



# Tech Alert

from the **Customer Delivery Division**  
"Your Gateway to CalTech Services"

## TA 15-10: CalTech Quarterly CA.mail Forum

**ATTENTION: CA.mail Customers**

**ACTION REQUESTED: Information Only**

**DUE DATE: None**

### Background:

The quarterly CA.mail Forum was held on April 10, 2015. These forums allow CalTech to share information with customers, and give customers the opportunity to provide input on upcoming changes and decisions regarding CA.mail services.

### Forum Highlights:

CA.mail improvements, decisions or changes that may affect CalTech customers include:

#### Mailbox Retention Policy

CalTech's CA.mail service has drafted an email retention policy and process agreement. Customers wishing to implement a retention policy should contact the CA.mail team to discuss their organizations requirements. Once an agreement is reached, the policy and process agreement will be updated, signed, and implemented.

#### Active Sync Troubleshooting

Customers who request assistance with Active Sync troubleshooting that extends beyond a 15-20 minute timeframe will be required to open a Service Request and will be charged a consulting rate of \$130 per hour.

#### e-Discovery Service

CA.mail is proud to announce the launch of the CA.mail e-Discovery Service. When subscribing to this service, the emails that are sent or received (within the CA.mail email system) are journaled to the e-Discovery system and retained for two years. Retained emails are separated/grouped based on a specific department. Therefore, a department has the ability to authorize specific individuals who can search/retrieve/enable legal hold on emails through a web interface. Please submit a Service Request or contact your Customer Delivery Account Lead if you would like to subscribe to the CA.mail e-Discovery Service. [Additional information](#) on this service is available in the CalTech Service Catalog.

### Contact:

If you have questions or need further clarification, please contact your CalTech Account by using the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5476.