



NARA's Email Management System

An Overview

November 2, 2015

Main Features

- Compliance with the Managing Government Records Directive
- Easy to use
- All email captured as records by default, retained by Capstone role
- Non-records declared by user intervention (via Gmail labels)
- ZL Archive provides full e-Discovery and Legal Hold functionality

Managing NARA's Email Records



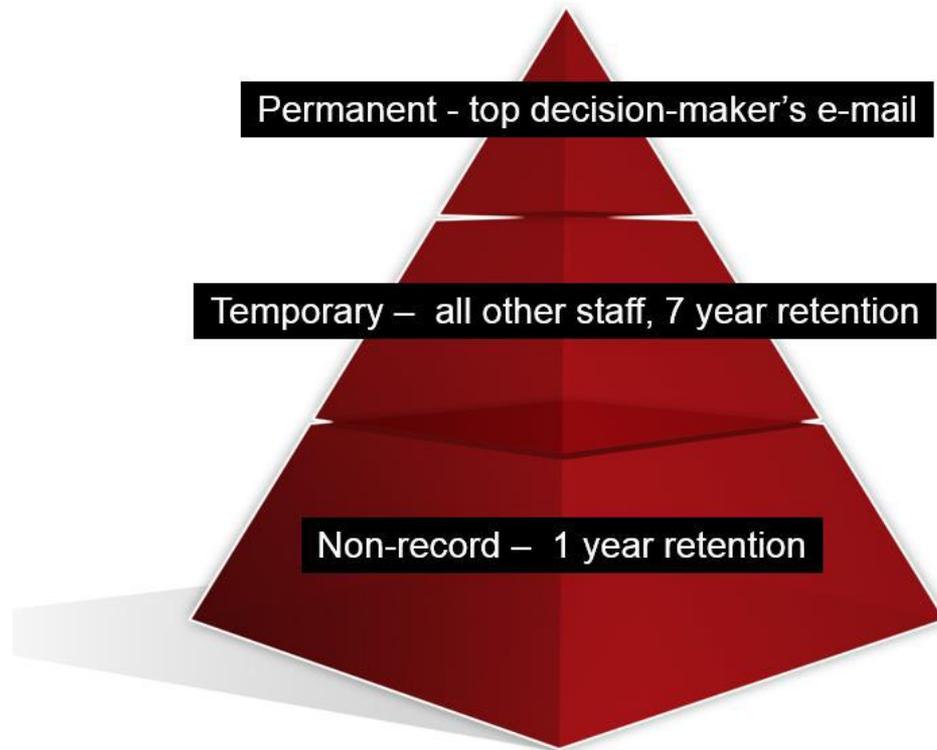
- Two Clouds: Google & ZL Tech
- Users do their "business" in Gmail
- ZLUA "crawls" Gmail accounts daily
- Email records are "captured" and managed according to rules
- ZLUA capture rule keys on Labels in Gmail (only records are captured)
- Once captured (copied), records are retained according to Capstone



Policies (Usage & Mgmt Rules)

- Gmail objects (email messages, attachments, Calendar entries, and GQueues tasks) are not captured until they are 90 days old (the first “Safe Harbor” period)
- NARA users have a second “Safe Harbor” period of an additional 90 days to access their ZLUA accounts and reclassify records there as non-records (users may also restore records deleted in their Gmail accounts from ZLUA)
- All email, regardless of label, is captured in a separate ‘Journal’ archive in ZLUA for E-Discovery and as a backup of last resort—Journal email is kept for 1 year
- Email records in ZLUA are considered the record copies—Gmail copies are for convenience once 90 days old

