

# There are More Tigers in the Ring than just the E-Tiger



**Kelly Eubank**

Electronic Records Archivist  
NC Archives and History

**Linda Avetta**

Info Technology Gen Admin  
PA Archives and History

# North Carolina, Kentucky and Pennsylvania Attempt to Tame the E-Tiger

## *Project Overview*

NHPRC awards multi-state collaboration grant to the State Archives of NC, KY & PA to develop and test an email collection and preservation prototype tool

Working from IMAP, the tool:

- captures e-mail that each user chooses to archive, arranged into folders the user designates
- uses open formats
- has an easy migration path to other content repositories
- utilizes existing standards and protocols

Original message and the XML copy will be saved. Original attachments will be saved in native format as well as being converted to Unicode

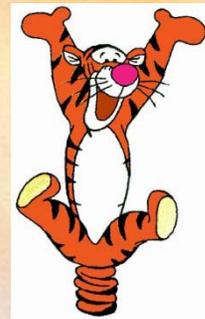


# Pennsylvania's Perils

The sound of the political and technological environment

(Who's behind these striped coats, anyway?)

- **Roar** – A threatening sound to challenge other tigers, scare off intruders and tell other tigers to stay away
- **Growl** – Spit and hiss during hostile interactions
- **Chuffing** – A friendly greeting



# Pennsylvania's Perils

## Pennsylvania gets Tarred!

- Yes, PA. (The Tar Heels had nothing to do with this!)

- The TAR is a real beast . . .
- Our response to the roars and growls
- Team work, perseverance and persuasion



# Pennsylvania's Perils

*Where's Tigger when you need him?*

aka: Why Can't We Be Friends (with IT)?

- Sometimes it's just the nature of the beast
- It might not be as cozy as Tigger, Pooh and Piglet, BUT we have survived the

ROARING, and the

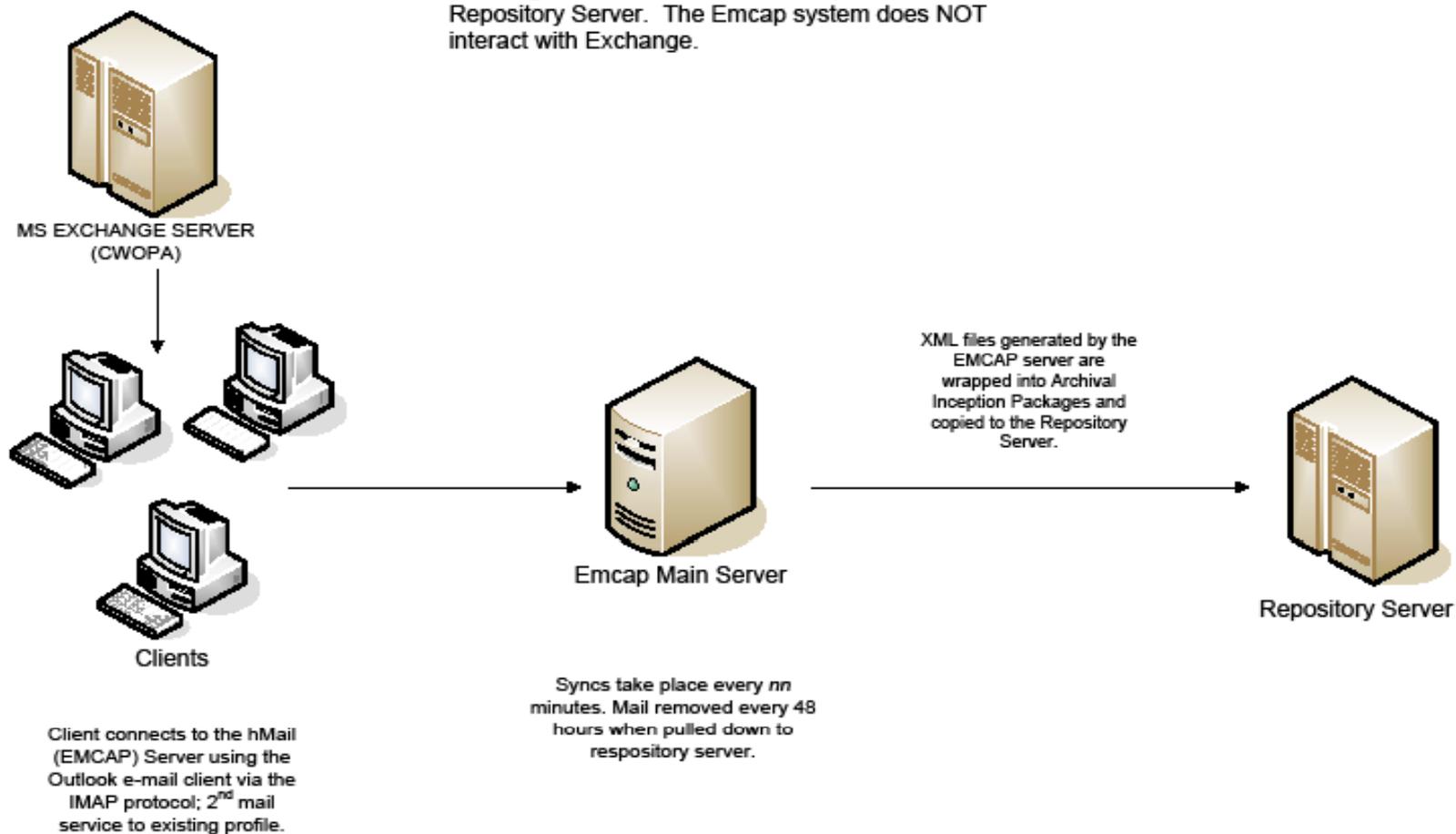
GROWLING, and now we're finally

CHUFFING



## EMCAP Deployment

In addition to Exchange, clients have IMAP mail service with EMCAP server; Syncs takes place every *nn* minutes. Every 48 hours XML files are generated and both original mail and XML files are pulled down to a Repository Server. The Emcap system does NOT interact with Exchange.



