

E-MAIL FILE QUOTAS

A legislator's e-mail file includes e-mail with respect to inbox, drafts, e-mail sent, attachments, and graphics, and also includes the legislator's calendar of meetings, appointments, events, anniversaries, and reminders as well as to do lists.

The Legislative Management Committee, at its meeting on October 7, 2002, reviewed legislators' e-mail file sizes as they related to the 50-megabyte (Mb) e-mail file quota established by the Information Technology Department for state officials and employees. The rationale for e-mail file quotas concerns security, system performance, manageability, system integrity, disaster recovery, and cost. For example, as each e-mail account grows, performance slows.

As of that meeting, 21 legislators exceeded the 50-megabyte quota and one legislator had two e-mails with attachments that approximated 50 megabytes.

At that meeting, the Legislative Management Committee adopted the 50-megabyte e-mail file quota applicable to state officers and employees as applicable to legislators, requested the Legislative Council staff to seek arrangements with the Information Technology Department for additional megabytes or an unlimited quota for the period beginning December before a legislative session and ending May 31 after the legislative session has adjourned. This period of no 50-megabyte quota was intended to recognize that legislators receive substantial numbers of e-mail during the legislative session.

The Information Technology Department removed the 50-megabyte quota for legislators during the 2003 legislative session and has not reimposed that e-mail quota on legislators using Lotus Notes e-mail at this time. The 50-megabyte e-mail mailbox limit is strictly enforced for Microsoft Outlook users.

The effect of the 50-megabyte e-mail quota is that when a legislator exceeds 50 megabytes, that legislator no longer can send e-mail messages. When a legislator reaches 150 megabytes, the legislator no longer can receive e-mail messages and senders are informed that the legislator's mailbox has exceeded the quota limits. Senders receive the following message:

-----Original Message-----

From: Postmaster@state.nd.us [<mailto:Postmaster@state.nd.us>]

Sent: Monday, May 13, 2002 4:30 PM

To:

Subject: DELIVERY FAILURE: Error delivering to itdadm3; Router: Database disk quota exceeded

Your message

Subject: testing

was not delivered to:

itdadm3@nodak02.state.nd.us

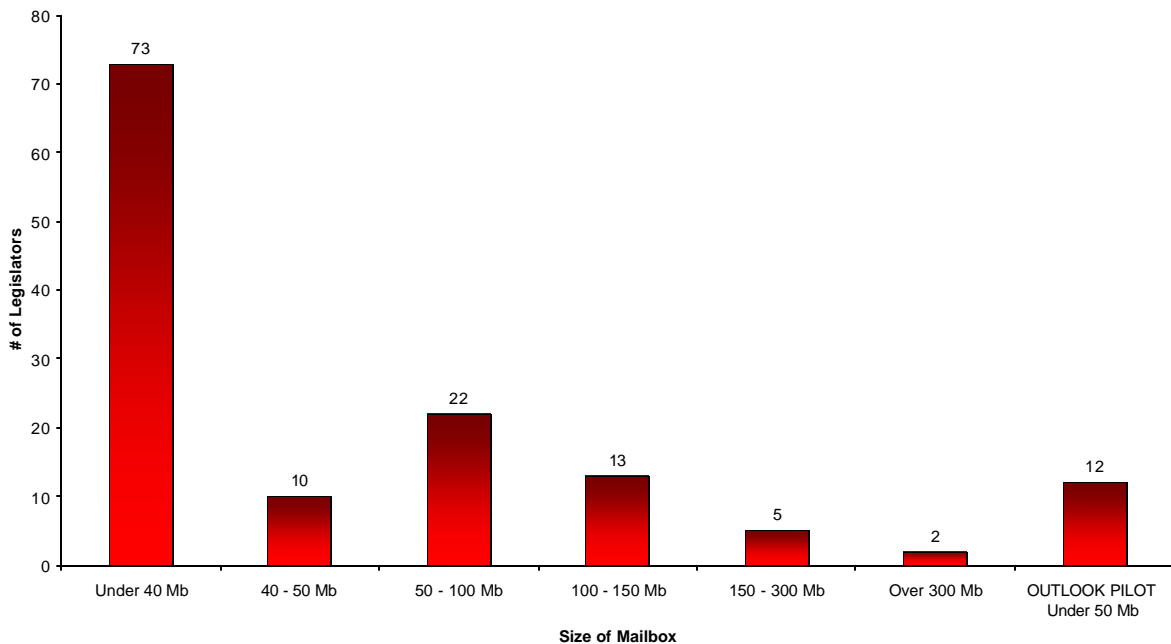
because:

