

## NHPRC Email Project

Kickoff meeting

March 21, 2007

Attendees: David Minor, Chris Black, Druscie Simpson, Kelly Eubank, Linda Avetta, Cindy Bendroth, Mark Myers, Glen McAninch, Ed Southern

### **Introductions:**

**Kelly Eubank:** NC, Electronic Records Archivist, Electronic Records Unit. Responsible for state and local agencies

**Chris Black:** NC, Archivist, Electronic Records Unit, Responsible for records management (governor's office), and processing of state and local records

**Linda Avetta:** PA, Information Technology Generalist Administrator. Responsible for electronic records including email, no policy right now (rescinded to be put into a different format) and is currently being reviewed by attorneys, digital projects for web, enterprise management systems, Filenet/Omnirim integration for electronic records (OmniRIM currently manages physical records at the State Records Center and all records schedules), working with OGC to write policy; for several years have asked for an electronic archives system but not funded; working with another agency and VideoBank (national geographic files) about using their system for storage and management of electronic records, video and audio files.

**Cindy Bendroth:** PA, Appraisal and Accessioning Section, Head. Responsible for appraisal and processing; email policy; state agencies acquisitions

**Glen McAninch:** KY, Technology Analysis and Support Branch, description and management of electronic records, staff of 4 now reduced to 3; Persistent Archives Project in San Diego 3 years; electronic records archives for state pubs and minutes and governor's records snapshots (speeches, press releases, photos, etc.) on the web; Governor's Office is transitioning to a content management system that was developed to handle congressional [constituent?] correspondence, Governor's website was contracted out (NIC) along with a single portal and search engine, developed for 8-10 states. However, the Governor's Office appointed their own webmaster about a year ago.

**Mark Myers:** KY, Responsible for training on electronic records for state and local agencies; Currently working on a general schedule on correspondence--"up to 2 years" vs. "retain for 2 years" so in a big education push now regarding email, general correspondence has 2 year retention, official correspondence has a permanent retention,

- Awareness that retention now in the hands of the individual employee more than before.
- KY has an open records law: if an agency denies a request the requester can appeal to Attorney General; what is personal? Anything on a state computer is a public record. KDLA is pulling things out that are not business and putting them on their general schedule under the series "non-business related correspondence".
- "Electronic messages" series on the General Schedule for Electronic and Related Records lets them discuss email as temporary, electronic messages vs. correspondence. Allows

more flexibility with retention. Includes voice messages, text messages, blackberries, helps avoid “partial messages” that refers to emails sent, even though email has been deleted, etc. also “peer to peer” messages.

- May use former state librarian’s email or the new cabinet secretary’s email.

**David Minor:** NC, applications programmer. Responsible for server and network support, SQL software for online catalog, imaging support, METS metadata for preservation

### **What is going on in states?**

#### **NCSA:**

Regularly receives email (every 6 months) from the Office of Citizens and Community Affairs in the Gov. Office, primarily consisting of constituent correspondence

- our email is centralized as a courier IMAP service;
- we have collected the previous Superintendent’s email from the Department of Public Instruction (DPI). DPI uses GroupWise to manage their email;
- Kelly is the chairperson of NCMail users group, the email system offered through Information Technology Services (ITS) which wants to get away from being a “docstore”. ITS is proposing that they store all email for 7 years and then delete everything. Kelly is trying to educate ITS about records retention. ITS is only interested in discovery requests and wants to save everything for ease. Calendaring didn’t work the way folks wanted it so NCMail is looking at using Outlook for calendaring (\$7.00 per person per month). NC doesn’t have a centralized active directory. ITS offers the use of Novell, which has very few users; agencies tend to use active directory within each agency without intermingling active directories.

#### **Kentucky:**

- KDLA is currently receiving high definition and low definition audio and video files in 8 mb/seconds video format.
- GIS (raster database 1 tb before they went to color) working with them to accession records. Creative Services Department heavily uses Sony (Blue ray). They transferred to Archives professionally created DVD’s that are encrypted. KET (Kentucky Educational Television) also talking about an ERM system. KT is digitizing for access all their film holdings of on-the-air programs for preservation because their film is deteriorating. At the moment, the archives is storing files on server to provide access in a media player format.
- Email is centralized through IT in KY and everyone uses Exchange servers.
- KDLA encourages agencies to use the auto archive feature of Outlook for records that are retained 2 years or less. Beginning to centralize servers at State IT as well; also centralizing some IT staff. Past governor was the first to be able to serve 2 terms and therefore is able to have his policies in place for 8 years. The current governor is changing things, including issues of centralized IT.

