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## INTRODUCTION

The Illinois Enterprise Email System utilizes the Symantec Enterprise Vault™ and the storage components of EMC™ as tools that provide a framework for CMS to manage email in a manner that:

1. Enhances compliance with record retention laws, including the State Records Act.
2. Provides secure storage and retrieval.
3. Provides a User with a practical interface to email.

This User Manual contains instructions on how to use the Symantec Enterprise Vault and guides a User in best methods for utilizing the tool to manage email information.

The Illinois Enterprise Email System provides each User with a mailbox; each mailbox has a 150 mb limit. To help manage the mailbox size limitations, older email, selected email, calendar items and attachments are moved to an email storage area in the Illinois Enterprise Email System described as a vault. The entire vault may be easily searched using tools further described below. A User will retain the ability to access an Illinois Enterprise Email System account utilizing Outlook Web Access (OWA) via web browser.

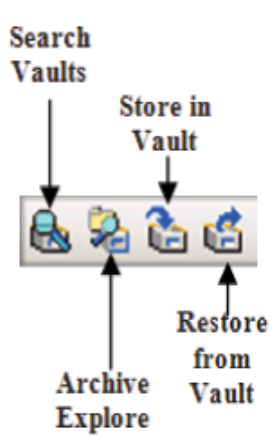
This solution will offer additional icons for Users in the Outlook client. Email information stored in the vault will be viewed in a web browser.

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## The Outlook Client

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### Additional Icons

 <p>The diagram shows four icons in a row. From left to right: a magnifying glass over a folder (Search Vaults), a folder with a document (Store in Vault), a folder with a document and a magnifying glass (Archive Explorer), and a folder with a document and a circular arrow (Restore from Vault). Arrows point from text labels to each icon: 'Search Vaults' points to the first icon, 'Store in Vault' points to the second, 'Archive Explorer' points to the third, and 'Restore from Vault' points to the fourth.</p>	<p>Additional icons are added to Outlook. These are located in the upper right hand corner.</p> <ol style="list-style-type: none"><li>1. <b>Search Vaults:</b> Allows User to search all information in the vault.</li><li>2. <b>Archive Explorer:</b> Opens a browser to view information in the vault</li><li>3. <b>Store in Vault:</b> Moves selected items from the live mailbox to the vault.</li><li>4. <b>Restore from Vault:</b> Restores information from the vault to the live mailbox.</li></ol>
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Within Outlook, some messages will have the following icon: 

This icon means the information or message has been moved to the vault. Double click the icon to retrieve the item from the vault in its original form. This icon does count

against the 150 mb mailbox size limit; however, the icon may be safely deleted from your Inbox, as the message is stored in the vault.

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## Two Year Retention Folder

Users will see a new folder in the mailbox titled, “\*Retain in Archive for 2 Years.” The system will automatically delete information stored in this folder after 2 years. This folder should contain only non-record information that is of more than short-term importance (e.g., research, broadcast messages, non-record or transitory information needed for an intermediate period of time).

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## Compliance with the State Records Act

For purposes of compliance with the State Records Act, the vault has a default setting that retains email indefinitely or until such time as a determination is made that retention of the email is no longer necessary. Once such a determination is made, the email can be deleted from the vault by the User.

Unless the User places email in a folder that has a scheduled retention period of less than indefinite (e.g., \*Retain in Archive for 2 Years), the email will remain in the vault until removed by the User.

In addition to the above default categories, an Agency may have other document retention requirements. Those requirements may be addressed through the creation of additional separate folder(s) in that Agency’s mailbox structure. To request an Agency specific folder please work with your Agency IT Coordinator to submit an Enterprise Service Request (ESR).


Email information sent or received by User may be a State Record. The sender is responsible for proper retention of all sent emails. If an email is received from outside the Illinois Enterprise Email System, the recipient is responsible for proper retention. User should refer to CMS or individual Agency policy to determine the appropriate location for email information.

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## Sorting Email

Email information should be sorted within thirty (30) days of sending or receiving. The options for sorting email information are:

1. Delete the email information (only non record information); or
2. Move the email information to the appropriate folder.
  - a. User may manually move email to the vault; or
  - b. After sixty (60) days the system will move the email to the vault.
3. Should the User take no action within sixty (60) days, the system will move the email message to the Inbox folder of the vault. A place holder will be left in the

live Inbox marked with this icon.  The placeholder will be deleted after 6 months. The placeholder does count against the 150 mb mailbox size limit; however, the placeholder may be safely deleted from your Inbox, as the message is stored in the vault.

Additional guidelines and instructions for sorting email information are located on page 7. All email should be sorted regardless of whether the information is in the sent items folder or the Outlook Inbox.

