

# Texas A&M AgriLife Extension Service Procedures

## 29.01.99.X0.01 | Email Retention and Service

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### PROCEDURE STATEMENT

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This procedure establishes email retention and operational management procedures for all Texas A&M AgriLife Extension (AgriLife Extension) positions.

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### REASON FOR PROCEDURE

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Under the Information Resources Management Act, TAC202, University and System regulations, Information Resources are strategic assets of the State of Texas that must be managed as valuable state resources. These procedures are established to achieve the following:

- To ensure compliance with applicable statutes, regulations, and mandates regarding the management of data retention and management;
- To establish prudent and acceptable practices regarding the use of email services; and
- To educate individuals who may use email services with respect to their responsibilities associated with such use.

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### PROCEDURES

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#### 1.0 GENERAL

##### 1.1 Terms of use:

Electronic files and communications created, sent, received, or stored on Information Resources owned, leased, administered, or otherwise under the custody and control of AgriLife Extension are the property of the agency.

1.2 Private email accounts should not be used for conducting agency business. In order to satisfy its obligations under an audit, investigation, or official proceeding, the agency may require an employee to disclose any email messages residing in an employee's private email account(s) relating to agency business. An employee failing to comply with such a request will be subject to disciplinary action, up to and including dismissal.

1.3 The College of Agriculture and Life Sciences, Texas A&M AgriLife Research (AgriLife Research) and AgriLife Extension will jointly adopt these procedures to maintain operational consistency and management procedures.

#### 2.0 EMAIL RETENTION AND SERVICE PROCEDURES

##### 2.1 Email Service Eligibility

A. The following entities within AgriLife Extension, AgriLife Research, and the College of Agriculture and Life Sciences have default access to an AgriLife Exchange email account:

1. All currently employed faculty and staff

- 2. All currently employed (paid) student workers
- 3. Graduate Students (as required)
- B. Any other entities should be routed through the agency administrative offices for authorization approval.
- C. Emeritus faculty can find information about obtaining a TAMU email account by going to: <http://employees.tamu.edu/benefits/retirement/privileges/>

## 2.2 Email Service Requests

- A. All email account requests should be created via the AgriLife People Management System (APM) by the designated unit account manager. See [Extension Procedure 29.01.99.X0.05 Information Technology Account Management Procedures](#).
- B. Access to other individual email accounts should be given by the mailbox owner using the tools built into Outlook and Outlook Web App. When that is not possible (such as when granting “Send As” permissions as opposed to “Send on Behalf of” permissions) , the mailbox owner or the mailbox owner’s department head should send an email to [first-call@tamu.edu](mailto:first-call@tamu.edu) to authorize the access. The authorizing email must describe the specific access to be granted.(e.g. read, write, send on behalf, or send as)

## 2.3 Email Service Termination

- A. Request for email service termination must be initiated by the unit account manager via the AgriLife People Management System (APM) in accordance to agency account management rules and procedures.
- B. All email accounts will be terminated upon last day of employment resulting in the removal of the account and any associated mailbox contents. Supervisors must formally request a copy (via APM or email to [first-call@tamu.edu](mailto:first-call@tamu.edu)) of an employee’s mailbox contents prior to employee’s last work day.
- C. An extension of email service beyond the employee’s last day of employment will only be granted for a legitimate business purpose in accordance with the following guidelines:
  - 1. The Unit Account Manager (UAM) can request an extension for up to six months beyond the last day of employment via the APM system.
  - 2. The Agency Director, College Dean or their designee must approve any extension requests exceeding 6 months. Requests should contain business justification information.

## 2.4 Email that Qualifies as a State Record

Email records or attachments that qualify as a “state record” shall be stored on the AgriLife Laserfiche Electronic Document Management System as described in [Extension Procedure 61.99.01.X1.01 Retention of State Records](#).

