

IRM BULLETIN 2003-004

To: Deputy Secretary
Assistant Secretaries
Solicitor
Inspector General
Heads of Bureaus and Offices
Bureau Chief Information Officers

From: W. Hord Tipton
Chief Information Officer

Subject: Standardized Procedures for Transporting Tapes to Zantaz

Purpose:

As Part of the Cobell v. Norton case, Special Master Balaran accepted the Department of the Interior's proposal to implement real-time capture and archive of email traffic for designated bureaus, and to restore retained backup tapes for designated offices into a searchable archive. Interior has contracted with a vendor, Zantaz, to implement this proposal which was approved in the Special Master's order dated September 25, 2002.

It is imperative that Interior standardize the process for transporting backup tapes to Zantaz to ensure that those tapes are accounted for and that we are in compliance with the Special Master's order.

Background:

The Electronic Email Archive system has been implemented to ensure that Interior is moving forward to secure a reliable method for email archival and retrieval. Interior intends to provide assurance and evidence that emails and their attachments will be reliably, consistently and automatically captured, archived and retrieved in a safe, secured and entrusted environment.

Interior has agreed to demonstrate to the Special Master that the solution is capable of archiving all emails within and between bureaus/offices except for the Office of the Inspector General:

To satisfy this, Interior must:

- maintain all archived emails within and across designated bureaus;
- assure the integrity of the documents;
- provide oversight into the process assuring compliance;
- demonstrate the ability to retrieve the documents in a timely manner; and
- implement a sound agency wide solution.

Scope:

The initial scope of this project is limited to the following bureaus and offices within DOI:

- Office of the Solicitor
- Bureau of Indian Affairs
- Office of the Special Trustee for American Indians
- Office of the Assistant Secretary - Indian Affairs
- Bureau of Land Management
- Office of the Assistant Secretary - Policy, Management, and Budget
- Office of Hearings and Appeals
- Office of Historical Trust Accounting
- Office of the Secretary
- Minerals Management Service
- Bureau of Reclamation (Office of the Solicitor)
- National Business Center Washington, DC location (Office of the Secretary, Office of the Assistant Secretary - Policy Management and Budget and Office of Historical Trust Accounting)

Time Frame:

This bulletin becomes effective immediately and will be effective until all DOI e-mail tapes are restored and the implementation of the real-time capture and archive of email traffic is certified by the Special Master.

Policy:

It is the policy of the U.S. Department of the Interior, Chief Information Officer, that the Electronic Email Archive System (EEAS) Routing Slip Instructions must be used when shipping tapes to Zantaz. (Attachments A and B)

Implementation Responsibilities.

- a. The Department's CIO is responsible for assisting bureau and office directors and CIOs in achieving timely compliance with the standardization requirements and the Department's policies for IT management.
- b. All bureau and office directors listed under scope in this document are responsible for assuring timely compliance with the requirements of the Special Master Order dated September 25, 2002 at all levels of their respective organizations.
- c. All bureau and office directors listed under scope in this document must ensure that all tapes are shipped in a secure box.

- ZANTAZ will provide crates for large volumes of tapes. Please contact Gayle Coleman to obtain crates at:
Gayle A. Coleman
ZANTAZ Project Coordinator
5671 Gibraltar Drive
Pleasanton, CA 94588
GColeman@zantaz.com
(925) 598-3024
- Small volumes of tapes should be shipped in a large Federal Express box to allow room to add bubble wrap or paper to cushion tapes. On the outside of the box please write “Magnetic Media Keep Away from Strong Magnets.” For further information you can contact Federal Express Design Department at 1-800-633-7019.

Questions regarding this bulletin may be addressed to Regina L. Lawrence, Departmental Electronic E-mail Archive System Project Manager, telephone (202) 208-5413 or e-mail regina_lawrence@ios.doi.gov

Attachments

cc: Bureau Chief Information Officers
Bureau Deputy Chief Information Officers
Bureau Electronic E-mail Archive System Contacts
File: O:/Office Files/IT Port Mgmt Div (008000)/Bulletin to Transporting Tapes to Zantaz11.doc
Writer: R. Lawrence
Typist: J. Gray

Attachment A

ELECTRONIC EMAIL ARCHIVE SYSTEM (EEAS) ROUTING SLIP INSTRUCTIONS

The following instructions are an aid to filling out the EEAS Routing Slip. **All tapes must be shipped in a secure box.**

- ZANTAZ will provide crates for large volumes of tapes. Please contact Gayle Coleman to obtain crates at:
Gayle A. Coleman
ZANTAZ Project Coordinator
5671 Gibraltar Drive
Pleasanton, CA 94588
GColeman@zantaz.com
(925) 598-3024

- Small volumes of tapes should be shipped in a large Federal Express box to allow room to add bubble wrap or paper to cushion tapes. On the outside of the box please write “Magnetic Media Keep Away from Strong Magnets.” For further information you can contact Federal Express Design Department at 1-800-633-7019.