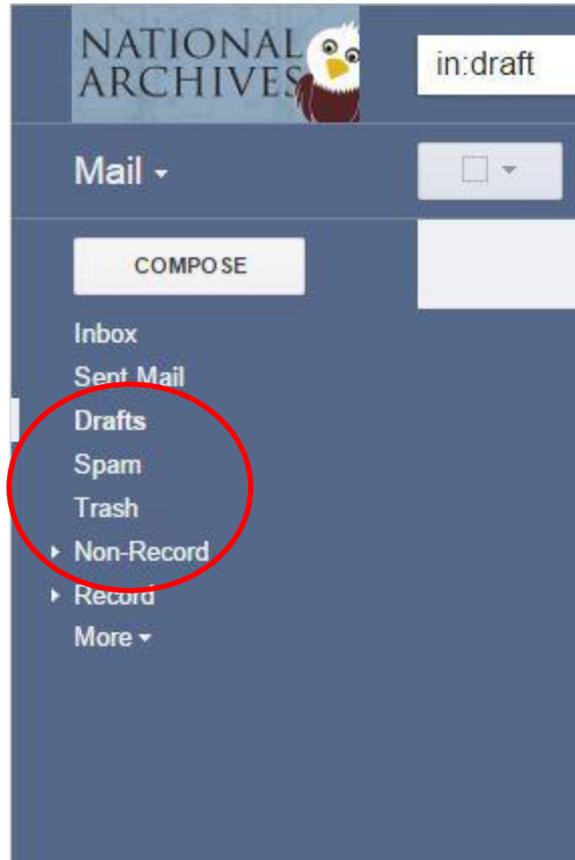
Capstone Approach



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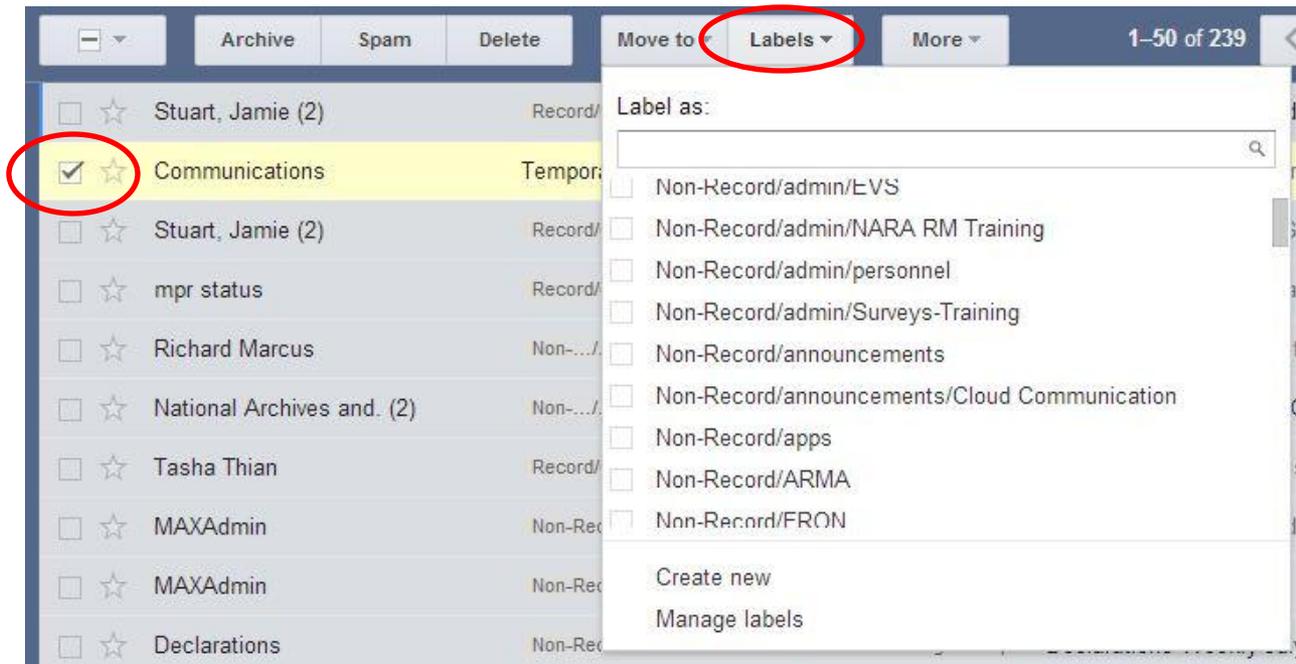
Retention Rules (Capstone)

- The email records of Designated Senior Officials (Capstone Officials) are retained and managed under the Permanent Rule by default (emails are retained in ZLUA for 15 years, and then transferred to NARA's permanent holdings)
- The email records of all other NARA accounts are managed under the Temporary Rule, and kept for 7 years in ZLUA before being deleted
- Senior Officials can label an email message "Temporary" for administrative records and all other staff can label an email message as "Permanent" when necessary
- Certain non-record broadcast email messages are not placed in the archive



