1, 2022 and so on.

34. If I drag a folder into the Online Archive, will that inherit the 10-year property?

Anything under the Archive folder will inherit the 10-year rule, including subfolders and anything you drag in there. Please review the [video demo](#), which provides a step-by-step guide to archive properly.

35. Is there any way to have emails that on a day to day basis hit the 180-day time limit to be transferred automatically to archive?

Outlook has “rules” that will automatically perform tasks on email, i.e. “send anything with [subject] within [this specific date span] to [this specific folder]” – you can create and manage these rules yourself. Advanced Outlook instructions and videos are available. If you have questions after watching the [video demo](#), please work with the IT helpdesk for guidance to set up rules for your email.

36. Can you post step by step instructions for the online archive creation?

Please review the [video demo](#), which provides a step-by-step guide to archive properly.

37. Will we get additional information on how to file the variance? How quickly will we receive a response from ISO?

Yes – the Security Variance Policy is on our Intranet and can be viewed at the following [link](#). ISO will provide additional information regarding how to prepare a variance request soon as it becomes available.