

Grand County Email Retention Policy May 2011

This policy will allow Information Systems to provide sanctuary for electronic email records only for a specified time period and also be prepared to disclose those records in an efficient manner as requested.

Kerio Email System (Online system)

Currently, we store all email from the domain CO.GRAND.CO.US centrally on a server using the email application product known as Kerio. Every email received or sent is electronically stored on the Kerio system. The program allows for a policy parameter to be set that automatically removes from this system all email older than a given period, Grand County Management has agreed that this period to be set at six months (185 days), any email stored within the Kerio system will be automatically deleted the moment it reaches 185 days of age. The Email system (Kerio) is managed by the Department of Information Systems.

Daily Backups of Email Messages (Offline System)

For the purpose of disaster recovery, we do daily backups of the emails stored by the Kerio Email system once a day Monday through Friday. With four weekly copies, the daily backups are preserved for a total of 30 days. This data is copied to removable hard drives. The drives are stored in the HSS Data Center Monday-Thursday with the Friday copy being continually rotated on a four week cycle to the Road & Bridge Granby Office for off-site storage. The data on all the drives are over written, every 30 days.

- On this daily backup copy is all Email retained on the centralized system at the moment the backup is created.
- The maximum number of days recovery possible from this backup set is 20 working days (M-F) or four (4) work-weeks
- This backup would be used to recover the Kerio Email system if it failed and the records were lost. The data from a backup would restore the employee's email folders to the state of the last backup.
- Backup copies of email described above fall into the category of disaster recovery and would not have the completeness and integrity to satisfy a disclosure order. Grand County will fill those requests for disclosure using only archive copies of data specifically matching our six months, 185 day retention policy.

Archive Copy of Email Messages (Offline System)

To match the retention policy of email, the Department of Information Systems maintains an archive backup of all email stored in monthly increments. This archive is generated by the Kerio program, and is intended to provide the highest integrity of email stored on this system. This is every email record generated regardless if it has been deleted out of an employee's mail folder. The Department of Information Systems will only keep the archives for six months or 185 days. Archive records will be permanently deleted by the systems administrator following this retention schedule. We would use the archive to search for email records requested by the County attorney. The Archive copy would represent the most complete record of email we could produce.

- To recover emails older than 30 days requires that we reload the archive to the system. Thirty days of E mail is about 35-50 thousand emails. (2011 estimates)
- To reload one month of archive and make it searchable takes about two to four hours. It is then we can begin to search the emails and also collect needed emails so they can be made portable and readable by others.
- Depending on how many separate criteria are used to sort through all the emails, the expected time to search and return one month of email is roughly 6 hours. (6 hours would be to search multiple accounts, as in: all BOCC, secretary, manager and one department head).

Desktop, smart-phone, data-phone, and tablet email clients.

In its default, original state, all email from Grand County's domain, CO.GRAND.CO.US resides on the central email server Kerio. Email from the CO.GRAND.CO.US domain that appear on a desktop computer, smart-phone, data-phone or tablet are in fact, an image of what is stored and available on the centralized Kerio Email server. Personnel policy 11.02.1.c states that email systems are provided for business purposes. Grand County considers all data developed on its systems, including email data to be property of Grand County.

Demoted servers, storage devices and backup material, may be erased, re-deployed or destroyed as soon as the replacement system containing the same and equivalent data is placed on line and is operating in the role of the demoted equipment. Demoted servers, storage devices and backup material containing email records must be deleted, or destroyed within the counties six month (185 day) retention period.

Loss of data, employees of the Department of Information Systems must report any loss or damage of email information, regardless of system failure, or human error to the Director of Information Systems. The time period and extent of information lost must be noted and placed on file for a period matching the six month (185 day) retention period.

Exclusions, The BOCC, County Manager or the County Attorney may order that the retention process be halted. Information Systems must cease the deletion and destruction of records or the eraser or destruction of equipment or systems that may contain those records. Information Systems will save all archive email records until the order to cease the retention process is lifted by notice of the County Attorney. At that time with the County Attorneys approval, Information Systems personnel will dispose of all email records from the Kerio Email system older than six months or 185 days.