- KDLA's email guidelines were worked into the state's IT architecture standards. If a server fails, their ITS agency replaces it. Email boxes are limited on the email server, and the default storage space is the user's C drive although many agencies store personal folders on network drives. A lot of Mark's email training is really more about how to use Outlook for management than about email itself.
- KY is giving a big training push for agencies to take full advantage of foldering in Outlook to ease some problems associated with the retention of emails. They are showing examples of what is archival, general correspondence, etc. KDLA helped staff in the president of university identify what was archival and what was not. Yes it goes here, no it goes there sort of thing.

### **Pennsylvania:**

- In 2008, PA is upgrading their hardware and software to move directly from Exchange 2000 to Exchange 2007.
- Currently utilizes a single active directory with multiple domains, with some exceptions. PA also faces the problem that if you change jobs within state government, your email goes with you even though it belongs with original job.
- Email boxes are spread across many servers; workstations are set up differently across agencies and even differently within some agencies - some default to the C drive, some don't. Many users whose .pst folders are configured on the C drive don't understand that when their pc crashes their email is gone, unless they back it up.

### ***Discussion of Implementation of hmail collection:***

**David:** suggested placing the collection server placed with the agency, where you have control over the Exchange server. Where you don't, put server at ITS. Security is with secure socket connections (using encryption), which is very easy to do...you don't have to write anything. Firewall and filtering depends on the agency. The agency can do it on their own or contract with ITS. Interagency is done individually on an agency-by-agency basis.

**Glen:** Email is stored as an XML file in Hmail server? Not Outlook file? KDLA uses a DMZ and Microsoft Active Directory, agency by agency, which are then linked together. Where should the email server sit? Inside or outside firewall and DMZ? KDLA likes the fact that their web server is inside the DMZ.

**David** If everyone you want to collect email from is inside private network, then put it inside, and if anyone is outside, then put it outside. David is not sure how we would handle providing access via the web server.

**Glen** thought we would go that far but it actually will be the next grant. **David** says we should be able to use current search tools to "check out" email from the repository.

### ***Overview of email system:***

Repository based on the OAIS model; **David** not concerned with that except to be aware of the requirements.

Local server with Outlook client on their computer:

Person opens Outlook and email, sees what is on the mail server, what is on their pc, and what is on the hMail server. Mail can be stored on collection server instead of your local drive if you would rather.

In the client-centric model, the user creates folders based on series descriptions, moves or copies messages from server to the archival collection server via IMAP. Even on the collection server they can delete, etc. until the snapshot is taken. Every night (or at a predetermined time) we take a snapshot of all folders on the hMail server. Once this has been done the email can't be deleted. A server-centric approach could also be used.

### ***Server collection center***

It will be placed between the email server and the hMail server. It has to be able to log onto the email server so will have to know each individual's password. **David** thinks hMail can use the active directory account, which would solve the password issue (KY and PA use active directory) but he needs to double check. Server-based APIs will be utilized.

- User would create a folder inside Exchange server called archive mail (with sub-folders). We would capture only the archive folder. It will not work to capture the auto archive folder, because we would have to write custom software to re open the .pst archived file and resave it.
- If you hold pre-existing .pst files like Kentucky, you have to take existing .pst files and reload them to Outlook and then send the email to the hMail server. Macros could be used to do this, so you wouldn't have to parse the .pst file.

Outlook 2007 gets away from the .pst files, but we will still have to deal with them for a while. **Glen** thinks it would be a good part of this project to go ahead and develop the scripts needed to handle .pst files, etc. and load them back into Outlook.

For users that refuse to be records managers, we could capture all their folders as if they were archive folders.

### **Incremental vs. Automatic Capture?**

Transcript of archival process for accessions. When email is in the intermediate collection server, it is not accessioned. The intermediate collection server is basically a records center. Before we accession the email, we will submit a list of what we have captured and have the submitting agency sign off on it. The email can be changed or deleted until it has been archived. We can set up rules that say that we officially archive every X number of days (or hours) from the collection server. So if the user deletes any messages while they are still in the collection server, then those messages won't be captured.

