

HEART OF TEXAS WORKFORCE DEVELOPMENT BOARD, INC.

**ADMINISTRATIVE PROCEDURE**

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| **ID NO.:** ADM PRO002-016 |  | **DATE ISSUED:**  | May 18, 2016 |
| **PROGRAM:**  |  ALL PROGRAMS | **KEYWORD:**  |  AUTOMATION ADMINISTRATION |

**SUBJECT:** Electronic Mail Retention (E-Mail)

**PURPOSE: In order to maintain an efficient and reliable email system, Information Technology has implemented an Email Retention Standard Operation Procedure (SOP) that is applied to six folders on all WSHOT email accounts. These six email folders are the Inbox, Junk Mail, Clutter, To-Be-Deleted, Deleted Items, and Sent Items. All other email messages older than 5 years will be moved into an Archive folder with unlimited quota.**

**REFERENCES: HWD 002-15 Communications Usuage Policy**

BACKGROUND: All WSHOT Board and Center staff, partners, volunteers, other agency representatives, and any other person granted access to the Boardcommunications resources must comply with all standards set as outlined in TWC and Board guidance.

**PROCEDURE:**

**Inbox Retention:**

Messages in the Inbox folder or sub-folders within the Inbox folder that exceed 3 years in age from the receive date will be automatically moved into the To-Be-Deleted folder. If messages exceeding the 3 year date stamp are required or desired to be maintained, please move these messages to a folder under your Cabinet or print them to a an electronic file outside of the email system such as a PDF or text file for long term storage.

**Junk Mail Retention:**

Messages in the Junk Mail folder will remain for 60 days from the receive date. After 60 days, messages will be moved into the Deleted Items folder.

**Clutter Retention:**

Messages in the Clutter folder will remain for 60 days from the receive date. After 60 days, messages will be moved into the Deleted Items folder.

**To-Be-Deleted Retention:**

Messages will remain in the To-Be-Deleted folder for 3 years plus 90 days from the receive date before being permanently purged from WSHOT’s email system. This folder is a 90-day “safe area” for all Inbox and Sent items that have reached their retention expiration for users to recover if needed.

**Deleted Items (Trash) Retention:**

Messages will remain in the Deleted Items folder for 120 days from the receive date before being permanently purged from WSHOT’s email system.

**Sent Items Retention:**

Messages within the Sent Items folder or in sub-folders within the Sent Items folder that exceed 3 years, will be moved into the To-Be-Deleted folder. If messages exceeding the 3 year date stamp are required or desired to be maintained, please move these messages to a folder under your Cabinet or print them to a an electronic file outside of the email system such as a PDF or text file for long term storage.

**EFFECTIVE DATE:** Immediately

**INQUIRIES:** Aquanetta Brobston

 HOTWB Quality Assurance/EO Officer/504 Coordinator