

# Preparing For eDiscovery: How We Got Rid of Our Email Archive and Lived to Tell the Tale

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# Today's Discussion

- Background
- Approach
  - Policy
  - Technology
  - Change Management
- Conclusions / Lessons Learned



# Background

- Migration Decision:  
GroupWise to Outlook



- Issue:  
Uncontrolled email archives, most on C: drives
- Opportunity:  
Revisit email retention policy

# Background: Current State 2008

- Technology Policy
  - “Electronic communications should not be relied upon for long term storage of work-related documents or management of records in excess of retention periods of six months.”
- Records Guideline
  - “GroupWise is a scheduling and communication tool and should be used only for short-term, purpose served correspondence. Everything else, long-term retention email records, should be managed outside of GroupWise.”

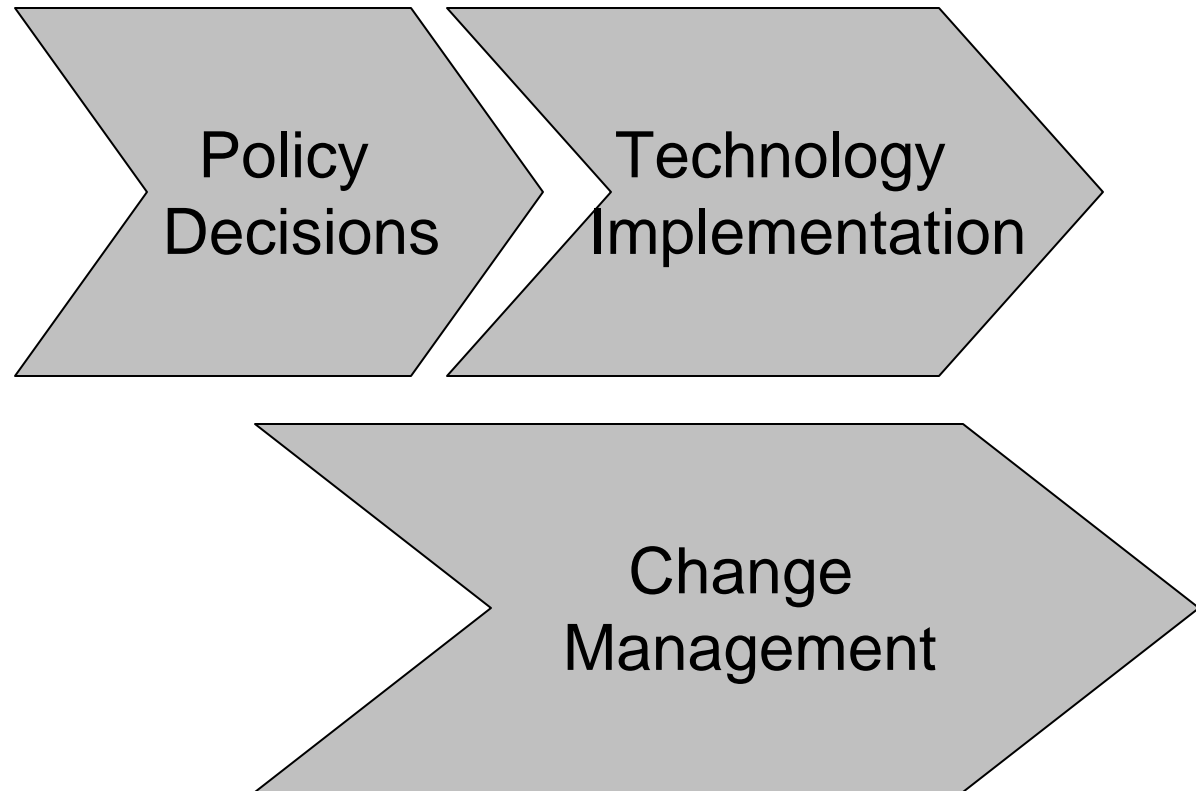
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# Current State Reality Check

- Email archives = C: filing system
- Emails kept for years
- No compliance or enforcement
- C: Archives not discoverable

# Project Approach



# Policy Approach

- Policy drives technology decisions
- Less reliant on the user for compliance

# Policy: Preparation

- Review other Agencies' policies
- Gartner research
- Extensive discussions between IT, Records & Legal
- Direction from Technology governance group



