Q&A for the Missoulian Article concerning state email retention

1.   When an employee leaves, or changes jobs between agencies, HR enters their final day into a software system (yes, the employee's last day is entered into SABHRS, the state's human resource system). It sends notifications (how many?) There are three notifications sent: The first email notice is sent to the supervisor at midnight the night of the last day of work for the ex-employee, a second email is sent seven days later, and a final email is sent three days prior to the deletion of the ex-employee's exported file. to the supervisor reminding the supervisor that their ex-employee's user profile and emails will be deleted.

2.   How are those notifications sent? The notifications are sent through email.

3.   What do they actually say? The email contains a link to the ex-employee's exported file, which has the contents of their email inbox and email archive. It also gives the date that the exported file will be deleted. The supervisor receives a separate email notice if the ex-employee has a One Drive for Business. This is an example of the email that is sent to the supervisor: "This is a reminder that the mailbox content for ex-employee will be available to you until 12/31/2016, at which time an automated process will permanently delete it. If you have already retrieved the exported file, you may ignore this reminder. If you have not yet retrieved the exported file, you should copy it to an alternate location for long-term storage."

4.   The software solution automatically deletes the user profile and related files, like emails, upon their departure. I heard mixed things on whether this was the day after they leave or two weeks later. The email inbox and email archive is immediately exported to a file at midnight on the ex-employee's final day. The inbox and archive are then deleted from the state's email system. The exported file is available to the supervisor for an additional 30 days and then it is deleted.

5.   Also, is this fully automated or only partially? Yes, this is a fully automated process.

6.   What kinds of files stored where, user drives and user permissions are deleted in this process? The ex-employee's Active Directory account is disabled on their last day, so they cannot log in to the State's network; the actual account is then deleted 30 days later. The email inbox and email archive are deleted at midnight on the ex-employee's last day. The exported file containing all emails remains available to the supervisor for 30 days.

7.   At what point is hardware picked up by IT for a hard drive wipe? Each agency manages their desktop computers per state and agency policies and procedures.

8.   Is this process only for executive branch employees and elected officials? This process is for anyone who had access to state resources on the state network.

9.   It is my understanding that nowhere in this exit process does a member of HR or IT give notice to or work with the relevant records manager to discuss retention of any necessary files and emails, the assumption being the employee knows his/her responsibility to preserve relevant files and correspondence before leaving. (Is that right? Are archived emails identified for retention stored on a state server and where? Or, are any archives for retention purposes stored on thumb drives, CDs, etc. as the records officer sees fit? Each agency has a Records Manager, HR Officer, and IT Manager who have the responsibility to ensure state and agency retention policies are followed.

10.   Which agencies currently use Perceptive? Department of Natural Resources and Conservation, Department of Labor and Industry, Department of Public Health and Human Services, Department of Justice, Department of Commerce, Department of Administration, Montana Historical Society, Commissioner of Political Practices, Department of Environmental Quality, and the Judicial Branch

11.   Which ones are slated for adoption and when? All the agencies above are using Lexmark's Perceptive Content in a test environment and many are in production, or will be soon.

12.   Is this a pilot of a statewide system or is it only to be used by agencies who are interested? Lexmark's Perceptive Content is an enterprise content management (ECM) solution provided by the State Information Technology Services Division. The previous solution, IBM FileNet, will soon be retired as all customers will be migrated to the Perceptive Content solution. Any agency can use this solution.

13.   Is the implementation uniform across the agencies or will they only be adopting select functions? There is base functionality in Perceptive Content that includes scanning and a document repository that is implemented for all customers. Perceptive Content also has many optional modules and each customer chooses which ones they would like to use to meet their business requirements.

14.   Will Perceptive be set up to manage some deletions automatically per retention schedules, as is it used in some other states? Yes, at an agency's discretion, automated deleting can be configured to match retention schedules.

15.   Will any of the adopting agencies be using the plug-in for management of emails? Why or why not? Yes, the state has purchased Outlook integration for Perceptive Content, so agencies can choose to use this module.

16.   How will the use of the plug in change recommendations to employees since I understand other states create folder systems to automate some retention/deletion? The use of the Outlook integration module is at the discretion of each agency, or customer.

17.   How will the use of Perceptive change the departure protocols for employees? At this time, there is no anticipated change to the current departure protocols for an ex-employee in relation to Perceptive Content.