

November 14, 2005

MEMORANDUM FOR JOHN STRAUB
ACTING CHIEF INFORMATION OFFICER

FROM: STEVEN MCDEVITT
DIRECTOR, ARCHITECTURE AND ENGINEERING
DIRECTORATE

SUBJECT: MS Exchange Electronic Mail Archival Process Standard Operating Procedures

Purpose: To obtain approval

1. to implement new "interim" Standard Operating Procedure (SOP) for the MS Exchange Electronic Mail Archival Process, and
2. to implement a longer term risk mitigation plan for the email archive process

Both improves the integrity of the email archival process and reduces risk that is inherent in the process.

Background: The Executive Office of the President (EOP) is required by law to retain email records for search and archive as either Federal or Presidential records. The current email archive process depends on manual operations and monitoring, standard operating procedures do not exist, automated tools that support the email archive process are not robust, and there is no dedicated archive storage location. As a result, the current process and lack of storage management limitations result in potential loss of emails. Lost or misplaced email archives in turn result in an inability to meet statutory requirements.

Related Acquisitions/Projects: Both the "interim" procedure and the longer term risk mitigation plan rely on related projects:

- The interim procedure requires that Mail Attender be upgraded to the current version. Mail Attender has been purchased by the IS&T organization. The SIS Branch of IS&T is responsible for testing and implementing the new version with the business that are described in the SOP for MS Exchange Electronic Mail Archival. Implementation will result in automated scheduling of daily archival for each component's email to the Storage Area Network (SAN).
- The procedure also requires system monitoring of the archive process. The SIS Branch of IS&T is responsible for implementation of system monitoring. System monitoring will allow the data center operations staff to assure that the email archival process runs successfully every night.

- The long term risk mitigation plan relies on the implementation of the Electronic Communication Record Management System (ECRMS) as a dedicated storage volume for email archive. This will isolate email archives from other storage management decisions.
- Full implementation of ECRMS requires the all MS Exchange servers be upgraded to the 2003 version of MS Exchange. This will allow envelop journaling and the elimination of Mail Attender from the archive process. By simplifying the process and tool set, the integrity of the process will be enhanced.

Funding Profile: None.

- Mail Attender has been purchased.
- Microsoft Operations Management (MOM) can be used to monitor the process.
- Funding for ECRMS is established in the ECRMS budget.

Recommendation: The Acting Chief Information Officer approves and directs the

- use of the attached Standard Operating Procedure for MS Exchange Electronic Mail archiving, and
- implementation of ECRMS.

Approved: _____ Disapproved: _____ Date: _____

Comments: