



Consolidated Technology Services • WA

## Service Announcement

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February 6, 2015

**TO:** CTS Customers

**FROM:** Lance Calisch  
Electronic Messaging Service Owner

**SUBJECT:** CTS Response to February 5, 2015 Public Disclosure Request

Many CTS customers have received a Public Disclosure Request dated February 5, 2015 related to email records. In response to this request and following guidance given to CTS, we have taken the following actions. These actions have been applied globally to the Shared Services Email (SSE) environment:

1. Implemented a technical configuration that prevents the permanent deletion of active mailbox records.
2. Implemented a technical configuration that prevents vaulted mailbox records from deleting based on their expiration date.

Based on these actions, CTS expects mailbox and vault storage usage to increase. We will monitor closely and develop mitigation plans if usage begins to exceed capacity. CTS will continue to operate Shared Services Email in this configuration until further guidance is provided.

No further action is needed by customer agencies. Customers can continue to receive and process email normally.

For questions or comments, please send an email to the CTS Service Desk ([ServiceDesk@cts.wa.gov](mailto:ServiceDesk@cts.wa.gov)) or call 360-753-2454.

Additional information regarding this announcement will be provided to impacted customers as needed.