E-mail Archiving: More Than Just Compliance
Session ID: 3829
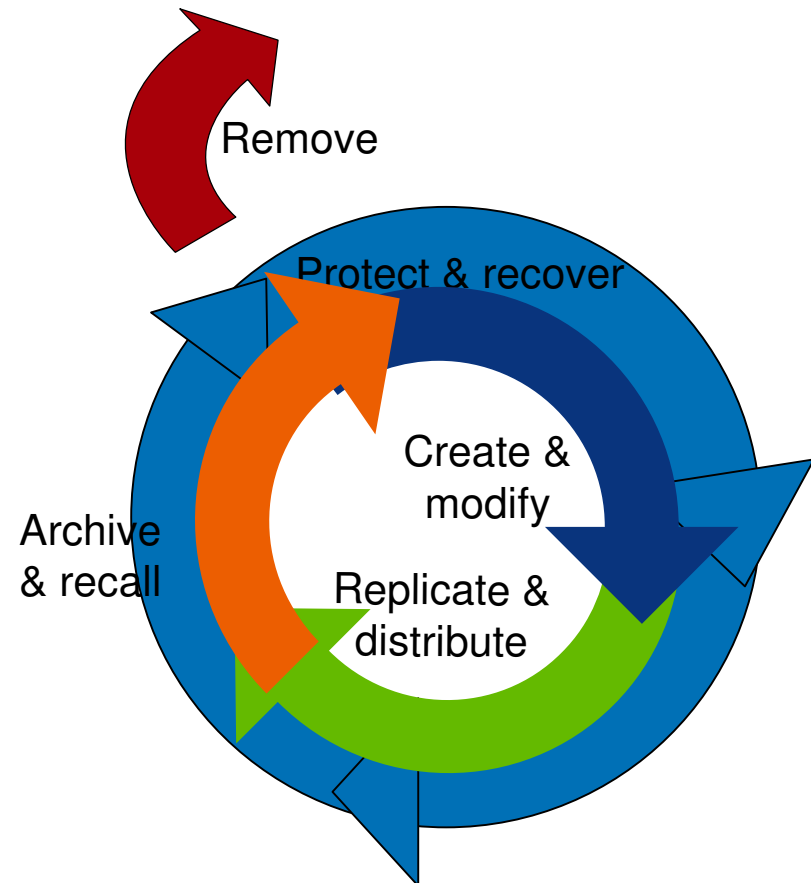
Frank Orlando

ILM Partner Manager

Hewlett-Packard

hp

Today's Agenda

- **Information archiving challenges**

- Email – one size does not fit all

- Email Archiving is just a store and forward application?

- Solutions need to address all the needs

- Summary & Questions

Information **L**ifecycle **M**anagement

Information Lifecycle Management

- Actively managing information:
  - From creation to deletion
  - According to its changing business relevance over time
  - With automation to enforce application-specific policies
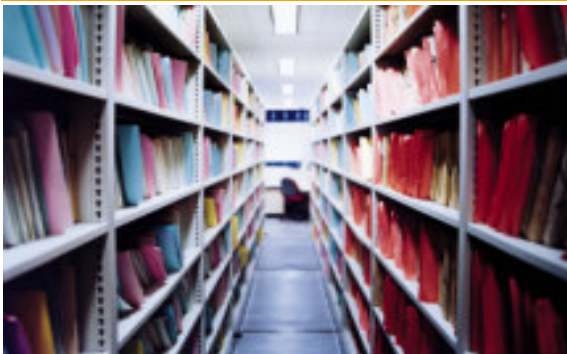 - To align with business and application needs
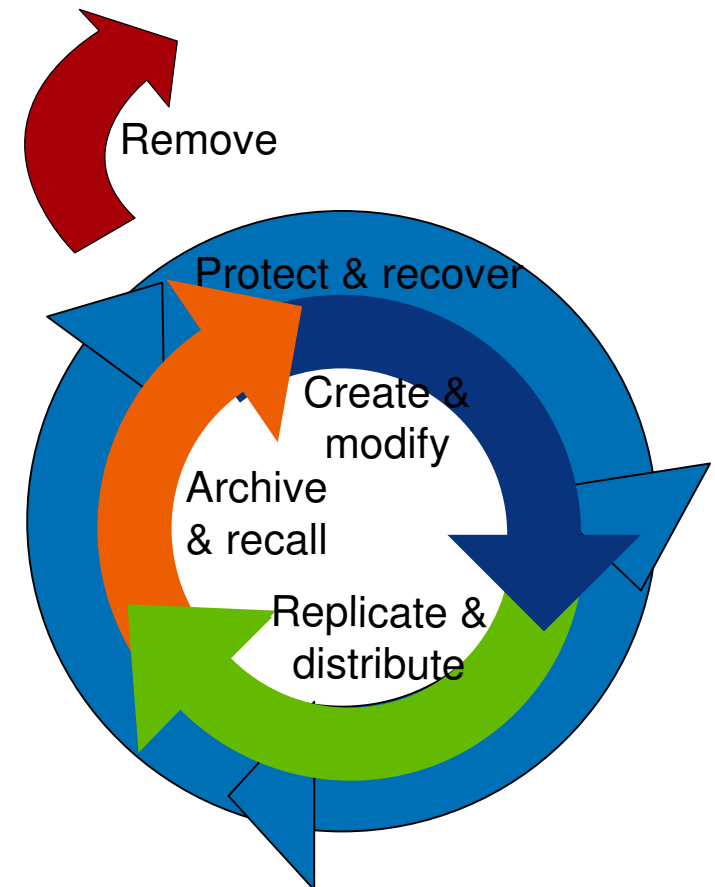
Information **L**ifecycle **M**anagement

