

Office Memorandum

DATE: February 8, 2008 ITS 08-06

TO: Distribution VI

FROM: Peter Quan, Vice President/Chief Technology Officer
Information Technology Services

COPIES: K. Button, D. Cardoza, V. King, G. Pardon, A. Ross, J.M. Rosser

SUBJECT: **New Procedure for Outlook Deleted Items Folders**

To provide better performance of campus e-mail resources, all messages in the Deleted Items folders will be deleted automatically each weekend, beginning March 8, 2008. When you delete a message from your inbox or other folders, it is not actually removed from your mailbox until you empty the Deleted Items folder. In many cases, the Deleted Items folder is never emptied, which has an adverse impact on the system's performance. Therefore, deleting the more than 3 million messages that essentially lie dormant on the faculty and staff e-mail servers will allow the campus e-mail system to operate more efficiently.

To allow you time to ensure that no message is stored in your Deleted Items folder in error, the automated emptying of Deleted Items folders will be phased in over the next few weekends. The transition schedule is as follows:

- **Saturday, February 16**: Items in the Deleted Items folders older than one year will be removed.
- **Saturday, February 23**: Items in the Deleted Items folders older than 180 days will be removed.
- **Saturday, March 1**: Items in the Deleted Items folders older than 30 days will be removed.

The new schedule for emptying the Deleted Items folders will begin on Saturday, March 8. From then on, all items in the Deleted Items folders will be removed every Saturday.

While the campus e-mail system should be viewed as a communication tool and not a document retention system, we all must comply with legal, CSU (E.O. 1027), or University document retention periods, and securely retain those e-mail messages and attachments that apply. Therefore, please ensure that e-mail messages and attachments that need to be retained are removed from the e-mail server, stored elsewhere (either printed or saved to a local drive or other location), and backed up for the required retention period. Otherwise, please delete all transitory communications as soon as they no longer serve an institutional purpose. If you are unsure about what e-mail messages and attachments should be retained, please ask your management.

The following resources are available if you need assistance in moving or copying messages to other folders, or for manually emptying your Deleted Items folder:

RE: Outlook Deleted Items Folders
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- Using Outlook Web Access: Basic Introductory Handout (Staff & Faculty). Available online at: <http://www.calstatela.edu/its/docs/pdf/owabasicsf.pdf>
- Using Outlook Web Access Premium: Handout (Staff & Faculty). Available online at: <http://www.calstatela.edu/its/docs/pdf/owapremiumsf.pdf>
- Introduction to Using Outlook 2003 Handout. Available online at: <http://www.calstatela.edu/its/docs/pdf/outlook03.pdf>
- “Tips for Managing Your Mailbox.” Article available online at: <http://www.calstatela.edu/its/accounts/mailboxtips.htm>
- ITS Training Workshops. Schedule available online at: <http://www.calstatela.edu/its/training/sstp/>
- For technical assistance, contact the ITS Help Desk at:
LIB PW Lobby, (323) 343-6170, or helpdesk@calstatela.edu
Hours of operation:
Monday - Thursday: 8 a.m. - 8 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday: 9 a.m. - 1 p.m.

Thank you for your cooperation in this matter.