David: North Carolina is trying to not do server-centric simply because we would need to deal with it agency by agency because every agency is different. Updates would have to be installed on every server, etc. We'd rather do client-centric and then if Pennsylvania could do server-centric, we could test both scenarios.

The least burden on the user, the better. The contract Programmer could write a script to create archive folders on the Exchange server automatically (would need more storage quota). Synchronizing prevents the collection of duplicate messages. The server-centric model would only require the use of one server.

The email is transformed to XML at the collection server level.

The intermediate storage sever will contain the original email file, the XML file for each account, and all the attachments. All attachments will be broken out of the email as primary artifacts, and will be brought into the repository in their native format.

Set up a directory for each domain. Database will give information about each account (starting date, etc.).

### **Discussion of Software Capabilities**

#### **Automatic metadata extraction:**

Software only captures the header information. Background transactional information will not be automatically captured, but we will have places to store that information (address, starting and ending date, etc.) If an employee transfers to another position in the same domain, we would stop the old account, clean it up, and remove it from the email server. We can then create a new account within the domain and start capturing again.

#### **Address book data capture:**

Software does not capture address book data. The consumer could request that it be transferred along with the messages, but the automatic capture of address book data is beyond the scope of this project. Another option would be to have each employee submit all their .pst files when they leave their job, which would include their address book, as it was at the time they left.

#### **Preservation of look and feel of email:**

The look and feel of the email will not be preserved as part of this project. The features will be captured (font, background color, etc.), but you won't see them when you look at the email. *David* doesn't know what happens to the digital signature, but will look into it. 2003 allows digital signatures and encryptions, but these features are clunky. 2007 had encryption built in to click in automatically.

#### **Digital rights management (DRM):**

DRM is handled via the synchronization. We will have to find a way to unencrypt things that have been encrypted. If a message is set to disappear (which actually becomes encrypted) in 4 hours, it will have to be able to be unencrypted.

*Mark* wondered if you could possibly read a message, but not print or resave it somewhere else. If a message is not accepted by the hMail server because it is encrypted, etc., the user will receive a message that the transfer/copy didn't work and to try again in a different format. Restricting the use of DRM will be a matter of setting policy and a training issue. However, the recipient may not know that a sender has used DRM. HMail doesn't do anything to the attachments. HMail doesn't deal with any problems, issues of DRM because it just captures the email as it is. Really need policy that says any state agency should not accept any records/submissions with DRM attached. *Kelly* reported that Microsoft feels like DRM is really needed by industry, which doesn't have deal with the issues surrounding public records.

#### **Unable to Read Email**

If the email is not readable, contributor may get a warning message. If the attachment is unreadable, contributor may not get a warning. When you try to turn the message into XML,

then you will definitely get the warning message. So the user needs to deactivate any DRM before they save to the archive store.

Need Adobe Acrobat at the server level to convert attachments to pdf/a for each state. For some of us that should be just an upgrade.

### **Set up of hMail servers:**

Kentucky will depend upon their ITS, plus Glen. SQL server used more than MySQL.

Pennsylvania is not sure yet. Both are on Exchange server, so will only need one collection server. Can use MSDN license since it is just a test. Can also use the full version of SQL server. Also runs off of Windows XP, but hope to use Windows Server 2003. All will run on an XP or Vista box, but those probably won't have enough storage.

### **Encryption/Secure Sockets Layers:**

Question: If email server is behind the firewall, is it important to have encryption? Partners following this scenario do not need Secure Sockets Layer (SSL).

- this scenario makes it easier. Kentucky has all Exchange servers in the same place; thinks their ITS will still want some kind of filtering, whether it is SSL or something else.
- SSL will not keep unwanted people out, but will show that there is something encrypted. Active directory does all the monitoring for you. Each partner will probably want SSL once we go beyond the pilot stage.

### **Email with access restrictions:**

Software can capture email with access restrictions. Providing access to it will prove problematic. When we capture the email, a copy will remain on the user's desktop. If someone wanted to access that email the archives could refer patron to the agency to see the copy there. Once the email is in the repository, you can set up the repository to restrict certain files.