Each field on the routing slip is listed below in bold followed by instructions. Once section one and two are complete, fax a copy along with the shipping bill receipt, to Carol Wolf at Zantaz on (925) 598-3145 and to Regina Lawrence at (202) 208-6549. If you have any questions, please contact Regina Lawrence at (202) 208-5413.

1) **From DOI** This section tracks the media from the Bureau/Office to the mailroom.

Bureau/Office: Fill in your Bureau/Office.
Sender’s Name: Person sending backup media
Date and Time: Date and Time backup media was delivered to mail room.
Box Label: Information must be written on the outside of each box.

Example: DOI/SOL/OFFICE/BOX 1 OF 25
Box 1 of 25

The first number after the word *Box* directly above represents the sequential number of boxes shipped. The second number is the total number of boxes shipped.

Number of Tapes in this box: Fill in the total number of tapes in this box.
Non Gap Tapes: Fill in the total number of Non Gap Tapes. Non Gap tapes are tapes dated between May 1999 through November 30, 2001.
Gap Tapes: Fill in the total number of Gap Tapes. Gap Tapes are tapes created between December 1, 2001 until present.
Pre Gap Tapes: Fill in the total number of Pre Gap Tapes. Pre Gap Tapes are tapes dated before May 1999.
Certified by: Enter your name.
Verified by: Enter the name of the person verifying the number of tapes in this box.
Returned/Shipped Media to: Please provide the information where the media will be returned upon restoration. It is vital that you supply the recipient’s name in the Attn field.

Fax the EEAS Routing Slip to the Project Manager and Carol Wolf of Zantaz.

- 2) **Deliver to Bureau/ Office Mail Room or Federal Express** This section tracks the media from the DOI Mailroom to Zantaz.

Recipient: Enter the name of person accepting the package.

Date/Time: Enter the date and time that you are shipping this package.

FedEx Tracking Number:

The mailroom FedEx coordinator will assign a tracking number to the incoming order. Write that number on the space provided.

- 3) Return Media to: _____

- 4) **Receipt of Media by Zantaz:** This section verifies the arrival of the media to Zantaz.

TO BE FILLED OUT BY THE DOI PROJECT MANAGER ONLY.

Note: Zantaz will notify the Project Manager that the media was received and then the Project Manager will notify the Bureau.

- 5) **Return of Media** This section tracks the return of the media from Zantaz to it's final Destination.

TO BE FILLED OUT BY ZANTAZ ONLY AND RETURNED TO THE DOI PROJECT MANAGER.

Attachment B

Department of the Interior
Electronic Email Archive System Routing Slip
For DOI Back-up (Media) Tapes



1) From DOI:

Bureau: _____ **Office:** _____

Sender's Name: _____

Date: _____ **Time:** _____

Box Label: DOI/ _____ / _____ **Box** _____ **of** _____
Bureau/Office

Number of Tapes in this box: _____

Non-Gap Tapes _____ **Gap Tapes** _____ **Pre Gap Tapes** _____

Certified by: _____ **Date:** _____

Verified by: _____ **Date:** _____

Return or Ship Media to: _____

Attn: _____

___ Place a copy of this form in the box with the tape shipment to Zantaz

___ Fax a copy of this completed form, Item #1 (on the day of shipment) to the following people:

a. Regina L. Lawrence (202) 208-6549 or backup (202) 501-2360

b. Carol Wolf (925) 598-3175

___ Federal Express for overnight delivery to: Zantaz

Attention: Carol Wolf
5671 Gibraltar Drive
Pleasanton, CA 94588

___ The EEAS Contact must file the original document for indefinite retention

2) Shipment of Tapes:

