Enterprise Email System – Procedures and Mailbox Limits

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The purpose of this document is to establish technical operations procedures and mailbox limits for the enterprise email system.

Mailbox Sizes and Limits

Mailbox Size	Initial size	Maximum size
User Mailbox Size	5 GB	25 GB
Shared Mailbox Size	5 GB	5 GB
Training Mailbox Size	100 MB	100 MB
Test Mailbox Size	100 MB	100 MB

Message Size Limits	
Message Size Limits	**Send/Receive: 25 MB**

Default Folder Retention Settings

System-wide Settings	Data Retained for:
Deleted Items Folder	30 Days
Dumpster	14 Days
Junk Email Folder	30 Days

User Applied Policies
Changes to the default policies or any agency specific modifications must be approved by the Secretary of State - Records Management Division.

- 14 Day Delete (2 weeks)
- 2 Year Delete (2 years)
- 5 Year Delete (5 years)

- 6 Month Delete (6 months)
- 8 Year Delete (8 years)
- HOLD − Event (never delete)

Disposition of Disconnected Mailboxes

When an agency deletes the Active Directory (AD) object associated with a mailbox, either by deleting the object in AD or by request to the OCIO, the contents of the associated mailbox will be purged after thirty (30) days. The agency must ensure Records Retention Policies are followed (by copying, transferring or deleting all emails from the mailbox) prior to deletion of the AD object.

For further information, please contact:
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