

LAUSD Retention & Archiving

AGENDA



LAUSD Records Retention Policy

Policy Bulletin 5503.1: The District will store emails for a maximum of one year only. The email will be automatically deleted from the District's email system at the end of the retention period. The bulletin does not apply to student records.

- Abide by state Education Code and subject-matter-specific laws (i.e., contracts)
- Conduct business in a cost-effective manner
- Provide access to information through Public Records Act requests
- Preserve confidentiality and privileges

LAUSD Records Retention Policy

- The Email Retention Task Force is recommending that a **two-year retention period** be adopted as a technical default, with extensions for contracts, litigation and other correspondence that may require special handling.
- The two-year retention period allows the district to comply with requests for public records and disclosure without being unduly burdened.
 - Unanimous recommendation of 13-member Email Retention Task Force, which includes representatives from the district, UTLA, AALA and CSEA.
- Other government agencies have adopted email retention policies:
 - Los Angeles Community College District – 3-year default
 - University of California – 1-year default, longer based on subject matter
 - Long Beach Unified – 1-year default
 - San Diego Unified – 1-year default
 - City of Los Angeles – 3-year default (awaiting final approval)

LAUSD Legacy Email System

- LAUSD has more than 95,000 mailboxes for current and former employees.
- It costs \$100,000 annually to maintain five email servers, which have a 5-year life expectancy.
- A deleted message remains on the server for 90 days, then is overwritten.
- There are limited search functions for litigation and Public Records Act requests.
 - An email cannot be retrieved once it has been purged from the server.
 - The district spent \$160,000 for IT litigation support for a single case in 2013.

