

## **What is ZyLAB**

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ZyLAB is a third party software tool that allows City Employees to retain their email. It automatically copies emails to the system if they have been placed in the deployed policy/retention folders.

### **How is ZyLAB different from Mimosa?**

The main changes between ZyLAB and Mimosa are:

- the policy/retention folders that you currently use will be renamed into a more functionally based title
- Email that you place in the new policy/retention folders will be viewable in Outlook for 2.5 years
- You will have 7 days to move an item if you realize you put it in the wrong policy/retention folder or subfolder. *NOTE: You can only move from a lower retention folder to a higher retention folder.*

### **How does ZyLAB work?**

When you receive an email and determine it needs to be retained, you will move the email into the policy/retention folders that have been deployed to you. Every evening, ZyLAB will copy your email from those folders into its system.

### **How do I know what policy/retention folders I have?**

Folders were distributed based on your division's retention policies. In Mimosa the folders had generic titles such as 6 Yr Retention, 3 Yr Retention, and Cabinet. The new policy/retention folders are labeled with the retention period associated with the folder and then a functionally based title which better represents the work you do such as (7 yr) Programs\_Projects, (13 yr) Levy. Folders will be automatically deployed during the upgrade to Exchange Online and available for use immediately after.

### **I've heard the records retention period for email is increasing to 90days?**

The 90 days is an auto delete policy in Outlook. This means that you have 90 days to determine if the email message contains information that documents substantive City business, and if so, take the appropriate actions to preserve those messages as per the retention requirements. .

### **Can I re-name the policy/retention folders?**

No, don't rename the policy/retention folders. The City Records Management Program recommends you create sub-folders with the names of projects, issues, or names that you specifically need. If you re-name the policy/retention folder, email will be lost in the ZyLAB system.

### **What happens to my old Mimosa Archive?**

All materials that you have been placing in the former policy folders will be migrated back into Outlook and placed in a location in your mailbox called On-Line Archive (Outlook 2013) or Archive (Outlook 2010). During the month after your migration you can clean the Mimosa Archive and move current project folders into your new policy/retention folders as necessary. Or you can simply leave the items as they are. After one month the emails remaining will be captured by ZyLAB and retained for the policy

attributed to the folder. DO NOT USE THESE FOLDERS FOR NEW EMAIL as the Mimosa Archive will be removed in 2016 and you will use the ZyLAB Outlook Plug-in to view emails in this folder.

**Will there be an email limit in the ZyLAB system?**

No, there will be no limits in the ZyLAB system. You should save emails that you need according to the retention policies for records documenting the functions you provide. The ZyLAB system will annually purge materials that have met their retention period.

**I need to save an email for longer than 90 days, but it just for reference, where should I save it?**

You should save emails for reference purposes in the Reference folder. You will have access to the information 2 years and then it will be purged.

**I didn't get policy/retention folders what do I do?**

Contact the ServiceDesk (4-HELP) to start a ticket. They will review your account to determine if there was a technical issue that caused the policy/retention folders to not deploy. From there they may or may not need to include the City Records Management Program.

**I didn't get the same folders what do I do?**

Not all employees received the same policy/retention folders they previously had. During discussions with departments we identified some policy/retention folders that had been previously deployed in error or may have been from a previous position and your new position does not require those folders. Also, it may be the same folder, but with a different name. Refer to your carryover document (distributed prior to migration) to see if the folder was renamed.

**I want different folders what do I do?**

For the first few weeks after you migrate, we recommend that you try using the policy/retention folders that were deployed to you. Chances are it's just a matter of getting used to the new names, structure, etc. However, if after a period of time you realize that you do have a need for different folders, contact the City Records Management Program and we will work with you and the department's representative to identify the possibility of new folders.

**Why are we not using the On-line Archive feature in Exchange?**

The On-line Archive feature does not meet the many retention needs of the City. In addition, there is no ability to easily search accounts for public disclosure or litigation requests. ZyLAB offers both of these features which makes it the best option for the City.