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North Sound Behavioral Health Administrative Services Organization, LLC

Section 4000 - Information Systems: Email Retention

Authorizing Source: HCA Contract

Approved by: Executive Director

Date: 5/24/2022

Signature:

POLICY #4006.00

SUBJECT: EMAIL RETENTION

POLICY

North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) provides email capabilities to facilitate communication. Some email correspondence needs to be retained for certain periods of time. Aspects of email retention are handled by Office 365 Exchange and via backup technologies; other aspects are handled by the users of the system.

1. User Responsibility

As each user of the email system knows their email correspondence the best, users are held with the primary responsibility of retaining their email correspondence that needs to be retained. This applies to email correspondence that is both sent as well as received.

- a. Each user that must retain email correspondence for compliance or business needs should save those email messages within their own 'My Documents' folder, or their respective Departments folder.
- b. Users shall not save their personal email correspondence in a shared location (e.g., Departments, Shared, etc.)
- c. The recommended format to save the email correspondence to be retained is 'Outlook Message Format'. A .pst file or a .zip file can be used if many emails, such as an entire email folder, need to be archived.

Steps to save in .msg format:

- i. From the Microsoft Outlook® email client, select the email message you want to save.
- ii. Click File menu -> Save As...
- iii. In the 'Save As' dialog box, navigate to your 'Email_Archive' folder (or other folder in your 'My Documents' folder).
- iv. Provide a file name in the 'File name:' box. By default, this will be populated with the subject of the email message you are saving. It would be a good idea to include a date (such as the date the message was sent) as a part of the file name.
- v. In the 'Save as type:' drop-down list, select 'Outlook Message Format (*.msg)'
- vi. Click the 'Save' button.

Steps to save in .pst format:

- vii. From the Microsoft Outlook® email client, click File menu -> Open & Export
- viii. Click the Import/Export button
- ix. In the Import and Export Wizard, select "Export to a file" in the action to perform list and click Next>
- x. In the 'Create a file of type:' list, select 'Outlook Data File (.pst) and click Next>

- xi. Select the folder you wish to export and click Next>
- xii. Click the 'Browse...' button and choose where to save the file and give it a name.
- xiii. Click the 'Finish' button.

d. Each user will be responsible for the necessary retention and destruction of their archived emails.

IS/IT Department Responsibility

1. A Journal of all North Sound BH-ASO email correspondence is captured and backed up monthly for compliance purposes. It is saved to .PST, zipped, encrypted and archived in offsite backups for a three (3) year retention period.
2. Maintain and monitor network system backups per North Sound BH-ASO's Backup Policy.
3. Administer, maintain and monitor the Office 365 email system, as well as the on-premise email journal and relay servers.
4. Aid users on how to save their email correspondence.

ATTACHMENTS

None