ILM addresses the three major information management challenges

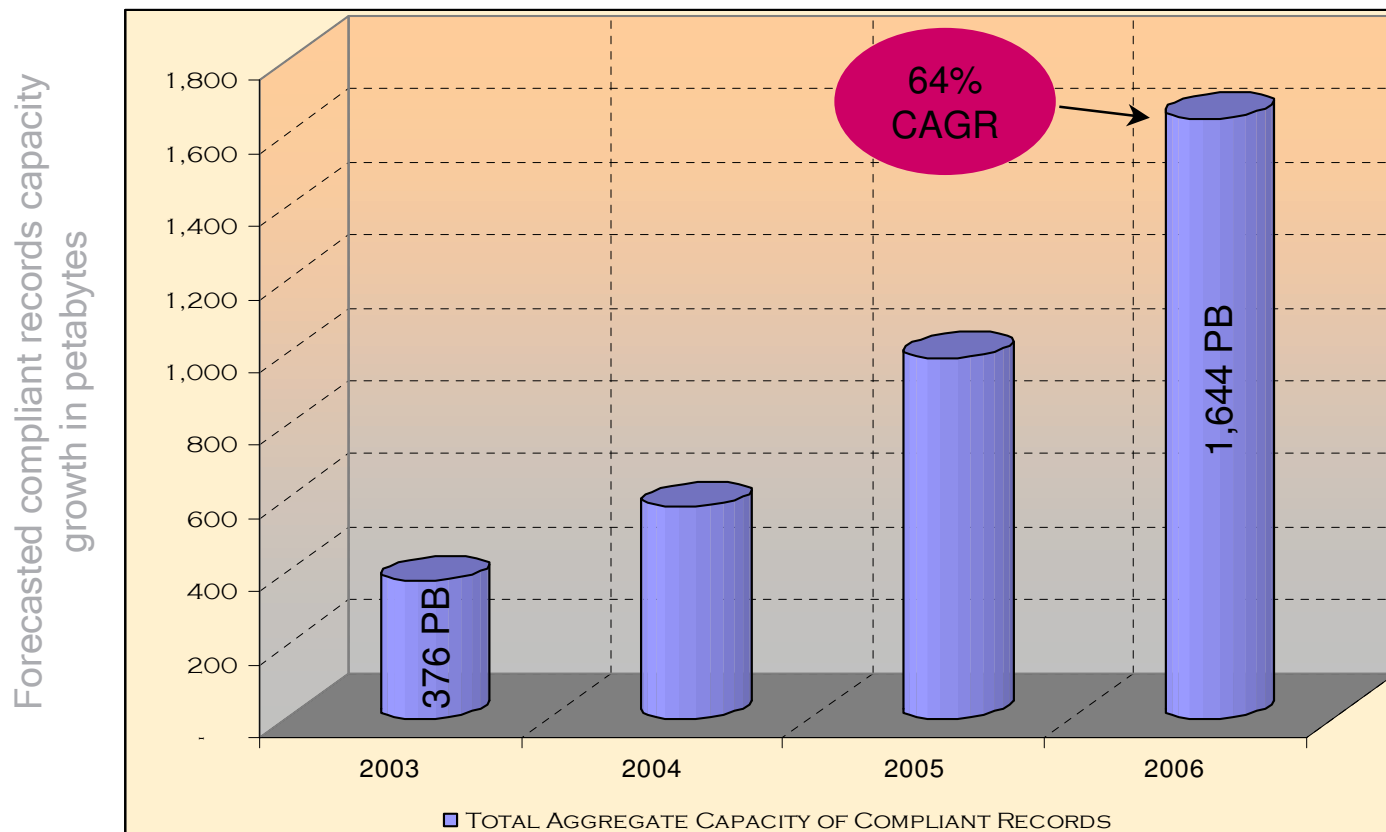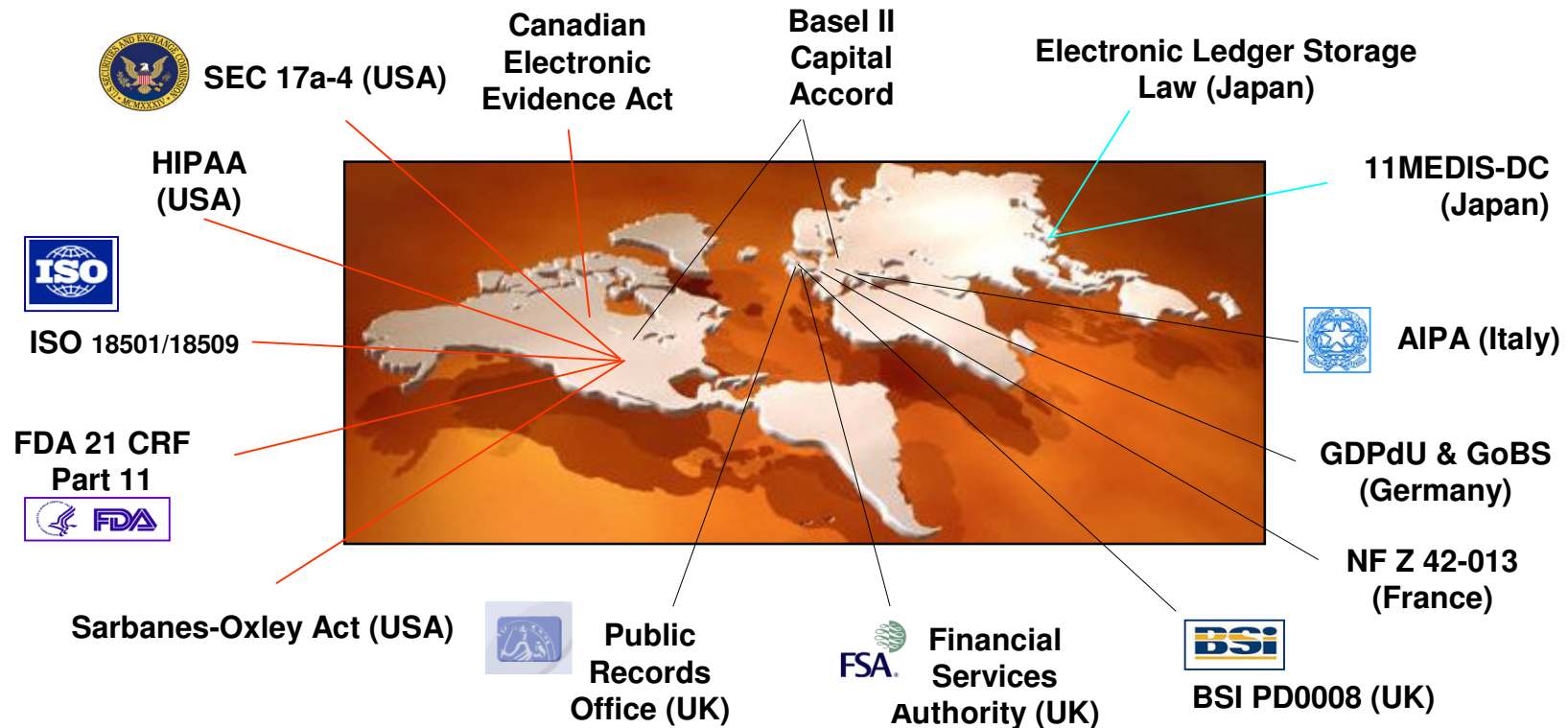| Retention Management	Data Management	Reference Information Management
• Corporate and government regulations require retention policies • Companies placed under subpoena to produce email and documents in legal actions taken against the company	• Information growth continues at an accelerated rate • Need to significantly reduce management costs while maintaining service-levels • Increase performance on file servers • Reduce back up time	• Reference information (static content) is underutilized and the ability to tap into it has potential business value • When you need it, reference information is of great value

ILM – Compliant Record Growth

Capacity of compliant records

Petabyte = 1,000,000,000,000,000 bytes or 10^{15} bytes

Source: Enterprise Storage Group, May 2003

Regulatory Compliance

SEC 17a-4 (USA)

Canadian Electronic Evidence Act

Basel II Capital Accord

Electronic Ledger Storage Law (Japan)

HIPAA (USA)

11MEDIS-DC (Japan)

ISO 18501/18509

AIPA (Italy)

FDA 21 CRF Part 11

GDPdU & GoBS (Germany)

NF Z 42-013 (France)

Sarbanes-Oxley Act (USA)

Public Records Office (UK)

