Email and Shared Drive Creation and Retention Policy

Policy Number:	OP-01-007
Policy Administrator:	Chief Information Officer
Policy Initiator:	Director, Computing Services, Information Security Officer
Authority:	CSU Office of the Chancellor Executive Order 1014; CSU Business Continuity Program, Integrated CSU Administration Manual (ICSUAM) 8085.0, Business Continuity and Disaster Recovery; California State Administrative Manual (SAM) 5355-5355.2, Disaster Recovery Management
Effective Date:	June 10, 2013
Revised Date:	May 01, 2015
Approved:	Thomas A. Cropper, President
Approval Signature:	/s/

Purpose:
This e-mail Policy is intended to help faculty, staff, and students understand when accounts are created and determine what information sent or received by email should be retained and for how long.

Scope:
This retention policy/standard applies to:

A. All share drives, electronic mail, and messaging systems provided or funded (in part or in whole) by the California State University Maritime Academy;
B. All users and account holders of Cal Maritime share drives, electronic mail and messaging accounts; and
C. All messages sent or received using Cal Maritime electronic mail and messaging systems and data stored in Cal Maritime shares.

Accountability:
It is the responsibility of the Chief Information Officer and Information Security Officer to administer this policy and ensure compliance.

Policy:

A. Students

1. **Activation -** Student accounts are created when they are entered into PeopleSoft with an admit status of "applied" or higher. Students are notified of their Cal Maritime address and account username and password by letter.

2. **Deactivation -** Student accounts will remain active for one full term following the last active enrollment for any term (not including summer). For example, students whose last active enrollment is a spring or summer term will have their email account deactivated and mailbox deleted in January of the following year. Students, whose last active term is a fall term, will have their email account deactivated and mailbox deleted in September of the following year. The exact time for deactivation will be tied to the close of drop/add for the spring or fall term, after which enrollment closes for the primary term session. Applicants who do not attend Cal Maritime will have their accounts deactivated immediately when flagged as "Cancelled", "Withdrawn", or "Denied" within PeopleSoft.

B. Faculty/Staff

1. **Activation -** Faculty and staff accounts are created when employees are welcomed to the Cal Maritime and have completed the New Hire Orientation.
2. **Deactivation**
   - **a.** Staff and administrator email accounts will be deactivated immediately upon termination of employment. After 90 days, the account mailbox will be deleted.
   - **b.** Full-time faculty accounts will be deactivated immediately upon the departure of the account holder from Cal Maritime. After 90 days, the account will be deleted.
   - **c.** Emeritus faculty may keep their e-mail accounts indefinitely.
   - **d.** Full-time faculty who retire, but do not have emeritus status, will have their accounts deactivated 90 days after they leave the University. 90 days after deactivation, the account will be deleted.
   - **e.** Accounts held by inactive adjunct faculty are deactivated in August of each year. If an adjunct faculty member has not taught a course during the previous academic year, his/her account will be deactivated. 90 days after deactivation the account will be deleted.

C. Special accounts

1. **Activation -** For contractors and guests will be created with an expiration date that has been negotiated with the account holder/requester of the account.

D. Data Retention and Tape Backups

Data, email, and messages including that maintained on the server, is strictly under the control of individual users unless Cal Maritime determines or has been notified of the need for preservation. Individual users are able to keep or destroy messages at their discretion. However users must be mindful that any data or email that contains information within the scope of CSU record keeping policy must be handled in the manner therein prescribed.

E. Recovering Deleted Email from Backup Media

The Cal Maritime Academy maintains backup tapes of share drives and email information stores. These tapes are for disaster recovery purposes only. Bi-weekly backup tapes are retained off-site for a maximum period of one month. These backups are for system restoration and disaster recovery purposes only, and are not designed to facilitate retrieval of deleted or purged messages. However, email system backups are subject to litigation holds and must be retained accordingly.

F. Litigation Holds

When litigation is pending or threatened against the University or its employees, the law imposes a duty upon the university to preserve all documents and records that pertain to the issues. A litigation hold directive must be issued by the University Legal Counsel to the legal custodians of those documents.

A litigation hold directive overrides this standard as well as any record retention schedules that may have otherwise called for the transfer, disposal or destruction of relevant documents, until the hold has been cleared. Electronic mail and accounts of separated employees that have been placed on litigation hold status must be maintained until the hold is released, including messages archived in electronic and paper form.

No employee who has received a litigation hold directive may alter or delete an electronic record that falls within the scope of that hold. Those employees are required to provide access to or copies of any electronic records that they have downloaded and saved, or moved to some other storage account or device, including archived copies in paper form.