- *David* says we have a lot of opportunities for the user to place restrictions, type notes, etc. if need be through a web-based management process. Then the archivist could go through and see if the material is truly sensitive and why and for how long (e.g. construction negotiations.)
- It would be best if the archivist could apply restrictions at the folder/subfolder level, not at the message level

### ***Training:***

*Mark* would like to have all this set up (using Exchange server) before we start training. *Glen* reported that ITS is looking at some sort of records management application to handle email, but questions of what, who will pay for it, etc. have not yet been resolved. KY's ITS is only interested in the storage issue. It should be inviting to KY's ITS to have this solution available in order to, at least, deal with archival email

**Kelly** spoke about the tools developed by the Managing the Digital University Desktop (MDUD) project. Online tutorials are available on the website created by that project's team. The tutorial helps to identify what is a record, provides decision trees, etc. and how long the email record should be kept as a result of the identification. Visual rendering often gets the point across better.

Confidentiality restrictions may prove to be a major issue to be dealt with during the training component.

**Linda:** When you are in the broken out mode, is it still in the subfolder? Yes, so it would be a good place to apply the retention at that subfolder. **David** said another option would be to have the repository be a full-blown records management location, rather.

**Mark:** DRM. New computer had a trial version of Office 2007. If you used it, and didn't upgrade at the end of the trial version, it locked your documents as read only. If you purchase a copy of Office 2007, it will not unlock the files unless you have bought it online. Similar to the difference between word and word perfect.

**What do we want to see in the program?**

### **Hashing:**

**Kelly:** Is there any kind of hashing as part of the program?

**David** says not yet, but it could be added to it as part of the process. **David** thought hashes were used at either end of a communications channel, but **Kelly** explained it is also being used for authentication purposes, in case the document's trustworthiness is ever challenged. So we would run the hash between the original on the original server and the original on the collection server and again on either end of the XML transformation.

**David** noted that the hashing needs to be stored elsewhere, so that the person who has access to the document doesn't have access to the hash.

- We essentially need 2 "safes," one for the documents and one for the hashes and have an infrastructure in place that doesn't allow access to both the documents and the hash along with audit logs. In fact, we really do not need access to the hashes at all except to save new ones. Secure sockets can be set up to do it intrinsically. **David** will create it as soon as it is feasible.

**Q:** When we create the XML message, we are dropping the email standard messages?

**A:** We will be preserving the original bit stream. Anytime left over after development will be devoted to improving the search functionality.

### **Ongoing Support:**

**Q: Linda:** Since is it open source, which Pa's IT is uncomfortable with, who will maintain and update the product?

**A: David...**not just using open source, but also building on it.

**Q: Glen:** We are making it as portable as possible, following standards for databases.

**A: David:** You will have to change ITS' mind because you will periodically need programmers to keep it up to date. It would be possible to find a software development company to take over the development and support. We also plan on registering all our development with SourceForge. Need to contract with ITS from the very beginning, so that hopefully they will provide that support. We really haven't come to the point of having to find that ongoing support. HMail DOES have support though.

**Q: Glen:** Is anyone else working on this?

**A: David** says not that he is aware of. Whenever **David** talks to companies about it, and that we are talking about more than 10-year retention, they back off and say that is not what they are doing. It is the long-term retention that isn't being developed. If anyone needs an IT shop, it is archives because there isn't anything off the shelf that meets their unique needs.

### **Searching:**

**Q: Glen:** What search functions will be available by the end of the grant?

**A: David** says not much, but whatever time he has left he will devote to that. You certainly can do basic searches like you do for current email when you pull the email accounts back into Outlook.

**David:** Once you get it into the repository we need to build a system to search the email. You will not be able to search across all accounts until we develop something to parse the XML. You could also push it to SharePoint and then you would be able to search across multiple accounts.

**Linda:** Since you can save the attachments as pdf's you will also be able to do keyword searching across all the attachments. **Glen:** .pdf's don't permit really elaborate searches.

**Q: Linda:** Often as part of discovery requests they want every single email with this topic or from this person, etc.

**A: David** that is easy to do once it is in XML. You can write a special purpose tool that you can use to answer those types of questions. Also, the native body of the email is saved as a text file (not XML) and the XML acts as a server that points to the text file. **Linda:** Vista can search across everything. **Glen** said he has a copy of Vista but has not tested the searching feature yet.

**Kelly:** It is like what we had to do with Archive-IT, if we had multiple collections you couldn't search across the collections. So we had to place all of our harvested websites in one collection.

**Glen:** It is really the difference between basic searches and intelligent searches?

**David** Some rudimentary browsing and searching would certainly be needed to help even manage the emails. The "owner" will want to be able to search and determine whether they have already put a particular email into the archive store or not. 10 years from now, when the discovery tools have changed, it will be easier to use whatever the attorney, judge, etc. wants to use.