Deliver to DOI Bureau/Office Mail Room or Federal Express

Recipient: _____

Attachment 1-6

Date: _____ Time: _____
Federal Express Tracking Number: _____

3) **Return Media to:** Department of the Interior
Bureau/Office _____
Attention: _____
Mail Stop _____
Address: _____

4) Zantaz: (THIS SECTION IS TO BE COMPLETED BY ZANTAZ PROJECT MANAGER)

Upon receipt of Media, Zantaz must notify the DOI Project Manager either by:

--- Sending e-mail to regina_lawrence@ios.doi.gov or Faxing to (202) 208-6549

AND By sending a confirmation e-mail or fax to the:

--- DOI Bureau/Office Zantaz Contact by e-mail or fax.

Tape Verification Received by: _____
Name

Date: _____ Time: _____

Comments: _____

Bureau/Office Notified: _____ Date: _____ Time: _____
Name

Comments: _____

Upon completion of Item #4 fax this form to the following:

1. Regina L. Lawrence (202) 208-6549
2. Zantaz Contact for the Specific Bureau/Office
Receive Confirmation fax from Zantaz
Date: _____ Time: _____

5) Return of Media (to be completed by Zantaz)

Date Tapes Returned: _____ Time: _____

_____ Include in this shipment the following:

The EEAS Media Shipped to: _____

Zantaz Tracking Number: _____

Media Received by: _____ Date: _____ Time: _____

Name

Comments: _____

Subject: Refined Procedures for Unreadable Tape processing

Below contains the refined procedures for processing unreadable DOI tapes for Zantaz, Inc. References to the Zantaz Statement of Work can be found on the attached page.

In the event that a tape cannot be read and/or restored Zantaz personnel should take the following actions:

Attachment 1-7

1. In the event that a tape cannot be read, it should be re-tried to verify that a problem exists.
2. After three attempts the tape in question will be labeled as unreadable, logged, and quarantined.
3. Zantaz shall notify Regina Lawrence via email within in 24 hrs the email will contain the name of the responsible bureau, and the tape identifier.
4. Regina Lawrence will respond with a go/no go for Zantaz to work with and/or send back the tape to the tape owner (bureau).
5. If directed, Zantaz will work with the responsible bureau to restore the tape.
6. If restore is successful, an email will be sent to Regina Lawrence with an update.
7. If unsuccessful, an email will be sent to Regina Lawrence with an update.

In all instances, a full tape inventory update must be provided monthly in accordance with the Statement of Work. It would also be good practice to include this information in the weekly status reports submitted to Regina Lawrence.

Reference:

Response to Department of the Interior Statement of Work (SOW)

Dated: July 1, 2002

Email Restoration Support Services

Date: September 12, 2002

Section 3.1.1 pg. 8

“...Any tape that cannot be read or restored, will be identified, cataloged and quarantined...”

Section 3.1.1 pg. 10

“...Once a bureau is completed, the entire inventory of tapes for that bureau will be packaged up for shipment back to the bureau with a verified tape inventory list...”

Section 3.1.4 pg. 12

“...ZANTAZ will provide written confirmation of the receipt of tapes at the time they are shipped from DOI to ZANTAZ. Additionally, ZANTAZ will provide a written report at the end of each month. This report will be generated on the last business day of the month and will be sent to the designated contact within DOI in the fashion they request, e.g., electronic file attached to an email, printed document via Federal Express, etc.

The report will contain a summary of all progress made during the month and will specifically report the following information.

- A listing of tapes processed
- A listing of date ranges from each tape processed
- A listing of total “raw” email volumes for each tape processed
- A report of the results found for keyword searches conducted on the restored email
- A listing of any gaps (or missing data) in physical tapes or in tape back up data
- A listing of any specific issues or recommendation that arise as a result of the project

Section 3.2.4 pg. 15

“...In the event that a tape cannot be read, it will be re-tried to verify that there is an issue. If the tape still cannot be read it will be labeled as “un-readable” and will be moved to a “quarantine” location. A complete listing of all un-readable tapes will be kept, and will be reported back to DOI by the next full business day of the discovery. This information will also be reported to DOI in the monthly reports...”

Section 3.3.5 pg. 17

“...Any tape that cannot be read or restored is logged, catalogued, quarantined and reported by to the DOI in a weekly status report. Any such event will be part of a monthly summary report as well. ...”