

Sample Email Management Configuration Requirements

ID	Requirement	Comments
Records Capture & Classification		
1.	The system will capture and categorize all AGENCY communications in the system including email messages with attachments, email threads, chat transcripts, tasks, etc.	
2.	All captured objects presumptively are records unless otherwise categorized as non-record.	
3.	The email system will apply default categories to all captured objects. Default categories are: permanent records, temporary records, or non-records.	
4.	The system will, by default, categorize as permanent records all objects that: <ul style="list-style-type: none"> • do <u>not</u> qualify as non-record and • were sent or received via the mailboxes of specified AGENCY officials. (e.g., Capstone Officials) 	
5.	The system will, by default, categorize as temporary records (7 year retention) all objects that: <ul style="list-style-type: none"> • do <u>not</u> qualify as non-record and • were sent or received via from all other mailboxes. (e.g., not Capstone Officials) 	
6.	The system will, by default, use rules to identify non-records such as personal emails, non-business related communications, broadcast messages, spam filter notifications, etc.	
7.	The system will use metadata from the email client to facilitate auto-categorization including labels.	
8.	The email system will automatically capture (without user intervention) audit trail data at specified periods as a record in an open format and retain this as a temporary record.	
9.	The email system shall auto-delete objects from the live Email client inbox that are X days old. These will be considered as convenience copies. Audit trail data will be captured and maintained.	
10.	The system will implement a retention period for objects identified as non-records (e.g., 1 year).	
11.	The system will allow a specified time period “Safe Harbor” (e.g., 180 days) for the mailbox owner or other authorized users to change default categories and to tag objects (e.g., for access restrictions).	

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Access & Use		
12.	The email system will provide the capability to control access by functional area and mailbox (organization).	
13.	The email system will allow authorized users to review and re-categorize objects at during the safe harbor period.	
14.	The email system will allow users to add metadata to objects sent or received from their mailbox at any given time.	
15.	Re-categorized objects will not be overwritten by default processes (e.g., by subsequent crawls).	
Administration		
16.	The email system will provide the capability for authorized users to create unique hierarchical file plans for storing records in their functional area. See AGENCY's records schedule.	
17.	The email system will allow authorized users (e.g., Information Management Officers or Records Custodians) the capability to re-categorize objects and/or to manually file objects within the file plan created for their functional area.	
18.	The email system will allow authorized administrative users to add or modify metadata at any time during a record's lifecycle.	
19.	The email system will accommodate a future migration to a new records schedule based on a detailed mapping of the old to the new RCS. Tags must be able to represent new retention categories.	

Draft Migration Requirements

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1.	The email system will provide the capability to import mailboxes from the current email client and archives of departed AGENCY staff.	
2.	The contractor will migrate from GroupWise all sent and received email messages with attachments, tasks, and appointments from 6 months prior to the user's "go-live" date (180 days) into the new email client preserving (to the furthest extent possible) all metadata.	
3.	The contractor will migrate from the current email client into the new Archive System all sent and received email with attachments, tasks, and appointments not migrated into the	

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	new email client.	
4.	Any content from the current email client being stored in user's live mailboxes that has sent or received dates older than 7 years from the Go Live date for individual users will <u>not</u> be migrated into the new Archive System UNLESS the user is on the list of Permanent Officials or the records are subject to a retention hold.	
5.	The contractor will import managed records from the old Archive System to the new Archive system.	
6.	AGENCY will issue pre-migration guidance for AGENCY staff to clean up their mailboxes in the current email client and Archives before migration. RM will supply guidance language.	