Sorting email promptly accomplishes a number of goals. Sorted email is more easily and efficiently catalogued and processed for deletion. Finding and retrieving email information is easier and more efficient when the information is sorted by project. Organizing unsorted information in the vault involves an inefficient, multi-step process. Accordingly, users will find email management to be much easier when email has been promptly sorted.

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## The Vault

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### Storing Information in and Moving Information to the Vault

Each night the system scans a User's mailbox and moves items older than 60 days into the corresponding folder in the vault. The location of the item in the vault will appear to the User to be the same folder structure as originally created by User (though the mail item will reside in the vault folder structure). The item cannot be directly moved from one folder in the vault to a different folder in the vault (See User Management Techniques at the end of this manual).

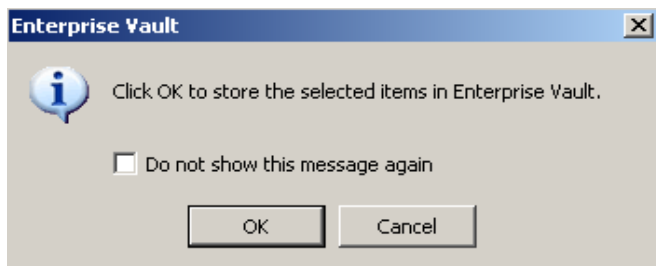
The following are exceptions:




- Information stored in the Deleted Items folder will not be moved to the vault, but will be automatically deleted after 14 days.
- Information stored in the Drafts folder will not be moved to the vault nor will they be deleted.
- Email items larger than 2.5 mb will be moved to the vault after 14 days.

The User can manually move information to the vault within the 60 day period. For example, Users may need to move information to the vault in order to manage the size of their Inbox.

To do so highlight the email message that you want to store in the vault and click on the "Stored in Vault" icon in the upper right hand corner of your Outlook Client: 

Click on OK in this message box:



The icon in the live mailbox will change from:  to this: . When the item has been completely moved to the vault, the icon will change to . **The email message and any documents attached to it are now stored in the corresponding folder in the vault.** If the message was in your Inbox, then the message will appear in the vault Inbox. If the message was already in a folder, then the message will appear in the corresponding folder in the Vault.

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## Viewing Information in the Vault

There are two ways to view information in the vault: Outlook or Web browser. The view settings may be modified by the User. It is recommended to use Outlook settings on a State of Illinois computer. (Directions for establishing settings are located on page 6) In either method, double click the item to open.

- In Outlook view, the item will open as a regular Outlook window.
- In Web browser view, the item will open in a new browser window. In order to use regular email options (e.g., reply, forward), select the Download icon. The item will open in Outlook.

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Selecting the Archive Explorer icon will launch the following in an open browser:




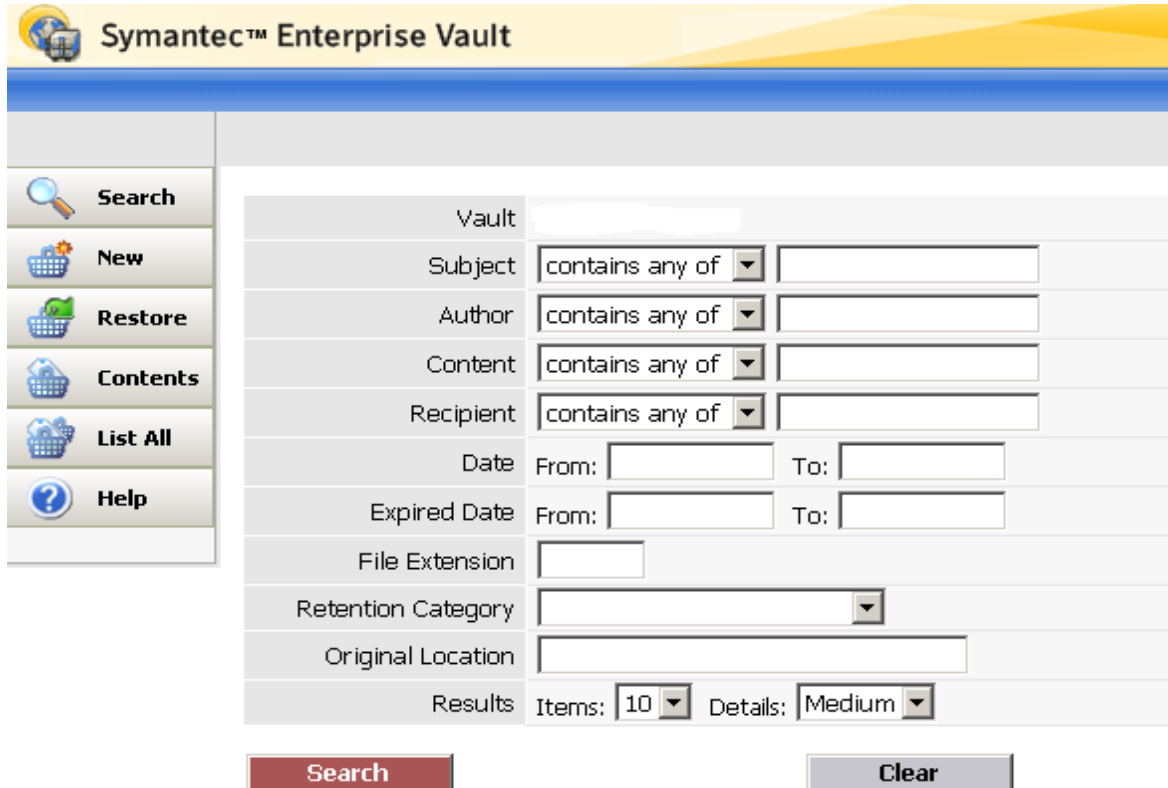
Click on the Plus sign (+) next to the Mailbox name to expand it and show the rest of the folders; the folders will display just like they do in the Outlook client. Click on the Plus sign(+) again to show more sub folders, including any Large Personal Folders.

