COLLIN COUNTY

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To: Judge Keith Self
        Commissioner Fletcher
        Commissioner Williams
        Commissioner Hill
        Commissioner Webb
        Bill Bilyeu

From: Monika Arris, Budget and Finance Director

Date: May 8, 2017

Re: Agenda Item No. 43159 for the E-mail Archive Replacement Project and Budget Amendment

The Budget and Finance Department has researched this request through the FY 2018 Budget Process. Included below are additional questions from Budget and responses from Information Technology.

Questions & Answers:
1. Can you please explain the level of searching you can do now and how much more detailed you will be able to get? A couple of examples would be helpful to see the difference.
   A. Currently we can only do basic searches for open records request, department requests and subpoenas. With this new search capability we would be able to do legal hold on emails, let the PIO pulls emails as needed, broader searches for key words and phrases. We use this tool to keep Exchange email for 6 months or 4 years.
2. How does the upgrade or replacement of the email archive system relate to the upgrading of the Exchange email environment?
   A. It would be compatible with Exchange 2016 that we are looking into for the future.
3. Is our current archive solution out dated or not supported?
   A. The current system is not out of date, but is costing the county a lot of money for maintenance.
4. How does this help us plan future upgrades?
   A. It would be compatible with the latest version of Exchange.
5. Is this a 1 time expense or re-occurring?
   A. It depends on what system we go with, there might be a monthly cost for hosted services or if we bring something on site, we would have to buy equipment and maintenance for that equipment.

Additional Comments from IT:
       This software tool can allow the PIO to search and provide Open Records Request without the need to go through IT. It will also allow HR employees access to their achieved emails when handling litigation. We were searching only 6 months for all County employees and now for a group of about 91 employees we now have 4 years & 6 months to search. The 4 year achieve emails is consider the system of records and we want to make sure that departments like HR don't have these emails stored in multiple places like their local hard drive, thumb drives, etc.

Additional Comments from B&F:
       Current maintenance for the E-mail Archive System is through NetSync Network Solutions (Emailxtender) and is budgeted at $10,000 annually in Non-Departmental Software Maintenance. System was installed in 2001 and software upgraded in 2011 as a part of maintenance.