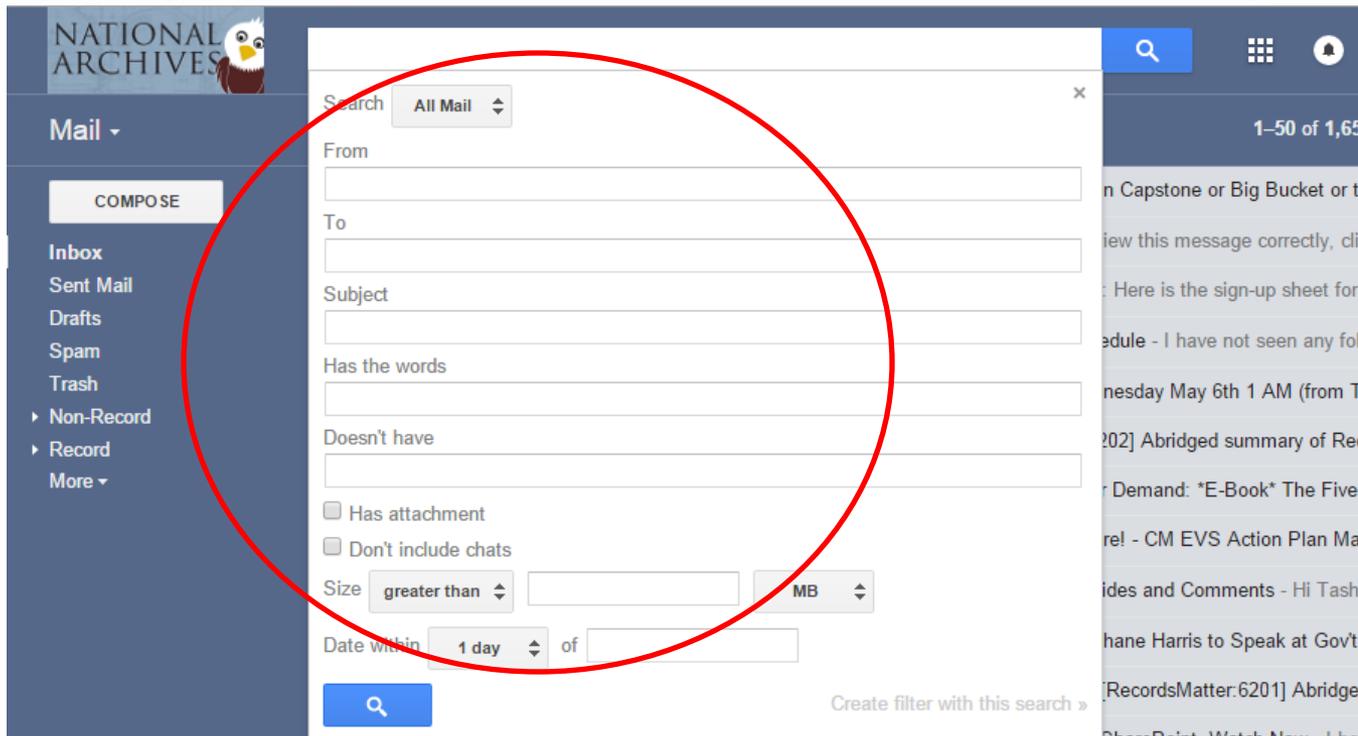
Gmail Labels and the Capture Rule

- All emails are captured by ZLUA *EXCEPT*:
- Any emails *less than 90 days old*
- Emails Labeled as Drafts
- Emails Labeled as Spam
- Emails Labeled as Trash; *and*
- Emails Labeled as **Non-Record**
- All captured emails are considered to be records



Creating Labels

- Select the email(s) to be labeled (checkboxes)
- Select the “Labels” drop-down menu
- Type in label name, select from any existing labels, or use “Create new”
- Using “Labels” will apply the label, but “leave” the message in the “Inbox”