## 2.5 Email Folder Retention

The following retention rules will be applied per stated email folder:

<i>DELETED ITEMS:</i>	<i>30 Days Retention</i>
<i>JUNK E-MAIL:</i>	<i>30 Days Retention</i>
<i>SYNC ISSUES:</i>	<i>30 Days Retention</i>
<i>SENT ITEMS:</i>	<i>180 Days Retention</i>
<i>DRAFTS:</i>	<i>180 Days Retention</i>

CONVERSATION HISTORY: 180 Days Retention  
RSS FEEDS: 180 Days Retention

For all other folders (inclusive of the INBOX folder) no automated retention rules are applied.

## 2.6 Mailbox Quotas, Notifications and Exemptions

- A. A 2GB mailbox quota will be enforced throughout the organization.
- B. Exemption requests for mailbox quotas beyond 2GB must first be reviewed by the unit head then presented for review to the Agency Director, College Dean or their designee. Requests should contain business justification information.
- C. Automated quota warnings will be provided via email by the system at 90% and 100% capacity levels.
- D. Upon reaching 100% quota the mailbox will be unable to send or receive email.
- E. Employee mailboxes that reach the 2GB quota have the following options:
  - 1. Remove any unneeded email and/or,
  - 2. Turn on archiving and transfer email to the online archive folder

## 2.7 Email Archiving

- A. Each employee will be provided with an on-line 1GB archive folder
- B. By default, archiving will not be activated. Employees should activate archiving for specific personal folders by following the instructions provided on the FirstCall helpdesk website (<http://first-call.tamu.edu>).
- C. On-line archiving rates can be set at either 7 or 12 months intervals.
- D. Automated quota warnings will be provided via email by the system at 90% and 100% capacity levels. (Note: These notifications are separate and unique to the primary mailbox).
- E. Employee archive folders that reach the 1GB quota have the following options:
  - 1. Remove any unneeded email and/or,
  - 2. Perform an export of the archive folder to a local file. The exported file should be stored on the enterprise storage personal folder of the employee. Instructions for this process are available at the FirstCall helpdesk website (<http://first-call.tamu.edu>).

## 2.8 Email Relaying and Forwarding

- A. Mail relaying to external contacts or mailboxes will not be provided as a service option. Employees utilizing email domains serviced by the AgriLife enterprise mail domain system will be required to host their mailbox account on the enterprise mail system.
- B. Currently serviced email domains include ag.tamu.edu, agnet.tamu.edu, aesrg.tamu.edu, afpc.tamu.edu, agecon.tamu.edu, aged.tamu.edu, baen.tamu.edu, baenweb.tamu.edu, brc.tamus.edu, cnrit.tamu.edu, nature.tamu.edu, poultry.tamu.edu, tigm.org, fcs.tamu.edu, and groweatgo.tamu.edu.
- C. Automated forwarding to external mailboxes via forwarding rules is not allowed.

## 2.9 External Email Contacts within Global Address Listing

- A. External contacts will be maintained in employee personal address books only.
- B. The addition of any external contact listings within the global address list/directory must be approved by Agency Director or College Dean.

#### 2.10 Generic/Shared Mailbox Accounts

- A. Generic mailboxes will only be authorized by default when they are utilized in lieu of an individual's personally named account.
- B. Generic mailboxes not being utilized in lieu of an individual's named account must meet the following requirements:
  - 1. Authorized by a unit or department head.
  - 2. A single accountable owner must be designated and have signed the appropriate account authorization and accountabilities documentation forms. (See [Shared or Generic Email Account Request Form.](#))
- C. Generic mailboxes will be limited to 250MB of storage space. No Archive mailbox will be activated for generic mailboxes.
- D. End users must log into their own personal email accounts in order to access a generic mailbox. Exceptions can be made for specific mailboxes for legitimate business purposes and with the approval of a unit or department head.

#### 2.11 Individual Email Size Limitation

- A. Individual emails cannot exceed 48MB. This includes the sum of the content of the message and all attachments.
- B. Individual senders may not send to more than 1000 recipients in a single message and are strongly discouraged from sending to more than 100. Exceptions to this rule must be approved by the by Agency Directors or College Dean.

