

Division of Technology

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Mailbox Management Policy

In an effort to establish a robust email system that serves all stakeholders of the Fort Worth Independent School District, the Division of Technology will implement a mailbox management and archiving policy that would ensure the reliability and stability of the email system for the entire District.

FWISD Email users must comply with the Communications System Acceptable Use Policy and conform to the email usage regulations specified on the following document

<http://itweb.fortworthisd.net/webmail2007/Regulation%20to%20policy%20CQ.pdf>

Maximum Internal and External Message Size – 10.00 MB (Megabytes)

- External and internal messages size will be reduced from 30 MB to 10 MB. 10 MB is an industry standard.
- Any exceptions will be handled according to the approved exception procedure. Call Customer Service for assistance.
- A typical PowerPoint presentation with 26 visual aids and a total of 1,276 words is approximately 800 KB (.80 MB).

Maximum Mailbox Size Limit per User – 1.00 GB (Gigabytes)

- Mailbox size will not exceed 1 GB.
- Approximately 289 out of 16729 mailboxes (0.02%) are larger than 1 GB.
- An average size **text-only** email is between 10 - 15 KB (.01 - .015 MB).
- A 1 GB mailbox can hold up to 100,000 average sized, **text-only** emails.

Warning at 800.00 MB

- Users will receive a system warning message informing them that they are reaching the allowable threshold of 1.00 GB.
- A user's mailbox will function normally until they have reached the maximum allowable mailbox size.

Prohibit Sending Email at 1.00 GB

- When a mailbox has reached 1.00 GB, users will be prohibited from sending email until they have reduced the size of their mailbox below the 1.00 GB limit.
- Users will continue to receive emails but will not be able to reply until the mailbox size is reduced under 1.00 GB.

Deleted Items Retention Policy – 10 Days

- Items that have been deleted by a user will be retained for 10 days.
- After 10 days, those emails will be purged from the Deleted Items folder and removed from the user's mailbox.

Sent Items Retention Policy – 60 Days

- Sent items will be retained for 60 days.
- Emails will be moved from the Sent Items folder to the Deleted Items folder after 60 days.
- Those emails will inherit the Deleted Items Retention Policy attributes.

Inbox Messages Retention Policy – 2 years

- All mail items including messages that have been filed in subfolders are subject to the 2 year retention policy.

Once an email is permanently deleted from the user mailbox, the message cannot be restored.

Email Archiving Policy

Message Archival Retention Policy – 2 years

- Emails will be archived on the Email Archival System for a maximum of 2 years for legal purposes.
 - Emails that have exceeded the 2 year time period will be purged from the system and will not be recoverable.
 - Archived email can only be recovered for legal purposes. (Must be requested by legal department)
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Division of Technology will provide support in the following ways:

- Create a “Best Practices” guide for users for managing and maintaining email.
- Aid users in reducing mailbox size.
- Identify users that are currently above the limit and assist them in reducing their mailbox size.

For assistance contact the Division of Technology Customer Service at **817-814-4357 (817-814-HELP)**.