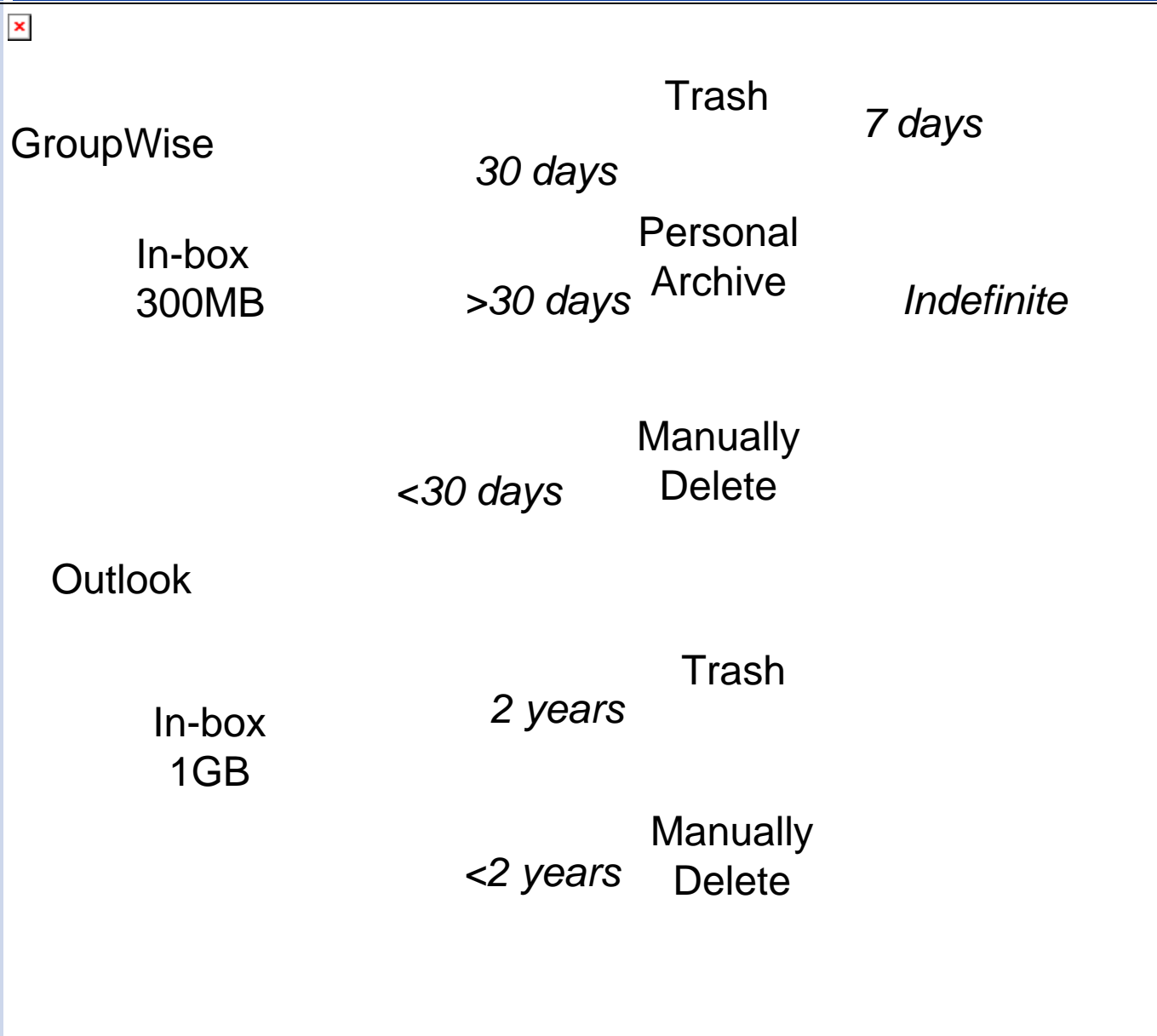
# Policy: Records guidelines

- Consider email general administrative records
- Store Outlook items for 2 years
- Store email requiring > 2 years retention outside of Outlook as doc
- Regularly delete purpose served email

# Policy: Framework

<b>GroupWise (Then)</b>	<b>Outlook (Now)</b>
30 day In-box	2 year In-box
300 MB size	1 GB size
Personal Archive	No Archive