#### 2.12 Email Attachment Restrictions

The following file types will be blocked from transmission for the purpose of blocking various computer virus and system penetration attacks. These items are also detected and blocked within .ZIP or compressed format files.

- *Windows Executable files (.EXE, etc.)*
- *MS-DOS Executable files (.COM, etc.)*
- *Apple Executable files (.PKG, etc.)*
- *Executable and Linkable Format files (ELF)*

#### 2.13 Email Quarantine upon Virus Infection

All email will be scanned for viruses. Any email that triggers a virus alert will be quarantined. The sender and recipient of the email will received an email notice that the email was not sent due to infection. Employees should contact the FirstCall Help desk or their local IT resource to remediate.

#### 2.14 Email Blocking Due to Offensive Language

- A. All email will be scanned for extreme offensive language.
- B. The following notifications will be provided per any email that contains offensive language:
  - 1. In the case of email being transacted between employees on the AgriLife mail system both sender and recipients will be notified that the message was not delivered.

2. In the case of email being sent to an external (off system) recipient the email sender will be the only party notified that the email was not delivered.
  3. In the case of email being received from an external (off system) sender the email sender and recipient will be notified that the email was not delivered.
- C. Emails detected with extreme offensive language are not quarantined (or stored in any other manner). Employees should contact the message sender for re-transmission.

#### 2.15 Electronic Marketing Communications

- A. Electronic marketing communications include all electronic messages sent to more than 20 external recipients for the purposes of advertising a service, event, product, project, or promoting a political or religious agenda. External recipients are any recipients that do not have an email account with Texas A&M AgriLife.
- B. Electronic marketing communications must comply with the following provisions of the federal CAN-SPAM Act of 2003, which specifies a penalty of up to \$11,000 per violation:
1. The message must contain instructions for the recipient to remove themselves from the mailing list.
  2. Unsubscribe requests must be completed within 10 days.
  3. The message clearly identifies the sender and organization. It must contain a physical mailing address, which can be a street address or PO Box.
  4. The subject line must be accurate and relevant. It cannot be blank or misleading as to the contents of the message.
  5. An opt-out list must be maintained for each mailing list in order to ensure that recipients who have requested to be removed are not accidentally re-added.
- C. Users or departments with mailing lists containing more than 100 external recipients should consider using a third-party electronic mailing service. Examples of such services include, but are not limited to, Constant Contact, Mailchimp, Aweber, and Vertical Response.

#### 2.16 FOIA/Open Records Requests and Litigation Hold

All FOIA/Open Records and legal discovery and litigation hold requests should be performed through the agency Public Information Officer utilizing rule and procedures associated with Public Information requests. (See: [AgriLife Extension Procedures 61.01.02.X0.01 Public Information](#))

#### 2.17 Distribution Groups

- A. Distribution groups may only be added to the Global Address List with the approval of the AgriLife CIO and the unit department head.
- B. Groups used by a small number of people or with a very small membership should be maintained as personal contact groups within the individual user's mailbox and not as public distribution groups in the Global Address List.
- C. Distribution groups are restricted from receiving email from external senders by default. This restriction can be removed for specific groups with the approval of the unit department head. External access may be restricted if the distribution group becomes subject of misuse.
- D. Distribution groups may only contain AgriLife employee email addresses and not external email addresses.

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**RELATED STATUTES, POLICIES, OR REQUIREMENTS**

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[AgriLife Extension Procedure 29.01.03.X0.01, Information Resource Procedures](#)

[AgriLife Extension Procedure 29.01.99.X0.05, Information Technology Account Management Procedures](#)

[AgriLife Extension Procedure 61.99.01.A1.01, Retention of State Records](#)

[AgriLife Extension Procedures 61.01.02.X0.01, Public Information](#)

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**CONTACT OFFICE**

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For questions, contact AgriLife Information Technology at 979-845-9689.