# Kentucky is the Key

The partner who unlocked the cage despite the unwanted tigers that were holding the other states at bay, and ...

- set up Remote Desktop with an install for all partners to access



- created a  for true team collaboration
- provided support for the other states in their time of need  
(Thanks for holding our hand when we got tarred)



# Negotiations & Nuances in North Carolina

- Meeting with Budget Office—March 2007
- Meeting with ITS—September 2007
- Discussion with Deputy CIO
- Choosing Programmer—working with State Supplemental Staffing
- Consolidation
- Scheduling
- Negotiating cultural differences
- Bugs in the system
- Back on course



# Technical and Soft skills

- Knowledge of Architecture
- Knowledge of different software programs.
- Play nicely
- Training
- Roll out—Governor's office, Sec. of State



# Issues/Challenges



# North Carolina in the News

<http://www.ncpress.com/ebackgroundsite/backgroundemailindex.html>

- Email Records Review Panel Appointed—  
March 2008
- Panel makes recommendations to  
Governor on May 15, 2008
- Recommended roll out of EMCAP on an  
enterprise level.
- Recommended funding for integration of  
Microsoft Exchange and hmail.
- Waiting to hear.





## North Carolina State Archives

### Preservation of Electronic Mail Collaboration Initiative

[About](#) / [Team Members](#) / [Project Documentation](#) / [Agendas and Minutes](#) / [Reports](#) / [Online Training](#) / [Timeline](#) / [Other Email Preservation Sites](#)

#### Links

[About](#)  
[Team Members](#)  
[Project Documentation](#)  
[Meeting Agendas and Minutes](#)  
[Reports](#)  
[Online Training](#)  
[Timeline](#)  
[Other Email Preservation Sites](#)

#### Other Sites

[MARS Online Catalog](#)  
[Friends of the Archives](#)  
[North Carolina Office of Archives and History](#)  
[Site Map](#)  
[State Historical Records Advisory Board \(SHRAB\)](#)



### Summary of the NHPRC Funded Preservation of Electronic Mail Collaboration Initiative

Over the past five years, North Carolina, Kentucky, and Pennsylvania have worked diligently to address the challenges posed by electronic mail. Each state has worked with a variety of groups to establish best practices and to develop guidelines. Additionally, they have reached out to different constituencies to reinforce the need for ongoing efforts to manage and preserve electronic mail. However, they have used different software clients to manage e-mail in the absence of a federally compliant DoD/NARA 5015 2 system.

In 2004-2005, a NHPRC fellowship awarded to Druscilla Simpson of the North Carolina State Archives provided the genesis for an electronic mail preservation solution. Fellowship funds were used to develop a software application to capture electronic mail and transform it from its native format into an XML "preservation copy," and to push the XML out to HTML for access and viewing purposes. The software is built on hMailServer, an open-source, free software registered on SourceForge. It supports open e-mail standards POP3, SMTP, and IMAP4 and supports both MySQL and Microsoft SQL Server.

The North Carolina State Archives, the Kentucky Department of Library and Archives, and the Pennsylvania State Archives are working in collaboration to test the e-mail preservation software in real time on a larger scale. For this grant, we will work with identified high level offices that produce archival correspondence and have high public interest within each participating state e.g. a constitutional office such as the Governor or the Secretary of State within each state. Additionally, we will conduct a select number of test cases within our own departments. This partnership involves working with content producers, information technology support staff, records analysts, and employees in the agencies.

#### There are five main goals of the project:

1. Continue the development of the e-mail collection and preservation software to convert e-mail from its native format into the more stable XML format and complete written documentation for the program.
2. Test the software to determine its scalability, efficiency, and employee compliance, using records retention schedules.
3. Produce different types of training methodologies, including web-based training, implementing work under development by Pennsylvania.
4. Test ways of providing access to these XML files and the feasibility of doing so, whether through existing online catalogs, a third party vendor, or web interfaces.
5. Extract and save attachments in their original, as received, format as a native stand-alone file, which will be wrapped in XML. The association between message and attachment will be kept and will allow navigation from message to attachment back to message.



Last Modified: 02/18/2008

[\[Return to top\]](#)

#### Contact Information

Phone: (919) 807-7355  
Fax: (919) 715-3627  
Email: [kelly.eubank@ncmail.net](mailto:kelly.eubank@ncmail.net)

Mail should be addressed to:

North Carolina State Archives  
4615 Mail Service Center  
Raleigh, N.C. 27699-4615

Physical address:  
215 N. Blount St.  
Raleigh, N.C. 27601

# QUESTIONS

# COMMENTS

# DISCUSSION



## Contact Information:

- Kelly Eubank  
Electronic Records Archivist  
NC State Archives and History  
[kelly.eubank@ncmail.net](mailto:kelly.eubank@ncmail.net)  
(919) 807-7355
- Linda Avetta  
Information Technology Gen Admin  
PA State Archives and History  
[lavetta@state.pa.us](mailto:lavetta@state.pa.us)  
717-705-6923

