

# Enterprise Email System – Procedures and Mailbox Limits

*Email & Collaboration*  
*July 2021*

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 | 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            |

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## **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:  
The Office of the CIO Service Desk**

**Request this Service: <https://serviceportal.ne.gov>**

**402-471-4636 or 800-982-2468**