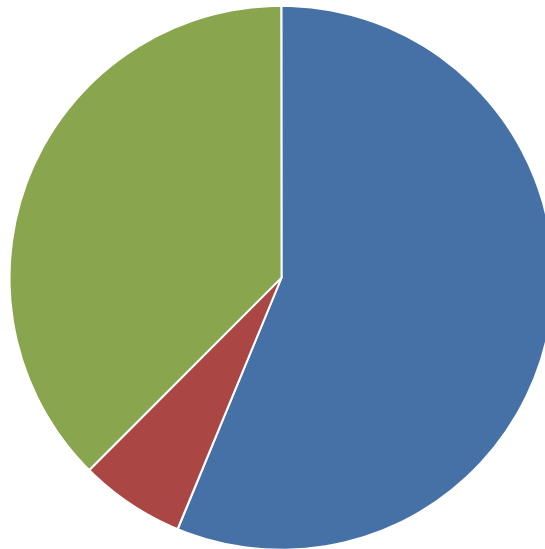


# Results for Email Management Benchmarking

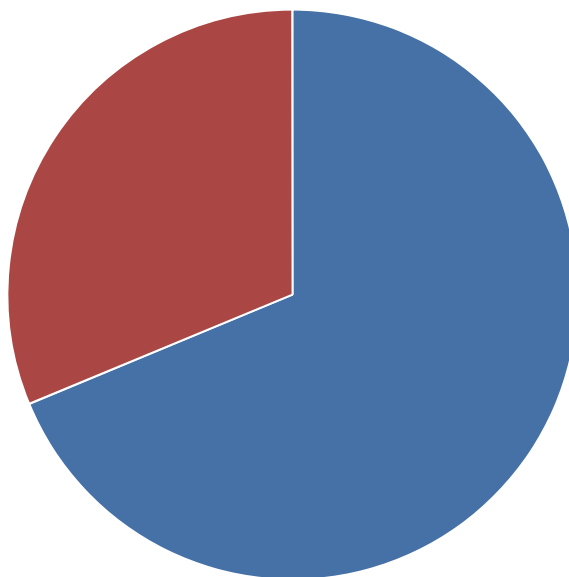
**Name:** Email Management Benchmarking  
**Dates:** 07/20/2017 - 07/31/2017  
**Associated Meeting:** None  
**Anonymous?** Yes  
**Restrictions:**  
**Number of responses:** 16

## 1) Your organization is a:



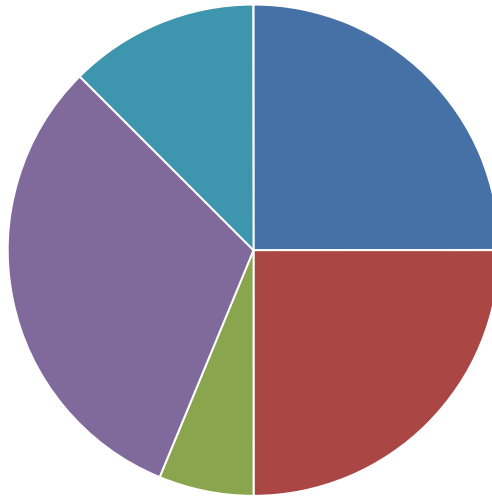
■ Government agency  
■ Publicly traded corporation/company  
■ Private company