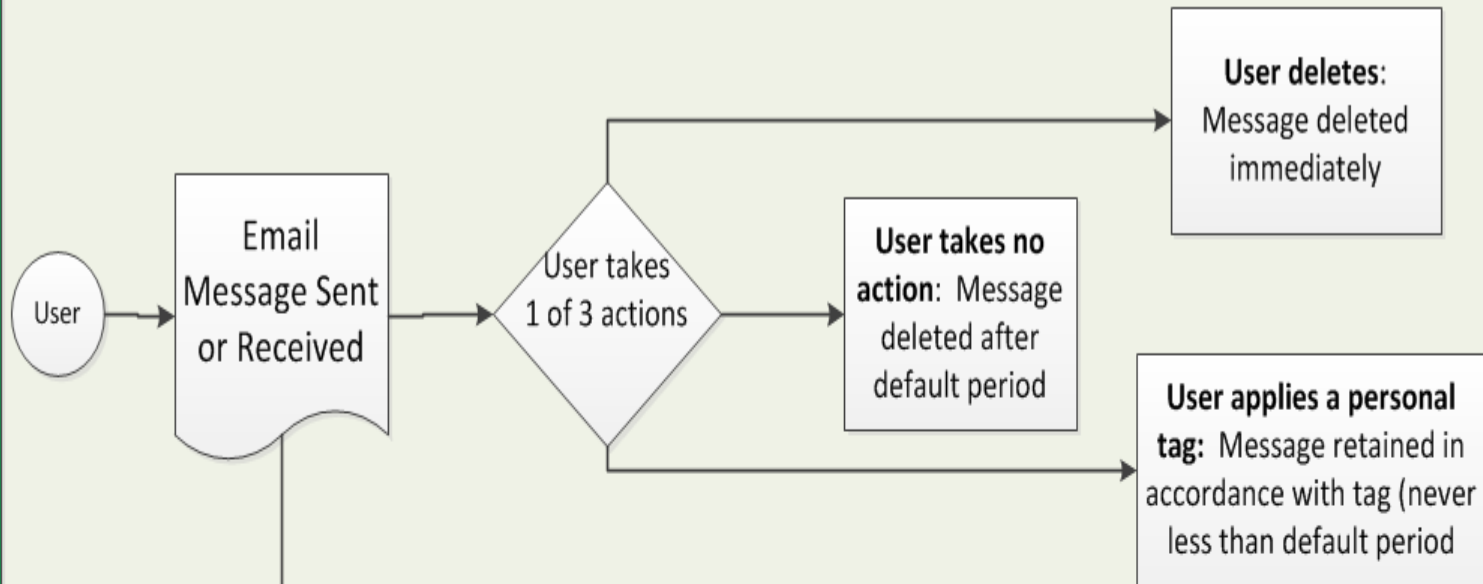
LAUSD Microsoft 365 Email System

- Microsoft 365 is a “cloud”-based email service with unlimited archiving and retention storage capacity.
- Each user has a personal archive folder to store messages they deem to be important.
- A copy of every incoming and outgoing message is also preserved in a **separate archive system** outside the reach of the user.
- The retention period applies to both the mailbox and the archive systems. By default, a message will be deleted after two years.
- The user can delete an email message prior to the default period or add a tag to retain it for a longer period or indefinitely.
 - ITD can recover a deleted message within the default period.
- As with the legacy system, a user can create internal folders to organize and manage emails.
- The cost is \$4.13 per mailbox annually for the archive and eDiscovery systems.
 - The mailbox service is free.

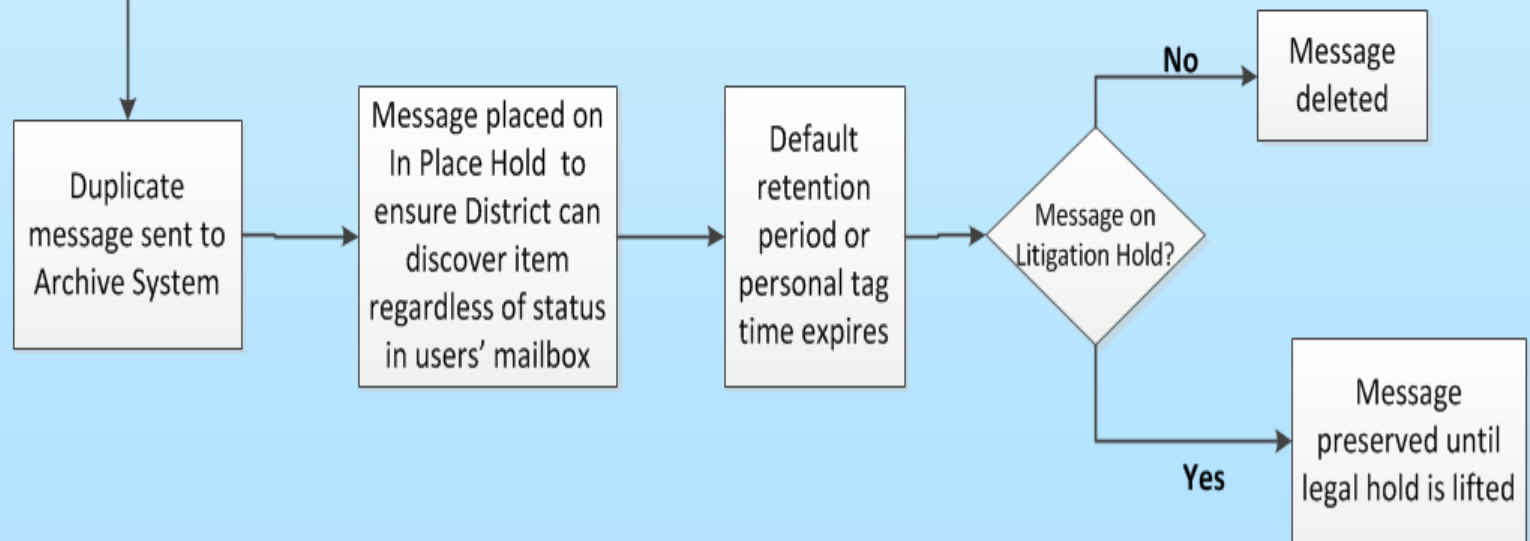
LAUSD Microsoft 365 Email System

- Each division/department can determine a different, longer retention period based on subject-matter-specific laws, business needs, etc.
- ITD tailors the user's email parameters, based on the department guidelines.
- The archive system can be searched using keywords and various filters for litigation, PRAs.
- After the retention period expires, the message is purged from both the user's email and the separate archive system.
- ITD **cannot recover an email** once it is purged from the archive system.
- A "litigation hold" may be placed on any email account, which allows it to be retained indefinitely. The default period applies to the email once the hold is lifted.
- An email can be retained indefinitely based on the user's position, keywords within the message, etc.

