

Guidelines for Handling Mailboxes for Employees Leaving an Agency

A general guideline is the e-mail address (first.last@nebraska.gov) belongs to the employee and will be discontinued or moved with the employee to the hiring agency. The existing content of the mailbox belongs to the agency the employee is leaving and must be handled appropriately by the agency prior to removing the Active Directory user account. (If the agency does not have an Active Directory administrator, an OCIO Service Desk service request can be opened asking the OCIO to perform those tasks.) This document will describe some options to help facilitate this process.

When an employee is leaving and is not transferring to a different agency:

For handling **existing** mailbox content there are two choices:

1. If the agency is finished with the mailbox content, the user's AD object can be removed.* When the User object is removed from Active Directory the existing mailbox will go into a disconnected state and be removed completely from the server in 30 days. E-mails sent to the e-mail address will also bounce back to the sender at this time.
2. If the agency is not finished with mailbox contents for agency retention policies, manager review, knowledge transfer, etc. there are two options:
 - a. An OCIO Service Desk service request can be opened requesting that the mailbox be exported and copied into another mailbox, once this is complete the Active Directory User object can be removed.*
 - b. The Active Directory user object can remain in Active Directory but can be disabled so that the user is no longer able to login to the account. New e-mail will still deliver to the account and billing will continue for the account. The Active Directory account must be removed within six months of the employee leaving the agency.

For handling **future** e-mails addressed to the mailbox there are two choices:

1. If the agency is finished with the e-mail address(es) associated with the mailbox and does not need to receive future e-mails the user's AD object can be removed.* Future e-mails to the e-mail addresses assigned to the mailbox will begin to bounce back to the sender as undeliverable.
2. If the agency needs future e-mails sent to the associated e-mail addresses to deliver there are two options:
 - a. If the leaving employees mailbox was disconnected, an OCIO Service Desk service request can be opened to have their e-mail address(es) added to a different mailbox

as a secondary e-mail address(es) and new e-mails will be delivered to that mailbox. Secondary e-mail addresses for employees no longer working for an agency must be removed within six months of the employee leaving the agency.

- b. Leave the mailbox intact by leaving the Active Directory User object in Active Directory; billing will continue for the e-mail account. The Active Directory account can be left in Active Directory for no more than six months unless an agency hires a new employee with the same name. In that case, the e-mail address would be removed and made available for the hiring agency.

When an Employee is leaving and is transferring to a different agency:

For handling *existing* mailbox content there are two choices:

1. When the employee is transferring agencies, the account needs to be deleted as soon as possible. An OCIO Service Desk service request can be opened to retrieve the mailbox, export its content and copied to another mailbox for review and to apply appropriate agency retention policies.
2. If the agency is finished with the mailbox content the User's AD object can be removed.* Once the User object is removed from AD the mailbox will go into a disconnected state and future e-mails will begin bouncing back to senders. This will allow the hiring agency to setup the user's new mailbox with the same e-mail address. The new mailbox cannot be created until **after** the agency the employee is leaving removes the Active Directory user object, as only one object may have the logon name/e-mail address.
3. If the agency is not finished with mailbox contents for any reason, (i.e. agency retention policies, manager review, knowledge transfer, etc.), the mailbox content may be exported to a different user mailbox. Open an OCIO Service Desk service request to request that the mailbox be copied into another employee's mailbox. After the mailbox contents are transferred to another mailbox, the Active Directory User object must be removed so that a new one can be setup for the employee at the new agency.*

For handling **future** e-mails addressed to the mailbox:

1. There is no option for the agency to continue receiving e-mails sent to the user's first.last@nebraska.gov address because this e-mail address will move to the hiring agency with the employee. In this situation a new e-mail address must be setup for the agency. A first.last@nebraska.gov named e-mail address may not be the best fit, an agencyacronym.function@nebraska.gov should be used and can be setup as an alias on an existing mailbox or as the primary address on a Shared Mailbox.

* If the agency does not have an Active Directory administrator, an OCIO Service Desk service request can be opened asking the OCIO to perform the required tasks.

For further information about Securemail, please contact:

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