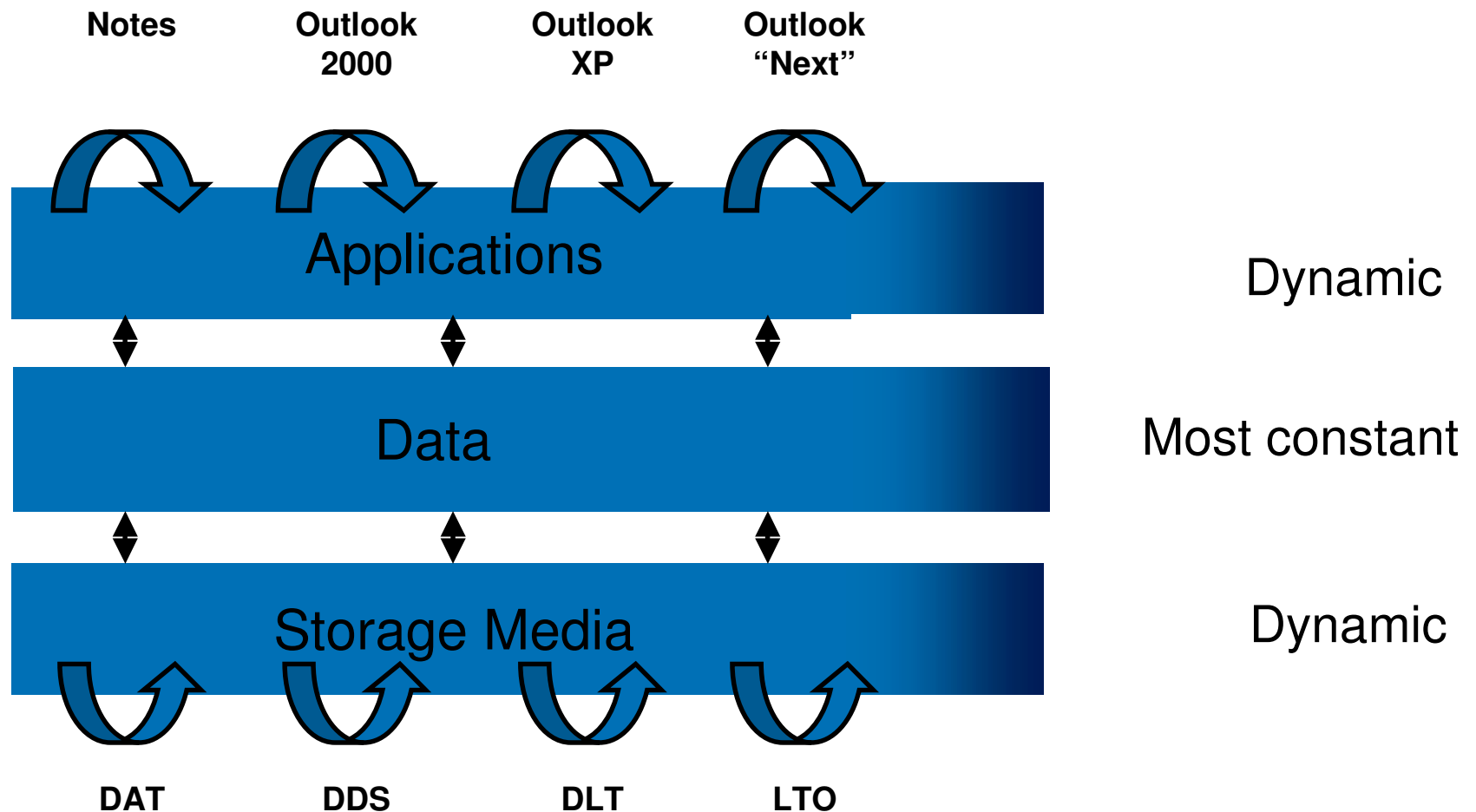Financial Services Authority (UK)

BSI PD0008 (UK)

Key Trends:

- Proliferation of regulations
- Recognition of electronic documents as evidence
- Courts requiring discovery of evidence e.g. emails

# Data usage changes over time
... but it's still the most constant item in the environment

| Notes | Outlook 2000 | Outlook XP | Outlook "Next" |

Applications — Dynamic

Data — Most constant

Storage Media — Dynamic

| DAT | DDS | DLT | LTO |

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Remove

Protect & recover

Create & modify

Archive & recall

Replicate & distribute
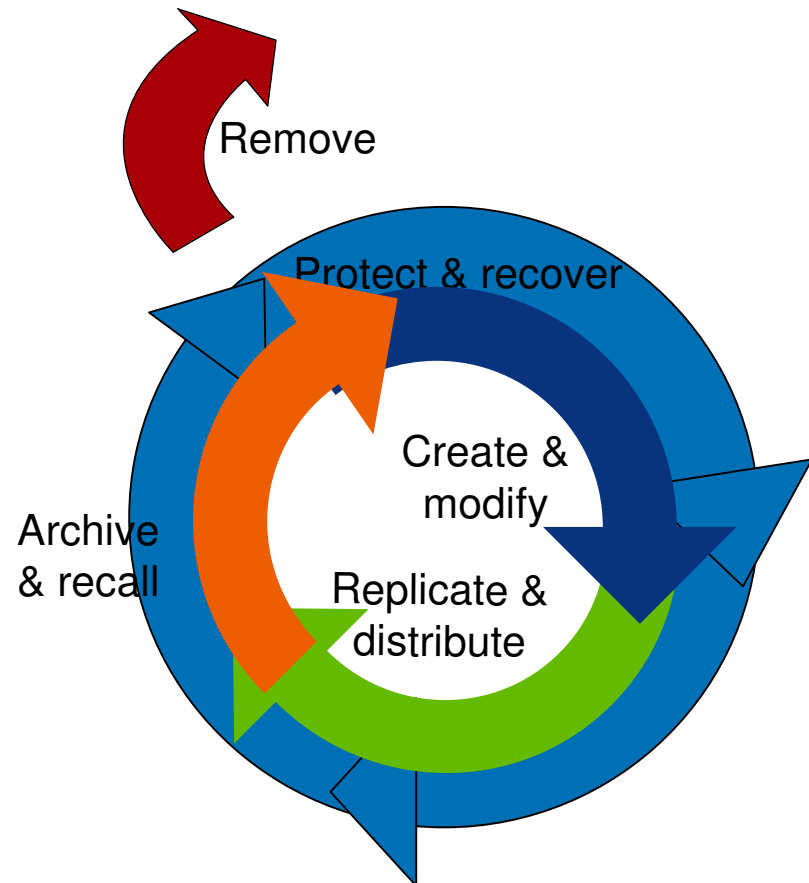
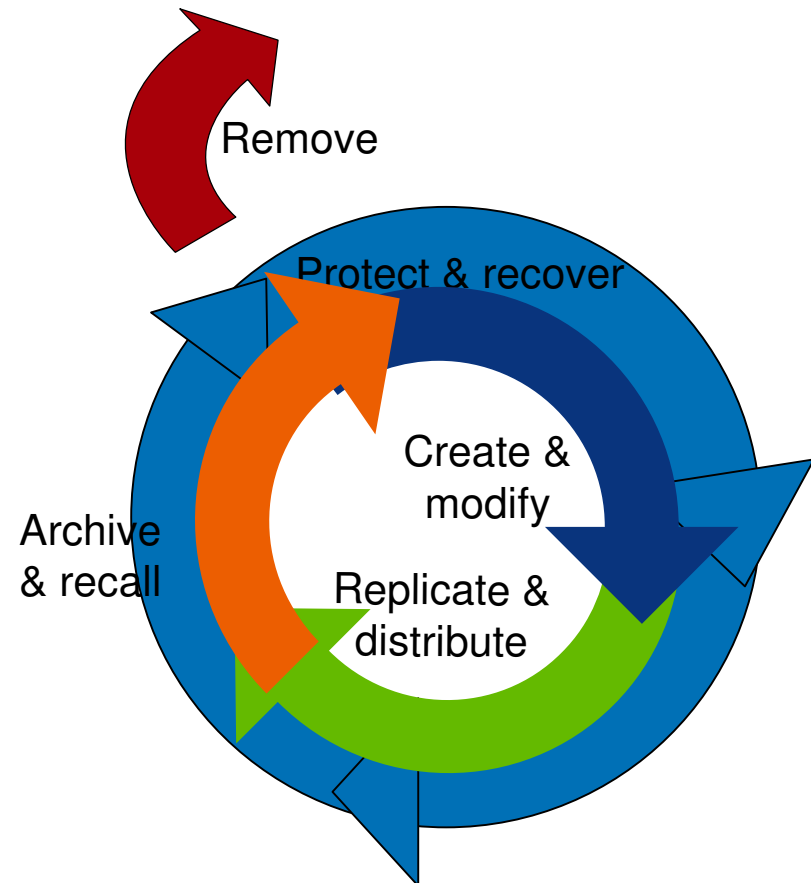**I**nformation **L**ifecycle **M**anagement

