

eMail Project Guidance Note

Storage space and pst files

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Storing information

As stated in the latest eMail policy of Canterbury Christ Church University there is a size restriction placed on individual staff email accounts. The current limit in force accompanies the policy in an appendix. This guidance note is to advise staff of some methods of managing their email account size and associated data retention issues.

The University has a duty to record information of particular types and to maintain suitable records, this includes destroying data when it is no longer required. Various Acts of Parliament have to be considered in this matter; Data Protection Act, Freedom of Information Act, etc. As part of this process every member of staff has a role to play. It is not acceptable that 'everything is kept'; the University Secretary's office has stated that there are five main types of record and that the ultimate responsibility for maintaining those records fall to an individual department in each case. The five types are:

<u>Record type</u>	<u>Lead department</u>
Student Records	Registry
Quality and Standards	Quality and Standards Office
Financial	Finance
Personnel	Human Resources
Corporate Governance	University Solicitor's Office

Making space

If you find that you require more space than you have available to store your information you must first ask yourself whether you actually need to store the information. You will need to ensure that you:

- Delete emails that you do not need.
- Delete copies of emails that you have sent and do not require to keep a copy of.
- For all attachments – follow the guidance notes for managing attachments in an email message. This can be found at <http://www.canterbury.ac.uk/support/learning-teaching-enhancement-unit/training/email-projects/managing-email/index.asp>

Tips and Hints

It is best if you 'tidy up as you go'.

- Try to decide if you need to keep a message the first time you open it and read it – this way you do not waste time re-reading a message later to decide if you need to keep it.
- For messages that you do need to keep, file them in their final folder the first time you read them.
- For messages that you need to keep for a fixed period either have a series of sub-folders (daily, weekly or monthly – whatever is appropriate for your work pattern) which indicate when to delete the enclosed emails, or set the flag on the message to a particular colour,

which you reserve for this purpose, then set the reminder for the date you wish to delete the message – when the reminder appears delete the message.

- Don't forget to clear up other types of storage in Outlook – past calendar appointments and/or those with attachments, redundant contacts, completed tasks, notes.

Increasing your quota

If having maintained your email account in a responsible fashion you require more space than currently allocated, then in the first instance please seek permission to extend your email quota by demonstrating to your Head of Department that you have maintained your stored email using all sensible practices and gaining their agreement that you require additional email storage quota. Your HoD should then raise a request with the ISS Help Desk to increase your quota. This will be in increments of 50MB to a maximum, if this maximum has been reached you and your HoD will be advised.

Archiving

If you have a specific set of emails that you must keep for the long term, but you do not need immediate access to them you can store them off-line of the main Outlook/Exchange system by creating a 'pst' file in which to store them. Examples of messages suitable for off-line storage are those related to a project which is completed but need to be retained, or messages concerning a completed procurement. Please raise a request through the ISS Help Desk to do this and your ITSU support staff will be able to advise how to create an off-line 'pst' file which can be stored on a cd-rom. The use of 'pst' files is NOT advised for general messages, it is best these are stored in the main on-line system, not least for data protection reasons.