USER'S MAILBOX



ARCHIVE SYSTEM



Scenario 1 - Delete

User Action - Delete	Mailbox/ Inbox Folder	Deleted Items Folder	Recover Deleted Items folder	Purges - Discoverability (Legal)
<p>User eliminates message with the Delete key.</p> <p>Shift +Delete sends message to Recover Deleted Items folder.</p>	<p>Item moves to the Deleted Items folder and is no longer available in user's Inbox .</p> <p>Message is moved to Recover Deleted Items, where it can be accessed for 30 days.</p>	<p>Message stays in Deleted Items for the default period. The Message "timer" starts when message arrives in the Inbox.</p>	<p>After 30 days, the message is automatically purged from the Recover Deleted Items folder.</p>	<p>A message deleted from the email system remains in the archive for the balance of the default retention period.</p> <p>A "litigation" or "in-place" hold applies to deleted messages.</p>

Scenario 2 - No Action

User Action – No Action	Mailbox/Inbox Folder	Recover Deleted Items Folder	Purges - Discoverability (Legal)
User opens messages, but sets no alternate retention period; message never opened.	Message remains in the mailbox for the default period and then is permanently deleted. The message “timer” starts when message is received.		A “litigation” or “in-place” hold applied to unopened or untagged messages.

Scenario 3 - Personal Tag applied

User Action – Personal Tag applied	Mailbox/Inbox Folder	Recover Deleted Items Folder	Purges - Discoverability (Legal)
User uses Right click/assign policy to override the default period to retain a message for a longer time period or indefinitely.	Message is retained in mailbox for designated amount of time beyond the default period.		A “litigation” or “in-place” hold applies to all email messages.

Scenario 4 - User moves message to Personal Archive

User Action – User Archives the message	Mailbox/Inbox Folder	Recover Deleted Items Folder	Purges - Discoverability (Legal)
User archives the message and moves it to the Online Archive space.	Message is available in user's mailbox, but in the Personal Archive. Message remains in there for the length of time determined by personal tag, until the user deletes it, or for default retention period.	After 30 days, the message is automatically purged from the Recover Deleted Items folder.	A "litigation" or "in-place" hold applies to all email messages.

Records Management

- Office of Educational Services recommends creating a Records Management Services Unit to track, maintain, preserve and dispose of hard-copy and electronic records.
- A century's worth of records are stored at school sites and district warehouses.
- The Records Management Services Unit would:
 - Develop website and resource guide to implement Records Retention Policy.
 - Coordinate development of retention periods between ITD and district departments
 - Develop training/webinar to implement Records Retention Policy.
 - Add positions of Coordinator and Information Resource Technician for a total cost of approximately \$170,000.
 - Records Manager and Warehouse Records Tech positions already exist.

Thank
you
LAUSD!



Glossary of Terms

- **Record Retention and Destruction (Other than Pupil Records) Policy** – The LAUSD policy that governs document retention and destruction. Full document available on other side of link → [BUL-5503.1](#)
- **Retention Period** – Policy setting that determines the amount of time an email message will be retained within the system – both the user's mailbox and the archive layer. The Records Management Services Unit will work with individual departments to identify the need for retention periods beyond the 2 year default
- **Personal [Retention] Tag** – Optional settings that are established by a department that allow the individual user to identify an email message as needing to be retained longer than the default period.
- **Archive** – Also referred to as the Preservation Layer, the Archive is the District's central repository of all incoming and out-going email messages. The archive is not accessible by the user.
- **In Place Hold** – Based on the retention period, default or extended by the department, In Place Hold is the setting that is applied to an email account to enable the retention of email messages in the Archive.

Glossary of Terms

- **Litigation Hold** – Also referred to as Legal Hold, Litigation Hold is the preservation of all email messages for a specific user for an undetermined amount of time. In effect, the default retention period is temporarily changed to indefinite. Litigation hold is initiated by the Office of General Counsel and transparent to the end user.
- **E-Discovery** – Electronic Discovery is the searching and retrieval of email messages from the Archive based on keywords. E-Discovery is typically associated with legal cases and investigations.
- **Personal Archive** – A folder that resides in the user's mailbox. Created with the intention of providing a folder for organizing purposes, the Personal Archive allows users to store email messages away from their inbox.