**DEPARTMENT OF DEFENSE
EDUCATION ACTIVITY**
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Information Technology Division

DoDEA Administrative
Instruction 6700.9

DEPARTMENT OF DEFENSE EDUCATION ACTIVITY
ADMINISTRATIVE INSTRUCTION

Limiting and Managing Electronic Mail Files

References: (a) DoDEA Regulation 1400, "Electronic Mail System," November 1993.
          (b) DoDEA Regulation 1400.0-Change 1, "Regulation System Transmittal, Instructions for Recipients," August 14, 1996.

1. PURPOSE

This Administrative Instruction (AI) establishes policy for maintaining a predictable and manageable electronic mail database by placing a size limit on individual mailboxes and requiring headquarters' electronic mail users to maintain their electronic mail box under a 50 megabyte (MB) limit.

2. APPLICABILITY AND SCOPE

The provisions of this AI apply to all authorized electronic mail users at Headquarters, DoDEA.

3. POLICY

It is DoDEA policy that storage limits be set on the Microsoft Exchange Servers to limit individual mailbox size to 50 MB.

4. RESPONSIBILITIES

4.1.   Exchange Administrator shall:

4.1.1   Set storage limits of 50 MB on all existing mailboxes on the Microsoft Exchange servers.

4.1.2 Set the system to send a warning when a mailbox reaches 90 percent of the 50 MB limit that is at 45 MB. The warning will advise the user that they are about to reach the 50MB limit and must reduce the size of their mailbox.

4.1.3 Establish new mailbox accounts with an initial 10MB limit and provide training for new users within 30 days of establishing the mailbox. Following training, the administrator will increase the mailbox size limit to the standard 50 MB.

4.1.4 Prepare training materials and conduct training sessions for all new users within 30 days of the user's arrival at DoDEA. The instructional material will illustrate the tools and methods available for maintaining users' mailboxes.

4.2 Chief Information Officer, DoDEA shall:

4.2.1 Provide for training sessions for existing mailbox users.

4.2.2 Grant exceptions to the 50 MB limit in cases where the 50 MB limit is shown to prevent a user from performing his/her normal work responsibilities.

4.3 HQ DoDEA electronic mail users shall:

4.3.1 File electronic records according to the same rules, regulations, and policies that apply to the filing of paper records as required by DoDEA Regulation 1400.0-Change 1, August 14, 1996.

4.3.2 Maintain electronic mail box under the 50 MB limit by either moving or deleting electronic mail messages and/or attachments.

5. PROCEDURES

5.1. All existing electronic mail users will receive instruction on how to manage their electronic mailbox.

5.2. New users will be trained on electronic mail management within 30 days of his/her arrival at DoDEA.

5.3. Electronic Mail Users will learn how to:

5.3.1. Check the size of their electronic mail folders.

5.3.2. Archive their mail. AI will include automatic and manual methods for archiving mail.

5.3.3. Create personal folders and move mail to personal folders.

5.3.4. Create rules for managing mail.

5.3.5. Delete messages and empty deleted items folder.

5.4. Mailbox limits of 50 MB will be set through the Microsoft Exchange Server application.

5.4.1. When the size of the individual mailbox reaches 45MB, user will receive a warning stating that they are approaching the 50 MB limit on their mailbox.

5.4.2. Users will continue to receive the warning messages three times per-day until they sufficiently reduce the size of their mailbox.

5.4.3. If the electronic mail box reaches the 50 MB limit, the user will be restricted from sending any electronic mail messages until they reduce the size of their mailbox.

5.5. Exceptions to the 50 MB limit will be granted on a case by case basis.

5.5.1. User must submit a written request to their immediate supervisor documenting the reasons why they cannot complete their normal daily work requirements with the 50 MB limit in place.
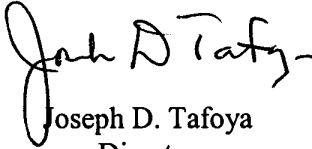
5.5.2. The supervisor will review the request and if he/she concurs, will sign the request and forward it to the Chief Information Officer.

5.5.3. The Chief Information Officer will review the request and make the decision to either extend the limit or reject the request.

5.5.3.1.The Chief of the Information Technology Division will specify the new size limit.

6. EFFECTIVE DATE

This AI is effective immediately.

Joseph D. Tafoya
Director

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