**Linda:** Penn. is looking at a discovery tool for the state, which is challenging because there aren't email policies in place yet.

**Q: Mark:** Can this be expanded to include Blackberries?

**A: David** thinks so as long as it is being done through an Exchange server, but we don't have plans to include it at this time. Any peer-to-peer transfer wouldn't be captured. Since it is client based, it could be used for Hotmail or gmail, etc. We could write software that reads Hotmail automatically, but again not written into this grant.

**Q: Linda:** on the Email Preservation Project document, page 5, what does David mean about placing limits on the message store?

**A: David** is referring to the dwell time on the collection storage server. Penn. doesn't want users to have access to email once it is on the collection server, so their dwell time is zero. A copy will be on the Exchange server for as long as the user needs it and then will go directly to the repository server, so they will not need additional storage space.

**Q: Linda:** Virus protection. Penn. is using Postini so email doesn't even get to the inbox. Catches 98% of spam. Where is the virus protection occurring in the hMail project?

**A:** It is being run on the hMail server by hMail. It is configurable to use different providers. If there is a virus, it still captures the email. Why? It is possible that the email is still very important independently of the virus. In Penn. Postini captures spam email including those with viruses. There are 2 sections on Postini: non-virus spam, virus. User can choose to send messages from Postini to their Outlook inbox anyway. You see what the spam filter collected and make a decision on the message.

**Mark:** Filters in Ky. might mark something as spam because it is more than 3 people on the distribution. Folks consuming the email at the end of the process will have to run virus detection. HMail server will have to have up-to-date virus detection. **David** wonders if it is necessary on server if you already have good detection software in place before it gets to the hMail server.

**David:** one thing virus detection does is to strip out the attachment and run the detection on the attachment. We will be able to do it on our file store. We'll be looking at these issues as we go along in the grant.

**Q: Linda:** Does the 64 bit factor of Vista make a difference?

**A: David** thinks it shouldn't since email has to be interoperable. Will probably have more issues with Encryption than 64-bit.

**Q: Linda:** Under IMAP description...are the API's being developed?

**A:** Yes, **David** says they have been developed. You can add and delete accounts through the API's that are already done.

#### **Possible partnerships in each state:**

##### **Kentucky:**

- Planning on using the email of an outgoing commissioner and current commissioner of KDLA.
- Will also try to meet with the Secretary of Education Cabinet and her legal staff about a disk of .pst files that her predecessor left.
- Will also try to sell the current Secretary of Education Cabinet to participate. KDLA says if it is official correspondence it is frequently printed on paper, with a letterhead.

- KDLA has received the previous governor's files that were in a visual basic database that includes scanned images and email texts and routing information. KDLA would like to get at least the email part into the hMail system. For the current governor we were told that if it is permanent, the office printed it out.

***Pennsylvania:***

- Targeting two entities for project Governor's Office of Correspondence and PHMC's Executive Office, Barbara Franco is the Executive Director of PHMC. The Office for Information Technology is concerned about security, what kind of connections and how secure, what software. What is the "active window"? Do not want active email accessible in the Archives.
- Can pitch the intermediate records storage as being the same as a records center for paper records.
- But if the Governor's office decides to not participate, PA can test using the State Archives. PA's State Archivist has agreed to participate. The Archives currently does not receive any e-files for email.
- In some cases, messages with archival value are printed to paper. Previous governor's records are closed for 20 years. Requests for records go to the former governor's attorney.

***North Carolina:***

- Secretary of State's Office, Corporations Division (use Groupwise);
- Governor's Office, the Community and Citizen's Affairs Office.
- The Head of Emergency Management and the Commissioner of Insurance have also expressed an interest to records analysts that have talked about the project.
- *Chris* also suggested the recently created North Carolina Education Lottery because they have been cooperative thus far regarding writing their retention and disposition schedules.

***Statistical Comparison to report back to NHPRC***

***Kelly:*** To report to NHPRC, can we get some statistics as to this is what we get in paper and this is what we get electronically? We would like to be able to say that we received x amount of correspondence prior to electronic vs. after accepting electronic; what the time issues were for paper vs. electronic; what time was lost through records analysis.

