



PROJECT MANDATE

Project name *E-Mail Archiving*

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Purpose The information in a Project Mandate is to trigger the process Starting-up a Project. It should contain sufficient information to identify at least the prospective Executive of the Project Board and indicate the subject matter of the project.

Contents *A Project Mandate could cover, for example, the following topics. There may be other unique criteria for a specific project.*

Topic	See Page
Responsible authority	
Background	
Project objectives	
Scope	
Constraints	
Interfaces	
Impact on services	
Outline Business Case (reasons)	
Project tolerances	
Reference to any associated documents or products	
An indication of who is/are the appointed Project Manager	
The customer(s), the user(s) and any other known stakeholders	

Project Classification (delete as appropriate):

- (i) more than 100hours
- (ii) £10k revenue/capital costs/savings

Funding Source(delete as appropriate):

- (i) General Fund

External Funding

- (i) **Source and Quantity**
- (ii) **Consultation with Funding Officer**

Costing Overview**Capital/Rev**(delete as appropriate)

	£	Comment
Initial costs	10,000	
External funding	0	
Net cost	10,000	
Ongoing costs/savings	2,000	
Phasing	2011/12	

Responsible Officer Chris Stone

Background Email has become a key organizational tool for communication. The problem of managing and dealing with ever-increasing volumes of email is becoming a major headache. Microsoft Exchange is designed to process emails and not to store emails. To prevent the Exchange Server running out of space quotas have to be imposed on users and emails have to be archived to PST files. An email archiving system would eliminate many of the current problems users experience with email.

Project objectives Introduction of an email archiving system to

- eliminate quotas,
- eliminate message size restrictions
- give users a mailbox of virtually unlimited size while controlling message storage growth.
- virtually eradicate PST file data by enabling the migration of all existing PST file data into the archive.
- ensure that regulatory and legal retention requirements are met by allowing a copy of all emails sent and received to be retained for the appropriate period of time.

Scope Implement E-mail archiving system for all users who require it.

Constraints The main constraint will be ICT resource time to investigate, develop and implement the system.

**Interfaces
(internal/
external)**

**Impact on
services** All services require efficient storage of emails and access to them.

**Outline
Business Case
(reasons)** See Project Objectives. In addition the following benefits are expected:

- Efficient management of emails
- Ensuring that FOI requests can be met
- Reducing the workload on ICT Services helpdesk

**Project
tolerances
(critical
success
factors)** To complete within budget.

**Completion
criteria/ exit
strategy** System successfully implemented.

**Reference to
any associated
documents or
products** ICT Development Plan 2007 -2010.

**List
customer(s),
the user(s)
and any other
known
stakeholders** All Melton BC Users.
