

NEOMIN eMail and NEOMIN eMail Log File Retention



Revision History

Date of Change	Revision	Submitter	Changes
May 6, 2009	1.0	Thomas J Garbarz, Jr. Executive Director	Initial draft issued to Governing Board / Planning Committee

1. Description

This is the procedure and policy regarding email retention at the NEOMIN data center.

2. Purpose

This document will serve as guidelines for the NEOMIN members to follow when requesting email files or email logs to be restored from the NEOMIN eMail server. It will document the process followed when requesting the email data to be restored. It will document the policy regarding the request to restore the data.

This policy is a subset of the NEOMIN User Contract and Governance Document.

3. Scope

Procedure

Each district owns their respective data. The district requesting the data must be the owner of the data. A letter from the districts authorized personnel must be sent to NEOMIN. This letter will then be reviewed by the Executive Director of NEOMIN. If necessary the letter/request will be taken to the NEOMIN Governing Board for approval.

The NEOMIN Executive Director will then assign the task to the appropriate coordinator.

Upon approval of the request the eMails and/or log files to be restored are then put on a hold status so as not to be tampered with.

Policy

After an email or email log has been removed or deleted from the eMail server it is on the NEOMIN Backup system for thirty days. After the thirty day window the eMail and/or the log file will no longer be on the backup system for restoration. It is the districts responsibility to adhere to the districts email or retention policy. **NEOMIN does not archive** eMails or eMail log files.

Each member district owns their eMail files and eMail logs. The district data owner can only request NEOMIN to restore their data for their own use or distribution. Any public records request will be directed back to the Superintendent of the member District.



eMail deleted the same day it is received is not part of the NEOMIN backup. NEOMIN's backup occurs nightly and only the eMails and eMail logs present at that time will be part of the Backup.

Any reasonable request will be fulfilled. If the time spent fulfilling the request is unreasonable or unable to be met the district will be notified.

eMails saved on local clients that retrieve the eMails from NEOMIN's eMail server are not part of the backup. There is no backup or restoration of these local files at NEOMIN. This is the responsibility of the school district

eMails received through the NEOMIN Governing Board Approved web-based client can be exported for local backup.

Data sent to district will be password protected. Data sent to district will be zipped or encrypted depending on request. The password will be created by the NEOMIN Executive Director and be passed along verbally to the district that has requested and owns the data.

NEOMIN recommends a second person review the data or with the requestor to ensure no changes have occurred once sent to the district from NEOMIN.

eMail log files are purged manually from NEOMIN's eMail server/hard drive. These files contain nine months of history.

eMail boxes are set up with a quota of 500Mbytes per user. Any eMails residing on the NEOMIN eMail server will be part of the nightly backup system. Once the eMail has been downloaded locally or on a local districts network share or deleted it will not be part of the NEOMIN backup system. The backup system only retains data for thirty days. Once a file has been removed from the nightly backup it can only be restored if it existed prior to the thirty day window.

All data, eMail or eMail logs will be kept confidential.

4. Expectations

NEOMIN

- Provide eMail according to user contract
- Provide access to email server, via local client or web client
- Secure each district's data
- Restoration may require Governing Board approval

NEOMIN Member School Districts

- Restoration requests from a person of authority at the district
- Share or distribute data according to Districts Policy
- Archive District eMail
- Restore District eMail



5. **Cost**

Restoration of eMails and/or restoration of eMail logs cost is determined by the NEOMIN Governing Board. The determination of cost and/or charges is located in the NEOMIN User Contract between the District and NEOMIN.

Conclusion

All district owned data, specifically eMail Files and eMail Logs are the responsibility of the NEOMIN member district.