Error delivering to itdadm3; Router: Database disk quota exceeded

In March 2004 for the 137 legislators who have state-provided notebook computers, mailbox sizes were:

- 73 legislators were under 40 Mb, 10 legislators were in the 40-50 Mb range.
- 22 legislators were in the 50-100 Mb range, 13 legislators were in the 100-150 Mb range, 5 legislators were in the 150-300 Mb range, and 2 legislators were over 300 Mb.
- 12 legislators in the Microsoft Outlook pilot project were under 50 Mb.

Size of Legislators' Mailboxes



For an additional \$3 per month per user, users can expand their e-mail mailboxes to 100 Mb.

INFORMATION TECHNOLOGY DEPARTMENT RECOMMENDATION

The Information Technology Department staff recommends that legislators use archiving to manage e-mail that exceeds the quota.

EVALUATION OF ARCHIVING

Archiving itself is relatively simple:

- Click and drag an e-mail message to an archive folder that has been set up on the computer; or
- Automatically send all e-mail messages in a mailbox to an archive folder at a predetermined time, for example, every two weeks.

The first option requires that each e-mail message be individually moved to the archive folder.

The second option would require that a legislator check the archive folder when checking the mailbox to be sure that an e-mail message has not been automatically archived without being reviewed by the legislator.

Backup would be required to safeguard documents that were considered important enough to archive. To be effective, backup would have to be performed on a regular basis.

Options to back up archived data:

- Save the archived data on the notebook computer's hard drive, but if the hard drive fails, the data is lost.
- Save the archived data to the server, which is backed up, but remote access to the server may be slow and documents are not available unless the legislator is connected to the network.
- Save the archived data to a CD-ROM, but this option would require purchase of burners and rewritable CDs and would result in documents that are read-only and are not easily converted for other use.
- Save the archived data to an external mini USB flash drive without password protection. Password protection is not recommended because if a password is forgotten, the backed up data is inaccessible, but if a drive is lost, anyone with Microsoft Outlook or Lotus Notes who finds it can read it. The cost of a

512-megabyte mini USB flash drive which would reduce the future need for multiple drives is approximately \$139 each.

Training in the use of the selected backup option would be required. Step-by-step instructions would be provided for the use of the selected option. Archive folders would have to be set up on each notebook computer for each legislator.

NOTE: Archiving is not available to the Microsoft Outlook Web Access user or the iNotes user at this time. Future upgrades may provide access to this feature.

E-MAIL MANAGEMENT PROPOSAL

If the archiving is selected, each legislator should be provided with a mini USB flash drive for backup purposes. This would cost \$19,043 for 137 drives. Purchase of subsequent drives should be the personal responsibility of the legislator.

The Legislative Council should purchase 50 blocks of 50 megabytes for \$3 each per month for legislative use as needed. The monthly cost would be \$150 based on present usage or \$3,600 per biennium. Archiving, individual backup, the associated use of legislators' time, and the purchase of external drives would not be required.

NOTE: Legislators' mailboxes were originally moved from the Legislative Council server to the Information Technology Department servers because "clustering" of Information Technology Department servers was supposed to prevent the e-mail system from going down. That move did not eliminate downtime and Legislative Council information technology staff was not always informed in a timely manner when the system was down, the reason it was down, and the anticipated length of the downtime. The intention was to move Legislative Council mailboxes back to the Legislative Council server following the 2003 legislative session and request the Legislative Management Committee to review whether a 50-megabyte file quota was practical for legislators in exchange for an unlimited quota on the Legislative Council server. This also would have allowed Legislative Council staff to deal with downtime issues. That move was not implemented because of the Microsoft Outlook pilot project.