ILM for Messaging

- Several alternatives
  - Archive to tape for where regulations are less stringent and retrieval speed is not critical
  - Archive to Optical where regulations require WORM and demand is for smaller system
  - Implement full Email archiving solution with archiving to Disk for larger systems and regulation require fast search and retrieval of indexed messages

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Information **L**ifecycle **M**anagement

Email is just store and forward?

- It's not mission critical or real time
  - Unless the boss's email is down
  - Unless you get a subpoena for email discovery
  - Unless that missing message is the one to confirm what the customer needs to buy your product
  - Unless the facility is under water
  - Unless the backup tape is unreadable
  - Unless ….

IT Professionals are smart and frugal

- If the organization is committed to fund email archiving -----
  – Why not address other issues at the same time!!

  _____

  – Backup
  – Disaster Tolerance redundancy
  – Compliance
  – Uncontrollable PST files on PCs and share drives
  – Mail Box size limits
  – Multiple email systems

  – World Hunger? Well maybe not.
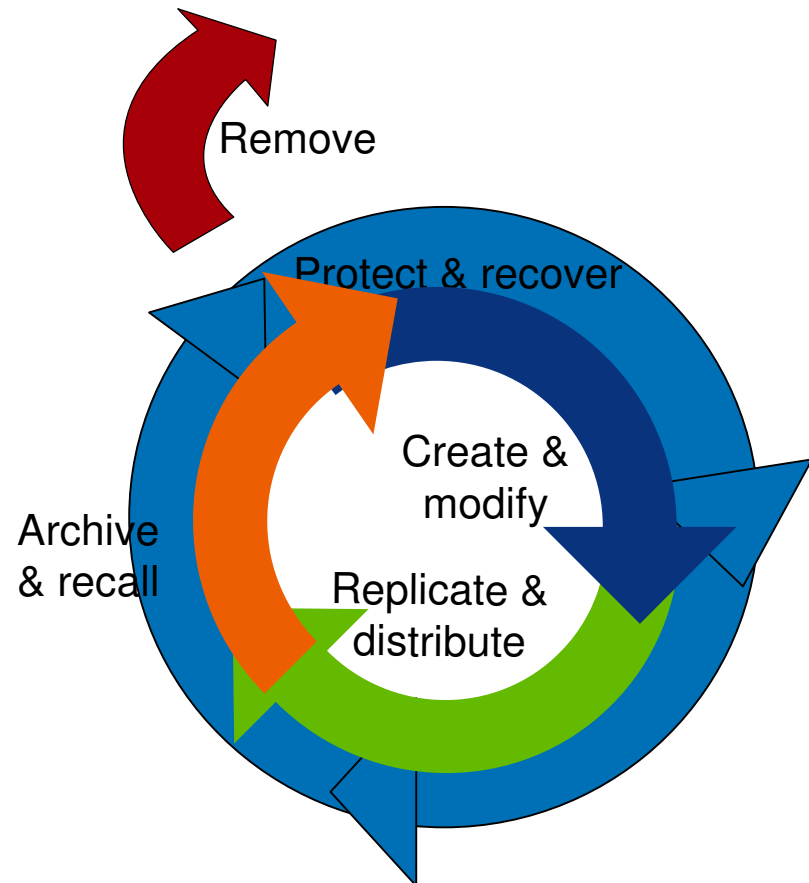
Major Financial Institution ISSUES