***Kentucky:*** We could use the paper count of printed out emails from the previous governor or commissioner or secretary and then what received in electronic format for this grant. Currently, constituent mail doesn't have significant tracking data. The office is primarily interested in when the message was received and when and how it was handled. The current governor can succeed himself, but KDLA still could get some sort of transfer for the previous term. KDLA can pitch the program to their technology folks and see what could be set up on a state server to see about getting any other agencies. Mark and his staff will be doing a lot of training in the next few months so he can bounce off the idea of participating.

**Kelly:** Will check with Lucy Barber at NHPRC to see what a good number of participants are. Does know that NHPRC would rather see an office high importance rather than one's own department.

**Other possible opportunities:**

**Kelly:** Met Andy Pitman of Microsoft. He's interested in possibly partnering with us and would possibly give us copies of Office 2007. **Glen** says he is very antithetical to what he says is NARA's desire to keep everything open, so he wonders just how supportive Andy will be. Adam Jansen has a good relationship with them and used to be an archivist for Microsoft. Adam has signed on with the Microsoft version of XML (which is actually more a wrapper). We can test it as a digital rights issue at the very least, which will probably be more a training aspect than actual digital rights management.

**Linda:** If you author an email in Word (set Word as your default email editor) then you can save it as an XML (MS version) document. But the user may not be able to do so because ITS may not allow it due to the hidden scripts within Word. Exchange 2007 can be set up to automatically go into SharePoint, which is trying to obtain DoD certification.

**Glen:** You can set up retention within email, but it is not obvious. It can cost a lot of money for customization to truly get a workflow and records management setup. You can set up folders to expire, but not individual items.

**Glen:** It might be worthwhile to see how SharePoint in the agencies mixes up different types of documents within the SharePoint system.

Q: If Exchange 2007 is no longer being saved as .pst then what are they saving it as?

A: Eml and msg. Kentucky has some agencies looking at it. Pennsylvania just starting to look at it (Archives slated to get it by end of 2008). PA standard for EDMS is Filenet but only a few agencies have it. Kentucky's email store will not be Filenet. Too expensive and hard to work with. The one KY agency that is interested in 2007 wants to put some email in it. This may be a good agency to "test" in some way with hMail.

## **Roles and responsibilities:**

### **NC**

- Advertise for Programmer in April for someone knowledgeable about C# on the .net platform. Glen would like to see it moved to Java by end of the project, but might not happen until next grant.

### **David:**

- What it will take to build an installable module on a single server to work with our hMail server automatically.
- Will it work with Windows/Outlook 2000?
- What happens to the digital signature with 2003 and 2007.
- Will pull together the specs for our server and Pennsylvania's servers and go ahead and order them. Does he need to include tape backup? (Thinks it is okay).
- Ideally *David* would love to capture what the user determined to save AND everything that came in that could be compared to be able to go through the thought process of the user, including sent mail, etc.

### **Kelly:**

- Will contact Lucy Barber about what is the ideal number of partners within each state.
- Will also explore further about testing Office 2007 and let us know.

### **Chris:**

- Develop website about the project,, which will include grant documentation, email policies, and David's documentation about hMail.
- Chris will look at the Michigan website on their records management system implementation. They talk about the good, the bad, and the ugly of their project. What went wrong. It was suggested that Chris mirror the structure of the Michigan's site.

### **Kentucky:**

- Can take someone's .pst file (like the head of KDLA) from one person and copy it to the hMail server to test doing that.

### **Pennsylvania:**

- Server they are going to use isn't ready and won't be for a while. However, they are getting a server from us.
- Will send David the shipping address for the server and whether it can be a Dell or must be an IBM unit. Should it be Enterprise edition? David doesn't think so.
- Will let David know about tape backup but doesn't think it is needed.
- Will put together the training once the hardware and software is in place.

**Everyone:**

- If you want to start collecting mail now you can do so on a client-by-client basis. Otherwise will be the end of summer, after the new programmer has come on board.
- Everyone needs to document the time they spend on this project. Doesn't have to be per week, but it should average out. Don't need time sheets. We have to do quarterly reports.
- Programmer will work from July 2007 until June 2008.
- We need to be consistent in what we name the archival store folder for the training modules. David has used the term "Archived Mail" so far, but suggested "State Archival Mail" or SAM without the tense. But it is called Archive in Outlook's archived folder.
- Everyone send Pennsylvania what training materials they currently have for email.
- The next meeting will be at the end of September or the beginning of October.