



New River Community and Technical College Procedures for Email Archiving

TO: New River College Community
FROM: Dr. David J. Ayersman
RE: Procedures for Email Archiving
DATE: June 21, 2011

Email records seem very personal to most people, but actually emails sent to/from the newriver.edu domain are property of the College and covered by West Virginia Code 5A-8-1 which states they should be retained as official College records. There is no expiration date provided for how long to retain these records, but College administrators are empowered to create policies and procedures to address retention and access to these records. This document explains how New River is addressing these issues.

In January 2011, New River implemented an email archiving solution from Tangent called DataCove. This email archiving solution satisfies state requirements mentioned above and it also provides each New River account holder with access to his or her own email archive. To access this information, each user can login (using the same credentials used for email) to this site:

<http://datacove.newriver.edu/auth/login/>

Why might you want to access your email archive?

1. Well, if you've ever accidentally deleted an email and then emptied your trash, you were left without any recourse to ever recover that information. Now you can login to your email archive to retrieve a copy, even after you've deleted it from your local computer.
2. If your computer is ever lost/stolen or damaged beyond repair so that you can't access all of your emails then you've still got access to them through your email archive.
3. If the College is ever involved in a legal dispute and certain email messages are requested as evidence, the information can be provided.
4. If something catastrophic were to ever happen to the College's email server to cause data loss, copies of the emails could be recovered from the archive.

Granted, this new functionality should be very empowering and comforting to each account holder. But to safeguard the security of archived email information New River has developed and will comply with the following procedures:

www.newriver.edu

Central Administration

221 George Street
Suite 2
Beckley, WV 25801
304.929.5445
304.929.5478 Fax

Advanced Technology Center

527 Odd Road
PO Box 307
Ghent, WV 26651
304.929.3300
304.929.6739 Fax

**Beckley
Campus**

167 Dye Drive
Beckley, WV 25801
304.929.5450
304.929.5462 Fax

**Greenbrier Valley
Campus**

101 Church Street
Lewisburg, WV 24901
304.647.6560
304.647.6561 Fax

**Mercer County
Campus**

1397 Stafford Drive
Princeton, WV 24740
304.425.5858
304.425.0860 Fax

**Nicholas County
Campus**

6101 Webster Road
Summersville, WV 26651
304.872.1236
304.872.3587 Fax

1. Only two employees at the College will have direct access to the system-wide email archive data. Currently, these two employees are Mr. Steven Garlow (Server Administrator) and Dr. David J. Ayersman (Vice President for Technology Services). These two individuals have signed confidentiality agreements that have been included in their personnel files as formal recognition of this responsibility for data security.
2. Any New River account holder needing assistance with accessing his or her own email archive may contact the Help Desk for general support. If the Help Desk staff is unable to resolve the issue they will contact one of these two individuals for further assistance.
3. Any request to query the archive of another user requires written approval from the President of the College. A legitimate rationale for performing a system-wide query or a query of another account holder's archive might include legal requirements to provide the data, threats to an employee or to the institution made via email, or to facilitate business continuity in the event of a declared emergency.
4. All queries are tracked with log file data to identify the person making the query, the keywords used and the day/time the query was performed. This ensures that no one abuses the privileged access to this sensitive information.
5. No individual working alone will perform system-wide queries or queries of another user's archive. A witness must be present during these queries to observe and document the actions of the person performing the query and to ensure compliance with these procedures.

Respectfully,



Dr. David J. Ayersman
Vice President for Technology Services
New River Community and Technical College

Email Archive Reference Information

West Virginia Code (full text) 5A-8-1 through 5A-8-22

http://www.technology.wv.gov/SiteCollectionDocuments/Records%20Management/RM_WestVirginiaCode.pdf