- Multiple email systems

- Not limits on email

- Sites in multiple countries

- SEC 17A4 Compliance issues

- Typical management issues with multiple systems

- Growing mailbox sizes

- Continued pressure to cut costs

Major Financial Institution NEED

- Find one system which
  - Is fully redundant
  - Is fully secure; from the "WORM" nature of the storage to the protection of the archive index data base
  - Can also be replicated at distant sites
  - Can replace PST files within one archive
  - Can be expanded without a fork lift
  - Can avoid tapes for backup
  - Can use remote site for archiving
  - Can have a single point of management
  - Can be supported by one company
  - Will allow for migration of existing tape archives
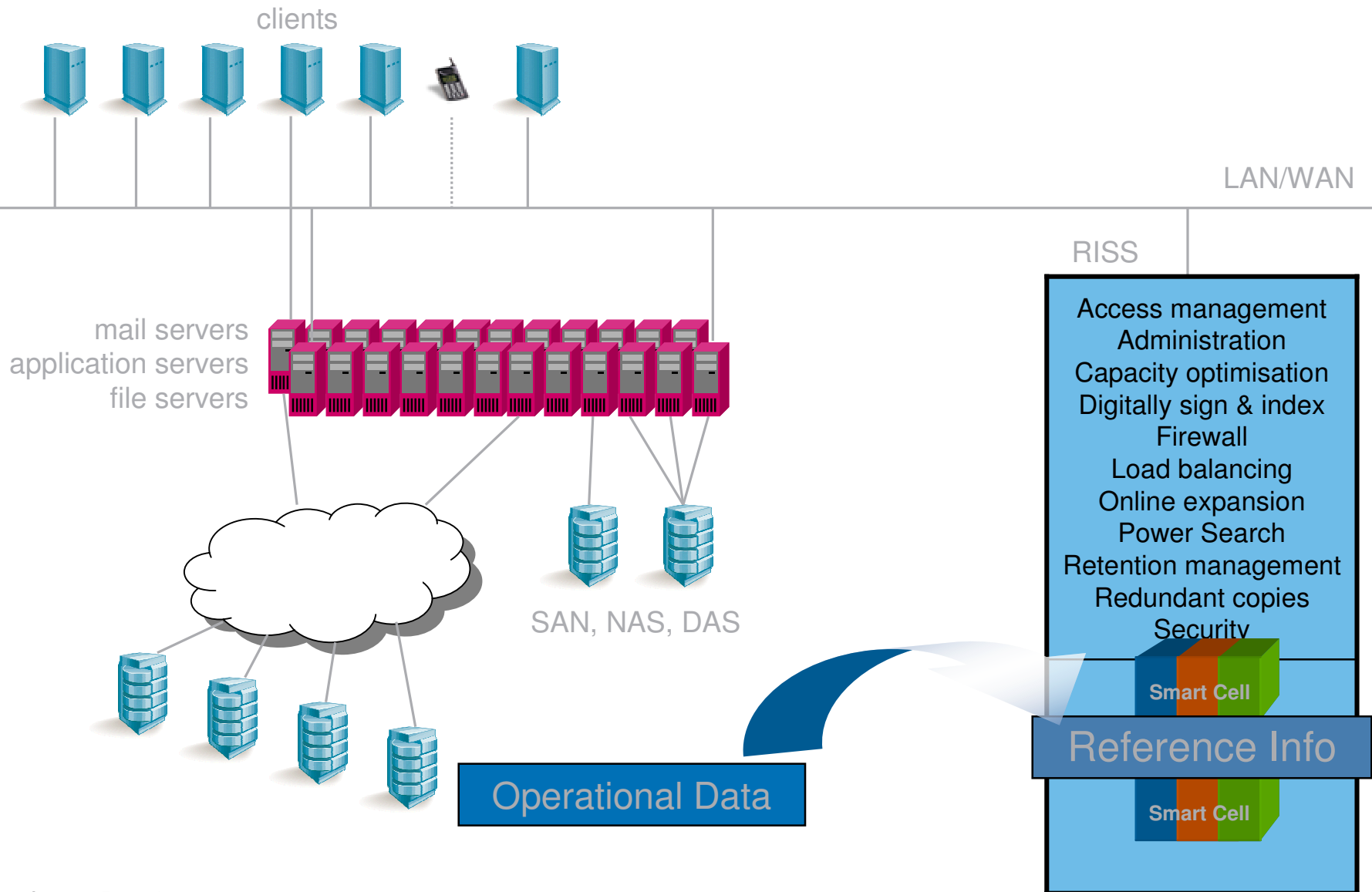
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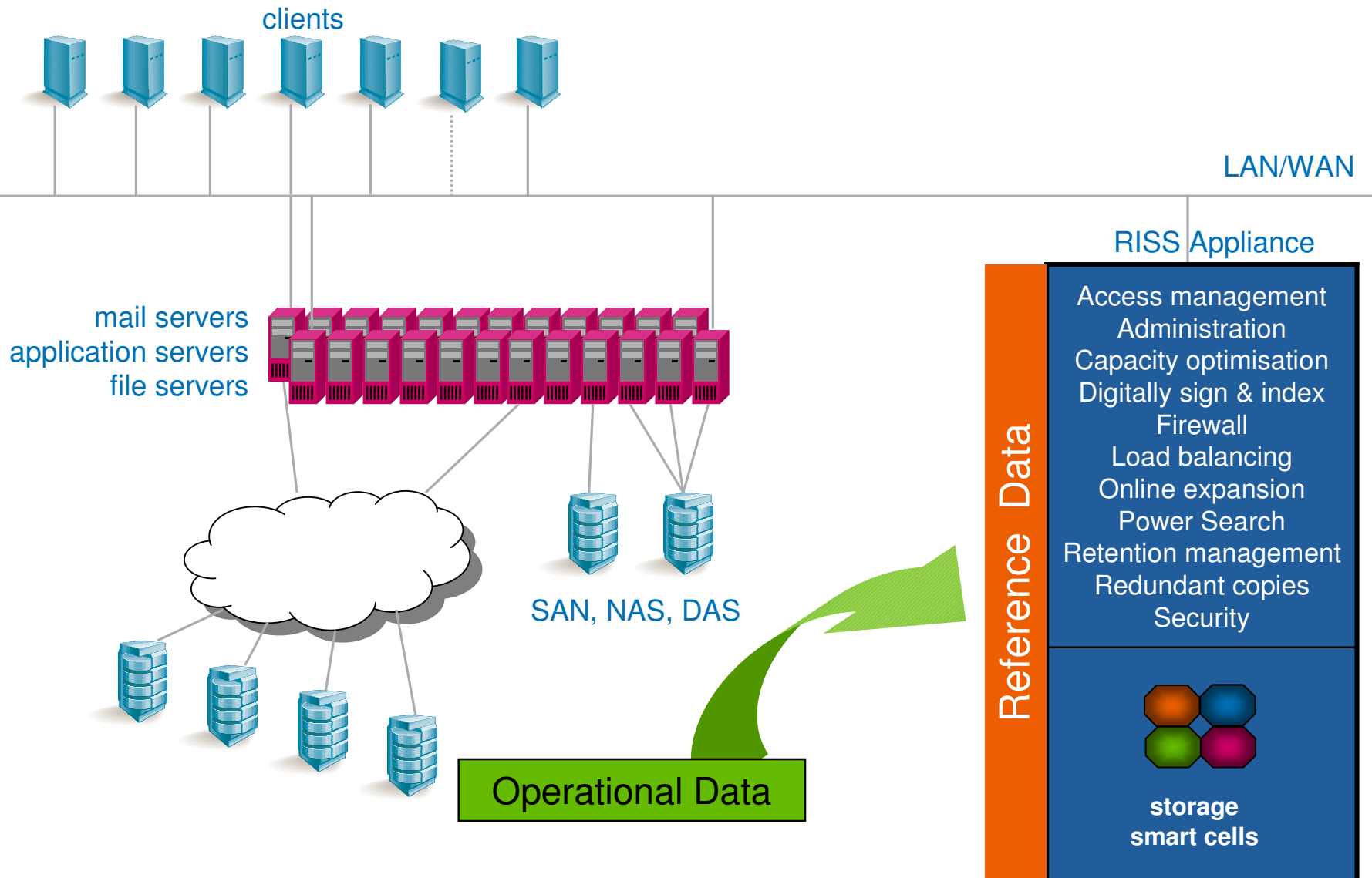- **Solutions need to address all the needs**

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Information **L**ifecycle **M**anagement

HP StorageWorks RISS
topology

clients

LAN/WAN

RISS

mail servers
application servers
file servers

SAN, NAS, DAS

Operational Data

Access management
Administration
Capacity optimisation
Digitally sign & index
Firewall
Load balancing
Online expansion
Power Search
Retention management
Redundant copies
Security