# Policy: In-box limits

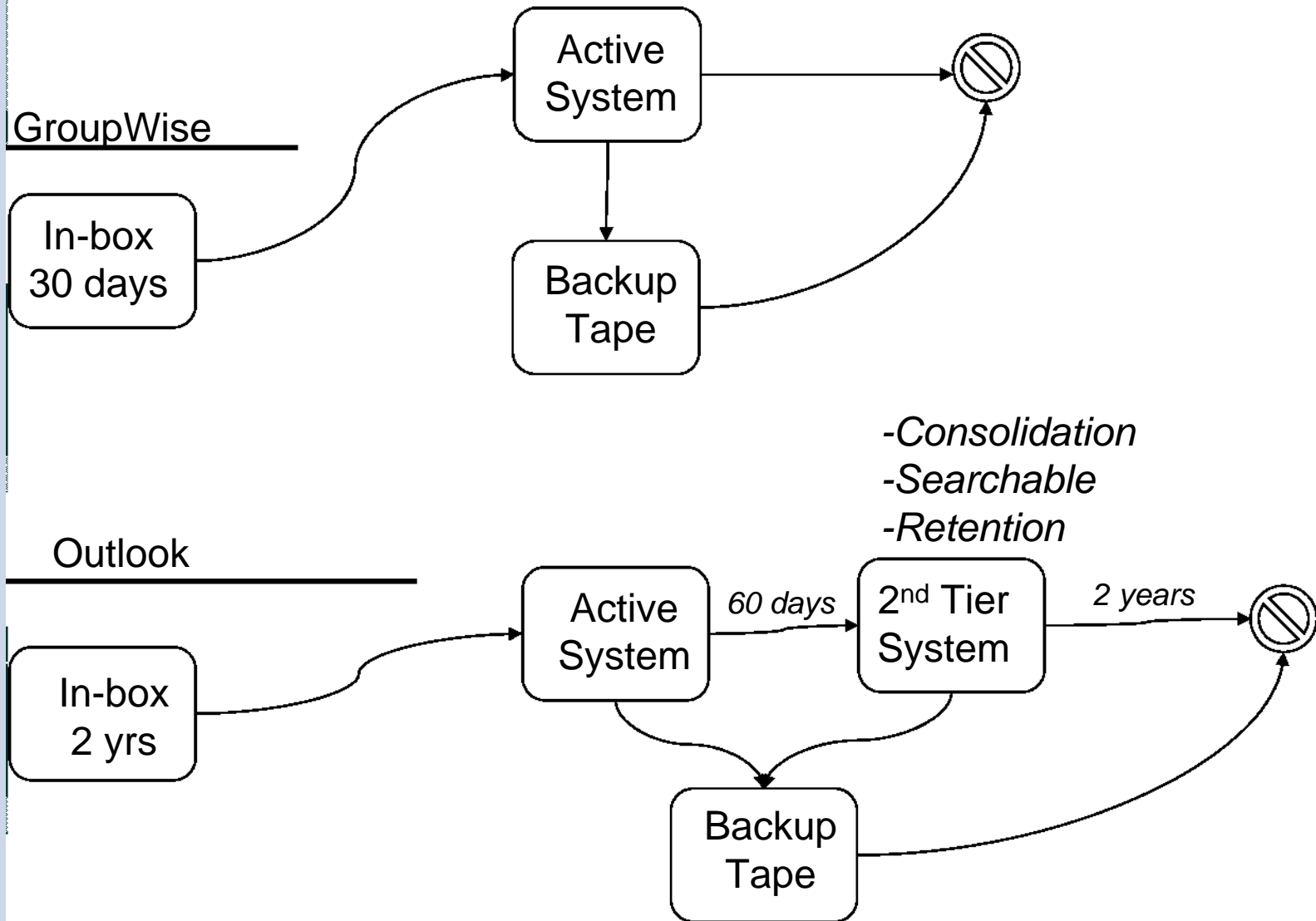


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# Technology Approach

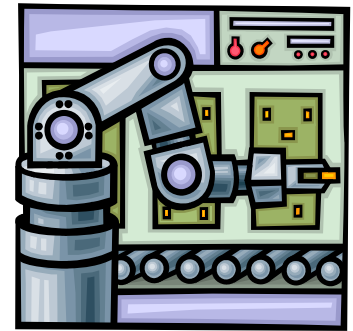
- Ensure technology can enforce policy
- Ensure system performance and employee productivity are not compromised

# Technology: Tiered Storage



# Technology: Migration


- Migration decisions
  - In-box: 2 years
  - Calendar
  - Contacts
- Automate Migration
  - System ready for use day one
  - Manual – risk of user errors
  - Tool: Quest
- Roll-out
  - Pilot of ~70 users
  - Phased roll-out to rest of organization



# Change Management Approach

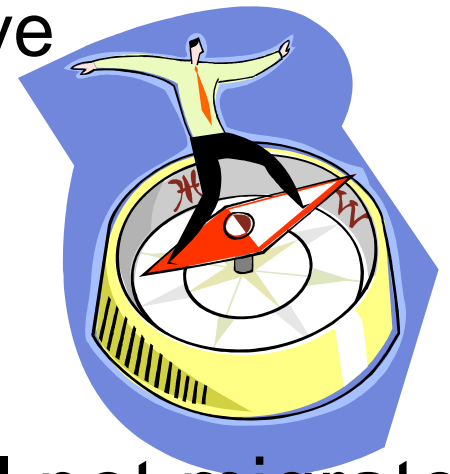
- Began communicating 3 months before go-live
- Before: policy change
- Go-live: tool change

# Change Management Tools

- Face to Face meetings
- TalkWithIT web presence and email box 
- Intranet – Videos and IT News Articles
- Feedback channels

# Change Management Message

- Reinforced message one month prior to go-live
  - Records retention schedule
  - Eliminate Personal archive
  - Ensure transparency
    - Open records
    - E-discovery
    - Rate cases
- Full personal archive will not migrate
  - just 2 years in in-box



# Conclusions

- Learned - email is a critical tool
- Archive hard habit to break
- Migrated 2 years of email
- Manual approach was not supported – bought automated tool



# How We'd Do it Over

- Perform more thorough stakeholder analysis
- Make policy decisions sooner
- Provide more communications regarding policy change
- Conduct more face to face meetings
- Conduct more best practice training after go-live

