

SERVICES AND ENTERPRISE SUPPORT ADMINISTRATION

2015-17 BIENNIUM BUDGET

ELECTRONIC RECORDS VAULT - EVAULT

Request	FY16	FY17	15-17
FTE	0.0	0.0	0.0
GF-State	\$249,000	\$249,000	\$494,000
Total	\$304,000	\$304,000	\$608,000

DECISION PACKAGE SUMMARY

The Department of Social and Health Services (DSHS) is migrating email to the Washington State Electronic Records Vault (WaSERV a.k.a. Vault) managed by Consolidated Technology Services (CTS) as part of the shared enterprise messaging service. DSHS requests appropriation to pay the new Enterprise Vault storage costs.

PROBLEM STATEMENT

In alignment with former Governor's Directive 09-02, DSHS completed its migration to the shared e-mail service in November 2012. DSHS employees create, send and receive well over two-hundred and fifty thousand e-mails every working day. The Shared Services Exchange environment is not designed as storage or records management system; this is the function of the Vault.

The Shared Services Enterprise Vault is intended to store and retrieve email messages in compliance with agency records retention requirements, and facilitate identification, retrieval and production of email for public records requests and litigation purposes. The Vault provides a single repository for agency email locking email documents into set required retention periods allowing a comprehensive search for email documents related to specific public records or litigation discovery requests. DSHS is migrating all DSHS email to the Shared Services Vault. The effort to move active mailboxes into the Vault will complete in FY15. In FY15 and extending into FY16, DSHS will begin moving locally stored Personal Storage Tables (PST) files, also known as personal folders to the Vault.

With its large daily email volume, DSHS has historically encouraged personnel to use PSTs as an alternate method of storing and managing emails. Currently, PSTs are mainly stored in network servers and local drives, rather than on a centralized storage location, presenting significant management challenges and business risks. In addition, PSTs pose a high impact in network server storage and backup, can elude DSHS retention policies, and are prone to data loss or corruption.

While the Vault un-duplicates e-mails and compresses files to reduce storage needs, overall storage costs will increase dramatically based on published rates.

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DSHS does not have discretionary funds to pay the increased storage costs.

PROPOSED SOLUTION

The Legislature appropriates funds to cover the costs for services rendered by CTS.

EXPECTED RESULTS

Business Drivers:

- Centralize storage of email into a single location instead of 200 plus locations.
- Improve agency compliance with state records retention requirements, ensuring email is properly stored, maintained and available on request
- Minimize the risk of email data loss or corruption
- Minimize the risk of prematurely or intentionally deleting email that needs to be retained
- Minimize per user storage expense by providing a common storage location that uses modern efficiency and compression technology to limit additional expenditures and provide '*economy of scale*'
- Minimize the complexity of producing email records for public disclosure requests and litigation proceedings

STAKEHOLDER IMPACT

Without additional appropriated funding, impacts on administrations will vary, but diversion of existing funds will impact client services.