Smart Cell

Reference Info

Smart Cell

HP RISS solution

clients

LAN/WAN

RISS Appliance

mail servers
application servers
file servers

SAN, NAS, DAS

Operational Data

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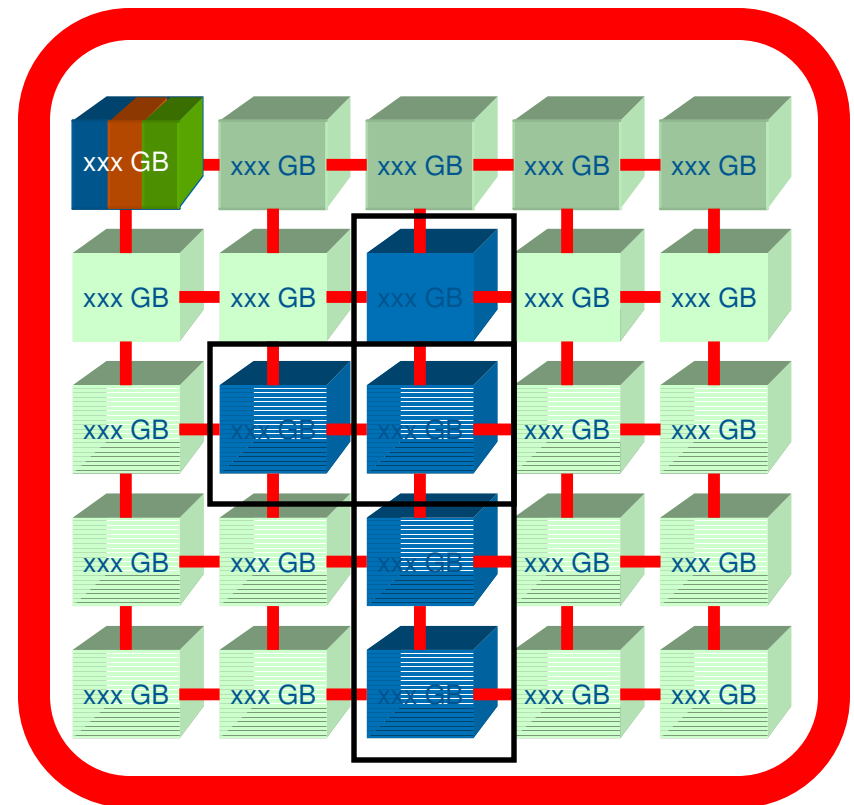Retention management
Redundant copies
Security

**storage
smart cells**

Solving the scalability problem
Divide and conquer with storage smart cells

Reference Information Building Blocks

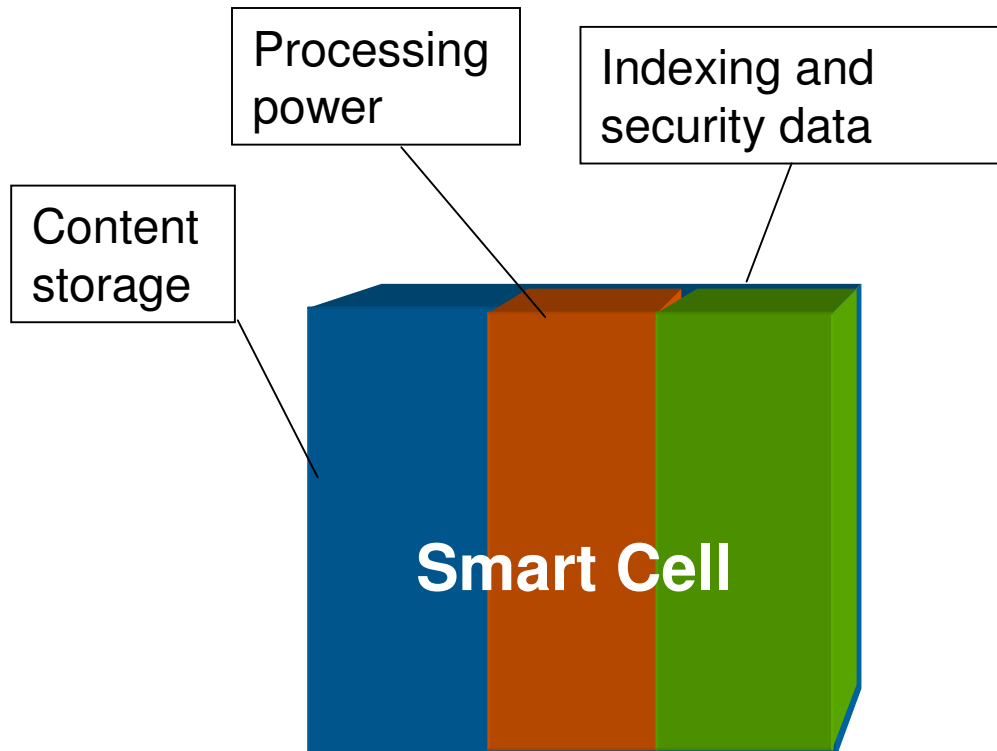Processors

Indexing
(content & attribute)

Storage

xxx GB
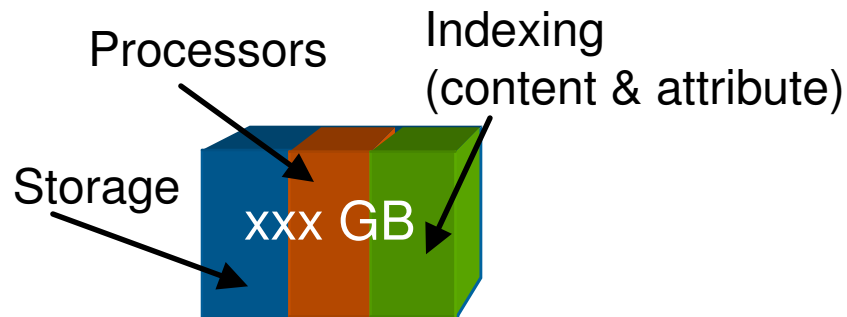
- Capture
- Index
- Store
- Search
- Retrieve

