

Enterprise Email System – Procedures and Mailbox Limits

Exchange

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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

- User Mailbox Size
 - Initial size: 5 GB
 - Maximum size: 25 GB
- Shared Mailbox Size
 - Initial size: 5 GB
 - Maximum size: 5 GB
- Training Mailbox Size
 - Initial size: 100 MB
 - Maximum size: 100 MB
- Test Mailbox Size
 - Initial size: 100 MB
 - Maximum size: 100 MB
- Message Size Limits
 - Send: 25 MB
 - Receive: 25 MB

Default Folder Retention Settings

System-wide Settings

- Deleted Items Folder: 30 days
- Dumpster: 14 days
- Junk Email Folder: 30 days

User Applied Policies

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Note: 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)

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 our Service Desk and be sure to mention Office 365 or O365:

Office of the CIO Service Desk
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402-471-4636 or 800-982-2468