**Note:** To launch the Archive Explorer in a new browser as opposed to reusing a browser already open on your desktop complete the following instructions: With IE browser open, click Tools – Internet Options – Click Advanced Tab and scroll to the option labeled “Reuse windows for launching shortcuts” and uncheck the box.

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## Searching Information in the Vault

The Search Vaults icon  is located in the upper right corner of your Outlook client: When selected the Search Vaults icon will display:



Vault	<input type="text"/>	
Subject	contains any of <input type="text"/>	<input type="text"/>
Author	contains any of <input type="text"/>	<input type="text"/>
Content	contains any of <input type="text"/>	<input type="text"/>
Recipient	contains any of <input type="text"/>	<input type="text"/>
Date	From: <input type="text"/>	To: <input type="text"/>
Expired Date	From: <input type="text"/>	To: <input type="text"/>
File Extension	<input type="text"/>	
Retention Category	<input type="text"/>	
Original Location	<input type="text"/>	
Results	Items: <input type="text" value="10"/>	Details: <input type="text" value="Medium"/>

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## Deleting Information from the Vault

Information may only be deleted from the vault using Archive Explorer or Search Vault. Be sure to use caution when deleting items from the vault as they may not be recovered.

Users may periodically be provided with updated instructions or reminders related to the deletion of information in the archive.

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## User Management Techniques

To establish the settings for moving messages stored in the vault, User must first do the following:

1. Click on Archive Explorer in the upper right hand corner of your Outlook Client
2. Click on "Settings"
3. Verify that your correct mailbox information is loaded
4. Verify that Microsoft Outlook is selected

5. Once verified select OK

To move an item from one folder to another within the vault folder structure User must take the following steps:

1. Establish Settings as above
2. Right-click the item
3. Select “Move to Mailbox”
4. Select “Original Location”. The item will now be located in the corresponding live Inbox folder.
5. Move the item to the desired live Inbox folder
6. Select item
7. Select “Store in Vault” icon.

To copy an item from the Vault, follow steps 1-4 for moving an item from the vault, above. When an item is **copied** from the vault, the original message stays in the Vault; it is not deleted. In contrast, when an item is **moved** from the vault the original item is deleted from the vault and is only stored in the live Inbox.

**Note:** The system presents the option to move the item to the Restored Items folder. Please be aware that using this option will restore the item to the Restored Items folder in the Outlook client, but will not delete the item from the vault.

Any changes to the vault, whether moving, copying, or deleting items, may not be visible to User until the web browser is refreshed.

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## Guidelines for Sorting Email

The Electronically Stored Information (ESI) Policy, in addition to the State Records Act (5 ILCS 160), establishes responsibilities for proper retention of Records. Users may create or receive Records through the process of drafting, sending, receiving or managing email.

Not all email information is a Record; non-Record information includes transitory information (examples below) and copies of a Record. Non-Record information should be deleted when the information is no longer useful.

The following are examples of transitory information:

- Incoming list serve messages
- Personal email messages received by user (unrelated to State business)
- Non-policy communications among co-workers (e.g. lunch invitation, messages to call)
- Spam or unsolicited advertisements or sales promotions
- Published reference materials
- Thank you messages
- Out of office auto-replies
- Messages that convey attachments that are identical to records otherwise stored and managed outside the email system according to approved record retention series

- Multi-recipient announcements (e.g., Agency or Bureau wide announcements)

Transitory information is not record information. Accordingly, each user is expected to delete transitory information once the information is no longer useful.