Scales to billions of documents

Concept: Storage Smart Cells

Processing power

Indexing and security data

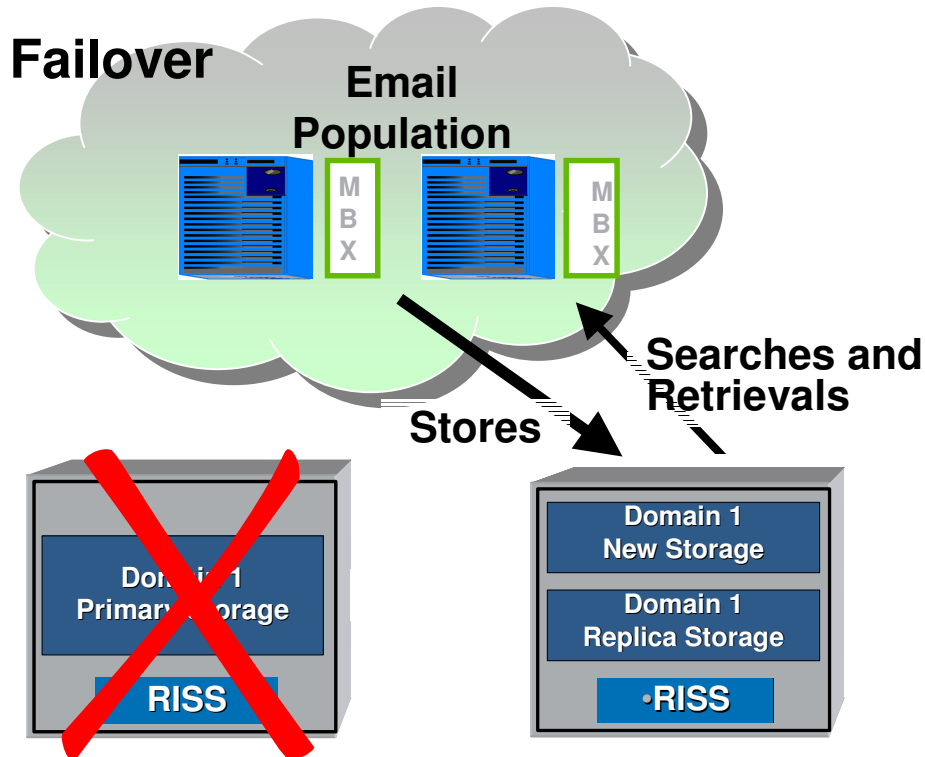Content storage

Smart Cell

- Indexing and digital signature stored local to the content
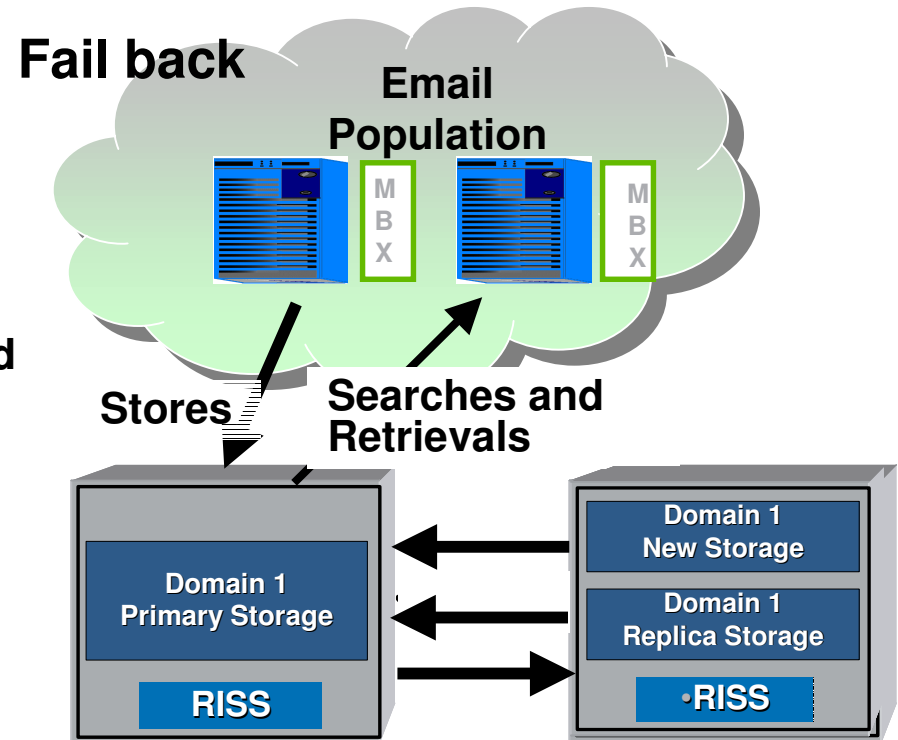
- Local processing capability

- Search any text

Two-way active/passive replication
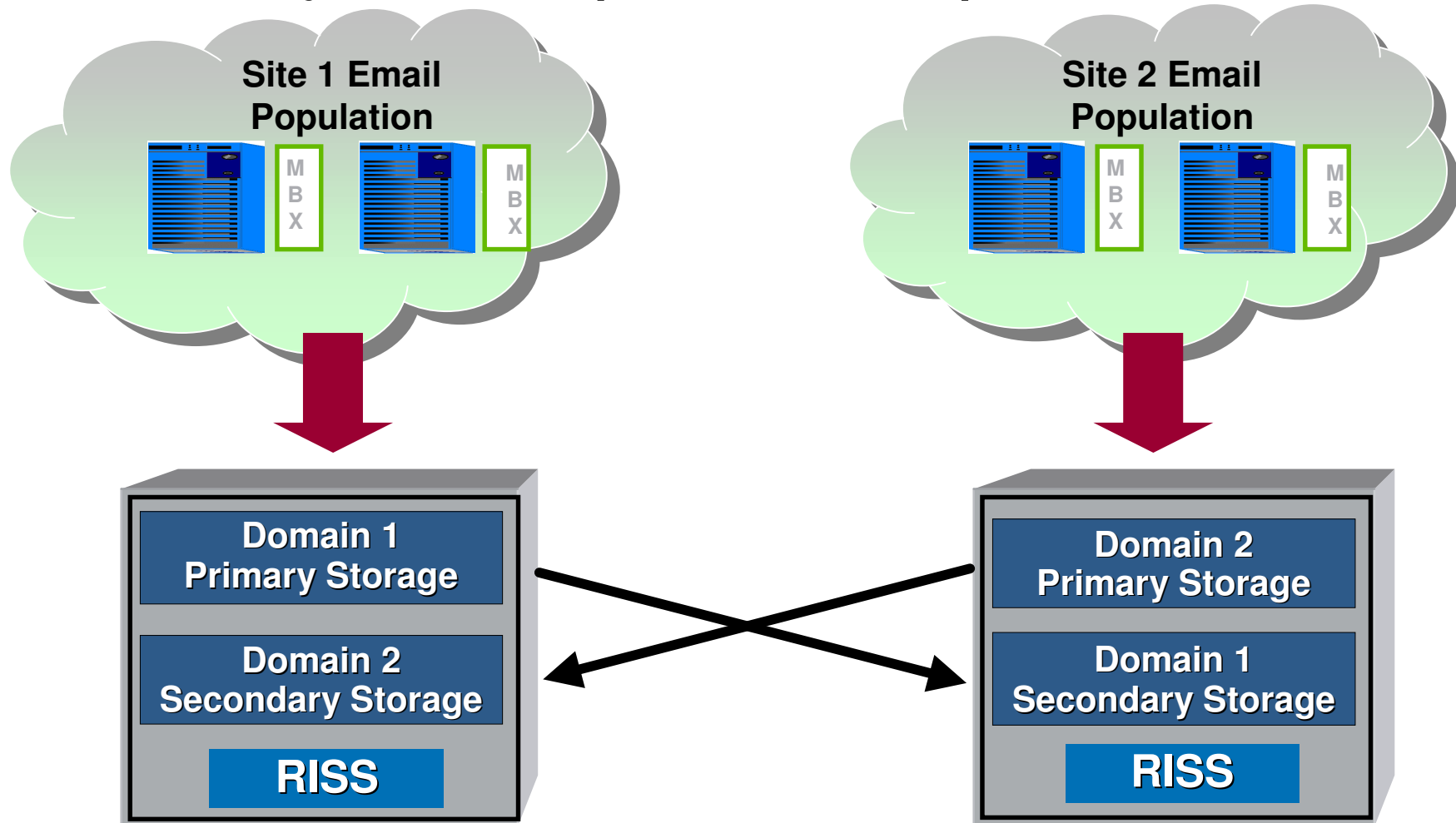
Failover and failback detail
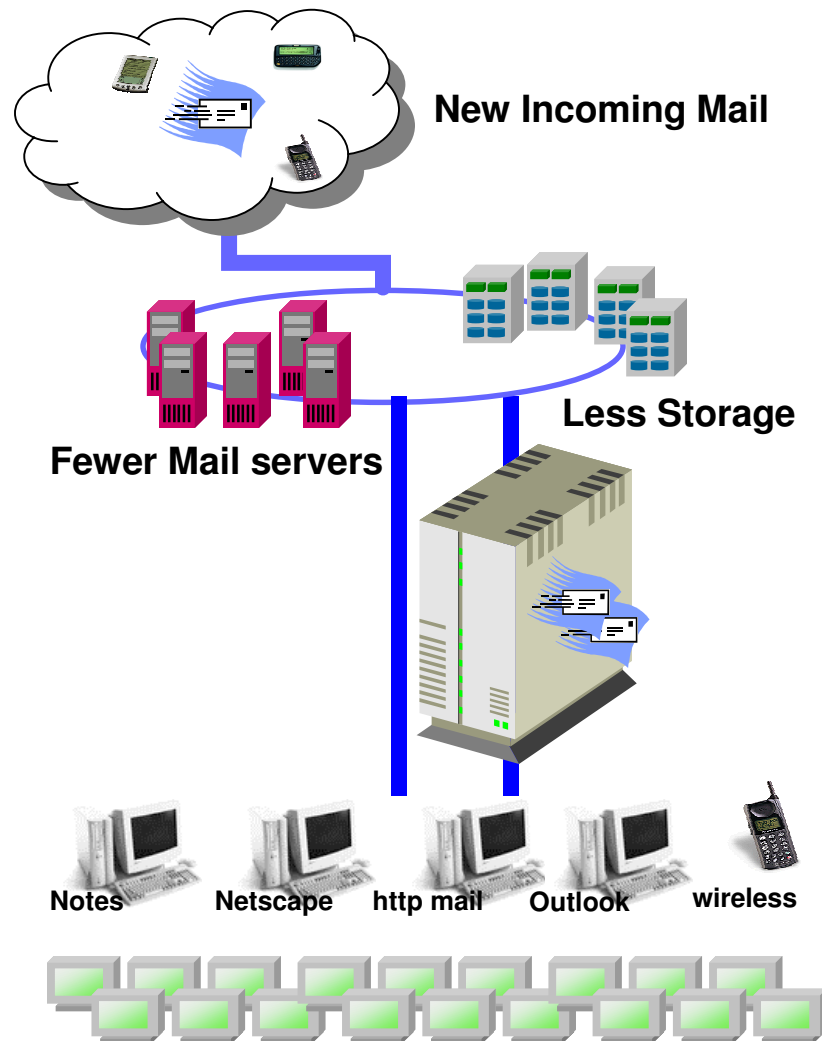