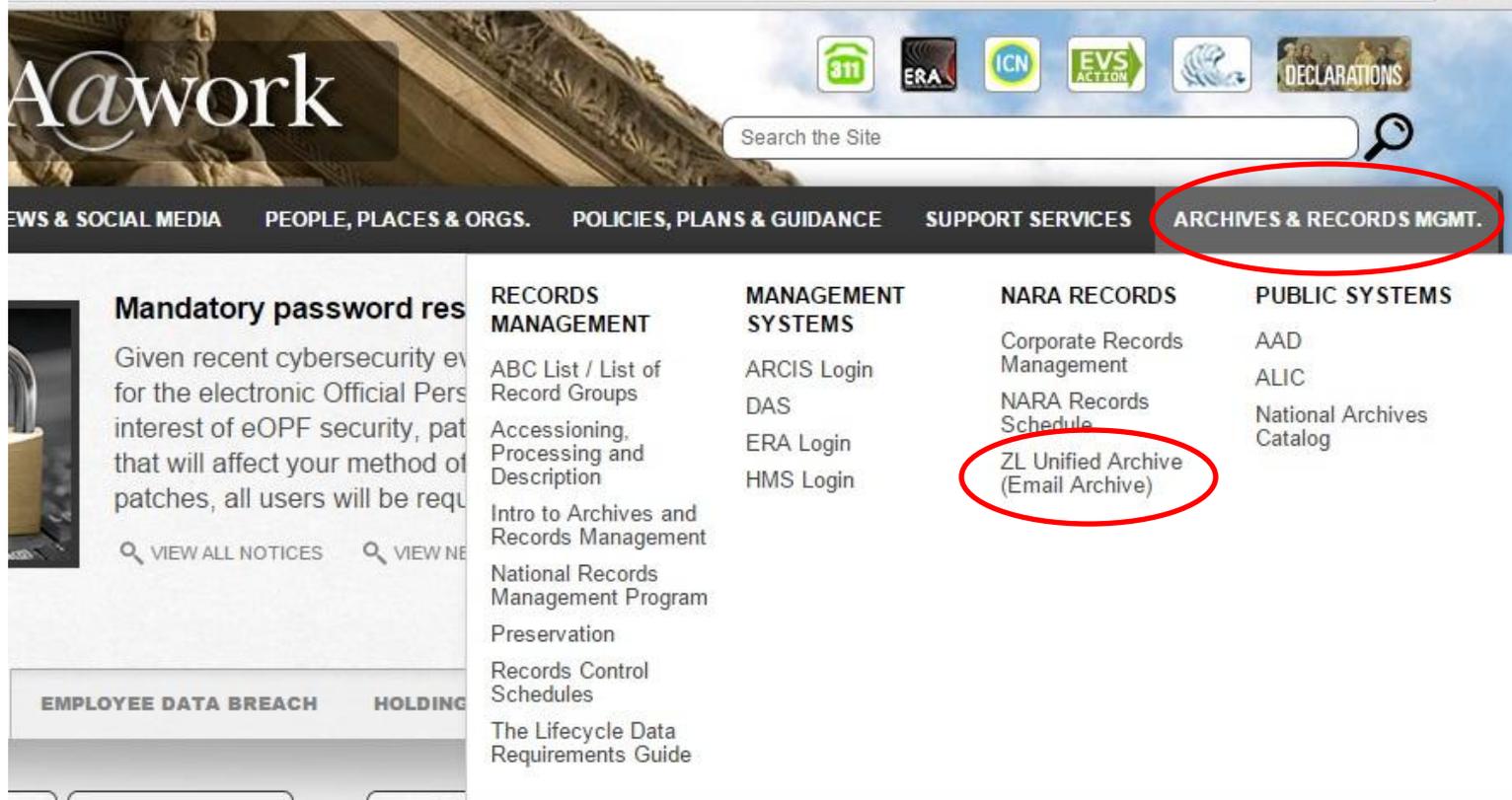


Searching Gmail is easy

- Create a search/filter from an existing email, select/copy/paste an email address or person's name from the email first, then paste it into the search box, or
- Type in text or any of the other options

Accessing ZLUA

www.nara-at-work.gov



The screenshot shows the NARA AT-Work website. The top navigation bar includes links for NEWS & SOCIAL MEDIA, PEOPLE, PLACES & ORGS., POLICIES, PLANS & GUIDANCE, SUPPORT SERVICES, and ARCHIVES & RECORDS MGMT. (highlighted with a red circle). A dropdown menu is open under ARCHIVES & RECORDS MGMT., listing various services. The 'ZL Unified Archive (Email Archive)' link is highlighted with a red circle. Other links in the dropdown include RECORDS MANAGEMENT, MANAGEMENT SYSTEMS, NARA RECORDS, and PUBLIC SYSTEMS.

RECORDS MANAGEMENT	MANAGEMENT SYSTEMS	NARA RECORDS	PUBLIC SYSTEMS
ABC List / List of Record Groups	ARCIS Login	Corporate Records Management	AAD
Accessioning, Processing and Description	DAS	NARA Records Schedule	ALIC
Intro to Archives and Records Management	ERA Login	ZL Unified Archive (Email Archive)	National Archives Catalog
National Records Management Program	HMS Login		
Preservation			
Records Control Schedules			
The Lifecycle Data Requirements Guide			



Archive view

Switch View

Mail Files

Michael Skipper

- Archive
 - [Gmail]
 - Google Calendar
 - Google Tasks
 - archive-michael

Messages

Messages

Reading Pane Restore Mark

Flags	From	To	Subject	Received	Size
No messages displayed					

Page 1 of 1

No Messages to display

Actions Print

Message Headers

Lessons Learned



Senior-level buy-in

- both for the Capstone approach itself, and for senior officers to have their email retained permanently

Policies and Procedures

- maintaining, updating, and publishing the Capstone List
- determining access policies
- identifying, reviewing, and implementing exceptions
- determining analysis and reporting needs

Training is vital

- both initial and ongoing



Questions?