



SHAKER HEIGHTS

**Records Commission Minutes
Thursday, May 16, 2019
11 A.M.
Conference Room B**

Committee

Members Present: Alicia White, Chair
Bill Gruber, Director of Law
Jeri Chaikin, Chief Administrative Officer
Jeremy Bendik-Keymer, Citizen Member
Angela Williams, Secretary

City Staff:

Brandon Bowling
Christopher Stergar
Diane Burk
Karen Traylor
Kelly Beck
Lorraine Miller
Mary Murphy
Patricia McCreary
Steve Tomaszewski
Twila Crosby
Erin Rose
John Cole

Guest Speaker: Frank Miozzi

The meeting was called to order by Chairperson Alicia White at 11 A.M.

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The agenda was distributed, a sign-in sheet was passed and members were introduced.

Minutes from November 15, 2018

The Board has reviewed the minutes. Jeri Chaikin moved to approve the minutes. Jeremy Bendik-Keymer seconded the motion. All in favor. The minutes were approved.

Agenda

Angela Williams reviewed the agenda.

CITY OF SHAKER HEIGHTS

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Introductions

Records managers were introduced:

Frank Miozzi, IT Director

Pat McCreary, Senior Administrative Assistant, Human Resources

Twila Crosby, Permit Specialist, Building Department

Mary Murphy, Executive Assistant, CAO's Office

Kelly Beck, Planning Specialist, Planning

Jeri Chaikin, CAO

Karen Traylor, Records Supervisor, Police Department

Steve Tomaszewski, Clerk of Courts, Shaker Heights Municipal Court

Lorraine Miller, Accountant, Finance Department

Christopher Stergar, Customer Service Representative, Public Works

John Cole, Police Department

Diane Burk, Fire Department

Brandon Bowling, Accounting Technician, Recreation Department

Erin Rose, Senior Administrative Assistant, Recreation Department

Angela Williams, Executive Assistant, Mayor's Office

SonaVault Mail Back-Up System

Frank Miozzi plans to review the SonaVault Mail Back-Up System from the city. Bill Gruber will also provide commentary.

Frank Miozzi indicated that the back-up system was purchased to reduce the risk of not having a required email record. Since users manage their mail, it has been challenging for Records Administrators to train and follow-up with employees about properly managing mail records. There was risk involved, and therefore, a mail back system was purchased to reduce the risk. It has taken nearly a year to set the policies, configure the system, determine what is necessary to implement in a way that works for the City of Shaker Heights. We hope that this will ease the process of employees managing records, which was our goal.

We can reduce the employee concerns about deleting an item that they are required to have (because the back-up has a copy), we can reduce issues with mailbox size (because the back-up system has a feature that allows it to take all of the attachments which are taking up space in the mailboxes and keeping the actual attachments stored in the back-up system to still have access to the items), and we can manage all of the records inside the mailbox (instead of having to create ways to manage outside of the mailbox).

The system will allow to improve our speed to respond to records request because we now have this system to utilize in addition to employees doing it to make sure we are properly responding. Also, we will be able to deal with the issue of former employees. When an employee leaves, we typically save all the emails and give them to the director to manage. The director will store the information forever.

A review of the procedure was reviewed. A mail comes into the mail server. Immediately, copies go to both the mailbox and the back-up system. Users will continue to access it as normal but now the record also exists in the back-up system.

Today our emails can be found:

1. Personal Outlook Mail Box (also City Email Server)
2. Personal PST-Archive Folders
3. SonaVault back-up system (emails and attachments)
4. "M" or "I" Drive

A user has two ways to get their mail. Most of us use our PC and our outlook client to access our mail on the mail server, and we manage our mail in that fashion. Some of us have access to get the mail from our phone or from a web browser access from home, if you have remote access. This is managing the mail record on the mail server.

Users today are taking that mail record and storing it in a file (PST file or individual file). We now have this other system, which users have access to in the SonaVault back-up system. You may have deleted an item from your inbox but you have no control over the SonaVault file.

Our rules for retention in the new back-up system are:

Interns/Part-Time Employees: mail will be saved one year.

Full-Time Employees: mail will be retained in back-up system for five years.

Management Team/Council: mail will be retained in back-up system for seven years.

Attachments will be removed from the mailboxes after 90 days. What is left in your mailbox is a link to the file; it will be pulled from the back-up system.

Users still need to continue to manage their emails. As of January 1, 2020, all PST-Archive files will go away. All of the mail messages in the PST files are in the back-up system. This does not apply to the Court's mail server. This discussion will help with the Courts, however.

Bill Gruber indicated that everyone uses archives differently.

Frank showed a sample of the email client inbox. Archive folders are used by many for storage folders. Some use automatic archiving. Training will be provided for the new SonaVault back-up system but it is considered as part of the city's public records. We are trying to balance between keeping everything forever which is difficult. Everyone should be managing everything equally – paper records and email.

State laws regarding retention of emails is not specific now. In the "G" Common Drive under "Public Records Folder", there is a lot of information you can find. It is searchable. But there is not much information about emails, etc.

Bill Gruber created a "cheatsheet" called SonaVault discussion 5-16-19 that summarizing information for the user. It lists where emails can be found and recommendations for use.

This summarizes information for the user. Emails can be found:

1. Personal Outlook Mail Box (also City Email Server)
2. Personal PST-Archive Folders
3. SonaVault back-up system (emails and attachments)
4. "M" or "I" Drive

Stubbing is now turned on after 90 days. The attachments are in SonaVault. When you open the document, the 90 days starts all over again. A sample was presented.

Recommendations:

1. Manage your own emails. Remember records retention schedule.
2. Stop/turn-off automatic archiving
3. Stop manual archiving
4. Create subfolders in Outlook to organize emails
5. Save important emails in "M" drive in appropriate folders
6. Permanently delete ("double delete") emails when record retention policy permits – especially Transitory Records – records that can be destroyed when no longer administratively necessary (i.e., every Friday afternoon, once per month, etc.)
7. Always use specific, appropriate subject lines for emails to make searches easier. Do not send emails without a subject line. Another issue is that people need to be specific in subjects. Searches in SonaVault can be conducted by subject line or context of email. There is an advanced search as well as simple search (such as date range, etc.).

SonaVault saves copies of both incoming and outgoing emails. You can also reply from emails in SonaVault. The "M" drive does not have stubbing. Once someone puts something in the "M" drive, it is there permanently. Everybody has access to their own SonaVault; directors will have access to former employees.

As an employee leaves, it is important to know who is going to take over management of their emails. You will need to let IT know who will need to have access to their SonaVault files.

There is no external access to SonaVault.

Be more aggressive to delete emails. Most departments do not have written rules about deleting emails.

This presentation will be provided to the Management Team as well.

Bill Gruber distributed an article about the Ohio Supreme Court and a recent ruling articulated that timelines are as diligent as essential as the record requested. The plaintiff was entitled to damages because the agency didn't respond timely. State law required the agency to not only provide relevant records but to state clearly that they had no additional records in their custody.

Read your retention schedule and follow them. If you find that they are lacking, update the records retention schedules.

Mary Murphy indicated that she had updates to her records retention schedules. They are minor changes and described them: the new records retention schedule includes information with reference to emails and text messages. She is submitting those regards to Council, CAO's office, IT and Economic Development. Motion to approve by Bill Gruber; seconded by Jeri Chaikin. All in favor.

Please provide suggestions for topics for future meetings.

If hiring a company to dispose/shred materials, it is suggested to bundle with other departments.

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There being no further business, the meeting was adjourned. The next meeting will be Wednesday, December 11, 2019.



Alicia White, Chair
Records Commission