Failover

Fail back

- Failover in just a few seconds, no data loss or user interruption
- Uses MX record failover
- Replica system performs stores and retrievals
- All data immediately available for search and retrieval

- **Failback operations begin when new primary restored**
- **Original domain and new data replicated back to primary system**
- **Primary system now performs stores and retrievals**

The RISS Solution
Address the email problem

New Incoming Mail

Fewer Mail servers

Less Storage

Notes   Netscape   http mail   Outlook   wireless

- Reduce Email expense with HP active archiving solution
- An increase in users/volumes does not demand an increase in servers & storage
- Mailbox extension
- Removes duplicate messages & attachments—lowering costs
- Policy-based archiving
- Retain all business-critical records for compliance
- Transparent to end-users
- Rapid retrieval of files
- Infinite scalability

HP StorageWorks
## Reference Information Storage System

–   Manage Costs

  •   Remove static data from application servers/storage

  •   Shorten backup windows
  •   Eradicate duplicate data objects

–   Mitigate Risks

  •   Automated retention of messages & attachments
  •   Data is digitally signed, time stamped & protected
  •   Assist customers to meet their compliance requirements

–   Exploit Data Assets

  •   Power indexing!
  •   Grid computing for fast search/retrieval

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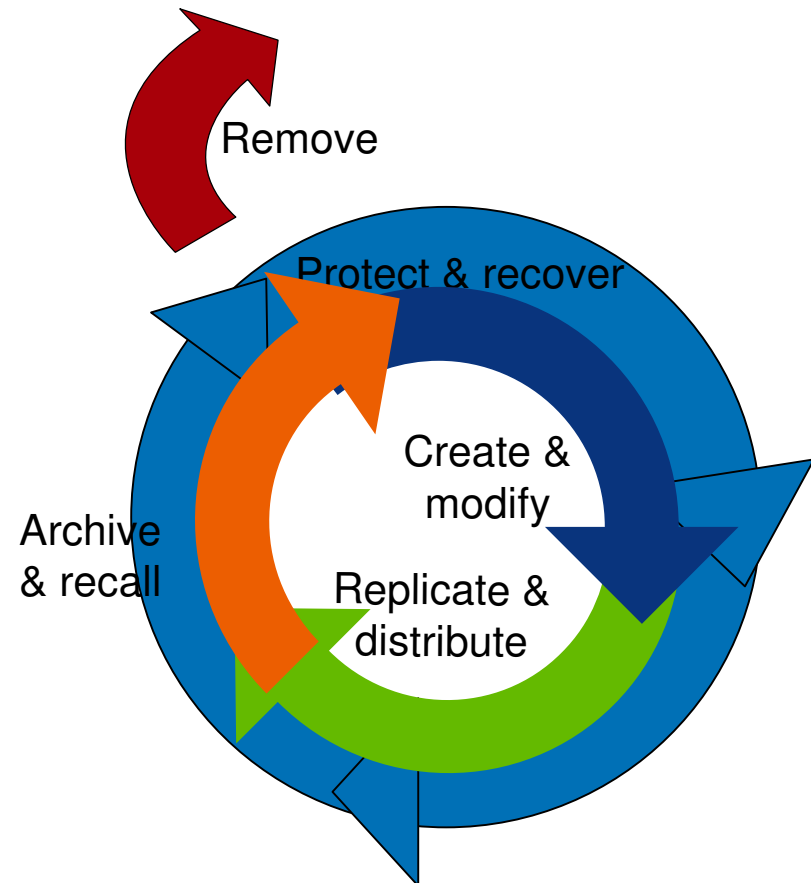
Information **L**ifecycle **M**anagement

Summary

- Email archiving solutions are only as good as the policy an organization has in place

- Solutions come in different sizes and shapes to deal with different types of needs but can and should address more than just the archiving

- Make sure your solution is flexible and expandable because your organization needs to be

Questions?

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