## 2) Your organization's primary deliverable is:



■ Services  
■ Other

### 8) What is the size of your organization?



- 1-100
- 200-500
- 501-1000
- 1001-3000
- over 3000

Date Submitted	1) Your organization is a:	2) Your organization's primary deliverable is:	3) Litigation and Audits: On a scale from 1 (no litigation/audits) to 10 (litigation/audits are constant and frequent), how would you rank your organization's litigation/audit profile?	4) Email Archiving: Does your organization use an email archiving program/tool? This might be one or more rules, such as Purge all messages older than 1 year, a software application that moves messages based on their content, or a combination of both. If YES, please answer questions 5-7, below. If NO, briefly explain why not.	5) Email Archiving: For your organization's email archiving program/tool, what retention policy(ies) have been established? Why were those retention policy(ies) selected?	6) Email Archiving: Does your organization use a content management application to support the email archiving program/tool? In other words, are messages moved by the archiving program/tool from the email system into a document management or content management system? If YES, what content management application is being used?	7) Email Archiving: Is your organization satisfied with the email archiving approach being used? Please explain why or why not.	8) What is the size of your organization?
7/28/2017 14:28	Government agency	Services	5	No - lack of initiative.	N/A	N/A	N/A	1001-3000
7/28/2017 13:31	Publicly traded corporation/company	Other	8	yes	Inbox purge set at 60 days, managed folders set at either 3 years or 8 years, depending on business content. Managed by end-user.	no	currently looking at alternative solutions.	over 3000
7/28/2017 13:31	Government agency	Other	5	No, only what's built into Exchange Online. We use a rule to delete Inbox content older than 30 days (unless on hold), but that's only to encourage users to move content they want to keep into folders in their cabinets. Information management has not been a high priority here, so litigation requests for email are a bit of a fire drill.				200-500

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7/28/2017 13:24	Private company	Services	10	Yes	We have an internal purge program which deletes internal email messages after 18 months. External messages are not deleted.	Yes. Our company uses Newforma. This program &quot;shakes hands&quot; with Outlook, so that Newforma project folders will be present with your other Outlook folders.	Eh, so-so. The drawback with our program is that it relies on people actually filing their email to the Newforma program (folders). People don't like doing this because it removes emails from their Outlook and makes them less accessible. So the end users are not all satisfied with it, and legal and records are not happy because it is difficult to ensure compliance.	1001-3000
7/28/2017 13:17	Private company	Services	1	No. We declare emails that are records into our RM. Other than the Outlook Integration with our RM, there is no tool used for this process.				1-100
7/24/2017 17:54	Private company	Services	7	Yes	If the email is a record or work in progress you must actively move it to a folder. All other email is deleted automatically in 30 days.	No, the email account owner must manage important emails.	Yes. Places the responsibility on the employee. Auto delete has saved costs.	over 3000

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7/24/2017 16:57	Government agency	Other	4	yes	Purge all messages older than 1 year. Content dictates what is a records. Records must be preserved outside of the inbox/email account and retained for the appropriate retention period.	no	some are	1001-3000
7/24/2017 11:14	Government agency	Services	2	No, We are a very small City and have not gotten that far yet.				1-100
7/22/2017 1:53	Government agency	Services	Not sure	Not sure				1001-3000
7/21/2017 18:53	Government agency	Services	1	yes	None. We have not addressed email retention.	no.	no. Retention needs to be addressed at some point.	1-100
7/21/2017 16:40	Government agency	Other	3	No				200-500

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7/21/2017 15:52	Private company	Services	4	emails records are saved to the DMS via an Outlook profiled folder. Those follow our normal retention schedule. No set archiving for transitory emails in Outlook (non-records). Sent emails are deleted after 14 days, unless moved to another folder or archived in the DMS.	Electronic and paper use the same retention policy. Policy is based on the life of a piece of work, start to end, plus 7 years. These terms were selected based on benchmark survey with like businesses.	Yes. Opentext	Half and Half satisfied. Easy to archive, but hard to review.	200-500
7/21/2017 14:39	Private company	Services	5	yes	90 days	not sure	Yes, so far	501-1000
7/21/2017 14:35	Government agency	Services	4	No. We had licensed Enterprise Vault for a short time (2-3 years) but never executed an organizational policy to enable us to establish rules to apply the application effectively. IMHO - The shortcoming underlying a lack of execution is attributable to the lack of willingness to commit on the part of IT leadership.				1001-3000
7/21/2017 14:08	Government agency	Other	1	No. We have a policy developed 12 years ago that is not followed. I am working with IT on use of Outlook folder tags along with a policy staff would follow on what records should be kept for 2, 4 and permanent. The plan is that unless tagged, the messages are permanently deleted in from 30 to 120 days. Very difficult to get management to make this a priority - for review, discussion and approval of the policy.				1-100

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7/21/2017 14:07	Private company	Services	3	No, we have nothing automated for archiving email. We store email in the DMS.				200-500