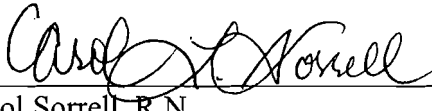
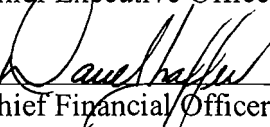
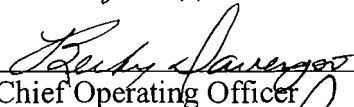
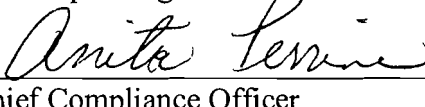



**KERN HEALTH SYSTEMS  
POLICIES AND PROCEDURES**

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<b>RESPONSIBLE DEPARTMENT HEAD:</b> Chief Information Officer							
Review Date							
Effective Date	01/09/09						
Revision No.	2009-01						

Approved		Date	1/9/09
	Carol Sorrell, R.N. Chief Executive Officer		
Approved		Date	12/22/08
	Chief Financial Officer		
Approved		Date	12/15/08
	Chief Operating Officer		
Approved		Date	12/9/08
	Chief Compliance Officer		
Approved		Date	12/8/08
	Chief Information Officer		

**POLICY<sup>1</sup>:**

Kern Health Systems (KHS) shall retain three (3) years of e-mail, personal file share and desktop or laptop stored data for all employees leaving employment from KHS.

**PURPOSE:**

To ensure that information related to all activity performed by departing employees is preserved for at least three (3) years following the employee's departure date.

**PROCEDURE:**

**1.0 LOCATION OF STORED DATA**

Active employee e-mail storage is retained on a Windows Network Server housing the Microsoft Exchange Storage Array. Personal e-mail archive is stored on the employee's personal file share on the H Drive residing on a Windows Network Server. All e-mails are retained on a Network Archive Data Store for three (3) years following the departure of any employee.

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Offsite storage will be maintained as described in Policy and Procedure *7.19-I Back-Up Tape Storage*.

**2.0 RETENTION PROCESS**

For active employees and management, all e-mail activity is processed through the Microsoft Exchange Server and stored on the Storage Area Network. The Exchange Server is backed up each evening onto disk. The backup Disk is sent offsite each morning to an offsite disaster recovery vendor.

Employee e-mail is archived by default onto the employee's personal file share in the H Drive. The files stored in the H Drive are backed up and sent to an offsite disaster recovery vendor each morning. Disk rotation allows for recovery back to twenty (20) business days.

**2.1 Departed Employee or Manager**

When an employee or manager separates from KHS the following process is used to retain electronic data files:

- A. When an employee's account is deactivated all e-mail information on the exchange server and in the personal archive will be transferred to the network storage archive server. The archive server is backed up each evening and sent offsite.
- B. The retention period for all e-mail storage for employees and management is three (3) years.
- C. MIS will notify Human Resources (HR) when the retention period expires to receive authorization to either delete<sup>2</sup> the information from the archives or be placed back into retention of a specific period of time as determined by the HR Coordinator.

**3.0 E-MAIL RESTRICTIONS**

Backup of e-mail accounts occur each evening and is based on a snapshot of contents at that point in time. E-mails received and deleted the same day cannot be captured and retained with the current backup methods. Alterations to an employee's e-mail account can only be retrieved up to twenty (20) business days in the past.

For employees who separate from KHS a snapshot is taken of the e-mail account at the time of separation and archived. The snapshot of activity cannot be altered once it is archived.

Access to e-mail, the desktop or laptop hard drive or personal file share information for either a present or former employee requires prior authorization from the Chief Operating Officer (COO) or the Chief Executive Officer (CEO). Access is limited to management only.

After receiving approval to access the email the manager is provided a restored copy of the snapshot. This restored copy is not used to replace the archived version, thereby preventing

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deletion, addition or alteration of e-mail activity from the point of the employee's separation to the end of the archive period.

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<sup>1</sup> **Revision 2009-01:** Created by Chief Information Officer. Reviewed by KHS Attorney Mike Wasser.

<sup>2</sup> Deletion from archive is a permanent deletion from KHS records and cannot be recovered at this point.