

**OFFICE OF THE CITY COUNCIL**

117 WEST DUVAL STREET, SUITE 425

4TH FLOOR, CITY HALL

JACKSONVILLE, FLORIDA 32202

904-630-1377

**City Council Lunch and Learn Meeting Minutes**

**September 26, 2016**

**12:00 p.m.**

**Topic:** Outlook e-mail system and data storage

**Location:** Lynwood Roberts Room, 1st floor, City Hall – St. James Building, 117 West Duval Street

**In attendance:** Council Members Lori Boyer, John Crescimbeni, Al Ferraro, Danny Becton, Joyce Morgan (arr. 12:22)

Also: Cheryl Brown – Council Director/Secretary; Carol Owens – Legislative Services Division; Jeff Clements – Council Research Division; Ricky Shank and Stephanie Barnett - ITD

See attached sign-in sheet for additional attendees

**Meeting Convened**: 12:05 p.m.

Cheryl Brown convened the meeting and introduced the topics for the day – the Outlook e-mail system and computer file storage. She noted that the City Council has made tremendous strides in data storage and retrieval and public records transparency in the past 15 years.

Ricky Shank of the Information Technology Division discussed various useful features of the Outlook e-mail system, including out-of-the-office messages and the use of customizable rules to sort and file incoming messages. Standard rules exist to handle selected classes of incoming mail in various ways, and rules can be customized upon request to deal with specific sets of circumstances. Council members posed several questions to Mr. Shank about the differences in how Outlook performs (i.e. ability to attach a pre-established signature and settings for automatically forwarding received e-mails to the council member’s ECA) when it is accessed via the webmail.coj.net web site versus being logged into via the Citrix remote access system. Mr. Shank said that sometimes an action taken on a member’s City Hall computer has to be duplicated on the home computer, laptop, or other device from which the City’s Outlook system is being accessed to obtain the same level of performance on the remote access device.

Mr. Shank noted that ITD permanently stores every e-mail received by the City’s e-mail server in an archive system, so they are ultimately retrievable with some searching. E-mails over 45 days old are transferred from the current e-mail server to an archive server. Once the e-mail is shifted to the archive server, attachments to those e-mails become more difficult, but not impossible, to forward to other users. Attachments to outgoing e-mails are limited to 25MB for the message and any attachments combined. Items like a scanned signature, logo or other data-intensive icon can use up a sizeable percentage of the 25MB limit. He noted that Yahoo, Gmail and other ISPs frequently have 15MB limits on their mail. In response to a question Mr. Shank said that ITD is working on a dropbox application to provide a mechanism for receiving and transmitting larger files with non-City recipients. President Boyer cautioned that consideration needs to be given to a means of copying files out of the dropbox to an accessible location for archiving for public record retention purposes.

Mr. Shank said that incoming zipped files need to have COJ Zip in the subject line of the e-mail for it to be allowed into the City’s e-mail system. Zipped files must be scanned and approved before being allowed into the e-mail system, and City employees are not informed that a zipped file addressed to them has been stopped by the security system. Users can request that zipped files be unblocked, but need to know from the sender that they have been sent so that they know to contact ITD about letting the file through. On another security note, he recommended never using “Hello” in the subject line of an e-mail; so many viruses, malware and spam attacks use that subject to prompt users to open the mail that many computer security systems automatically block any mail using that word in the subject line.

Mr. Shank described the different servers to which City Council employees have access – the F: drive for each person’s personal files, the G: drive for shared City Council files, and the P: drive for sharing files throughout City Hall. He cautioned that the C: drive should never be used for personal file storage as it is not backed up on a daily basis as the other drives are.

Cheryl Brown explained the various e-mail group distribution options:

* CM – City Council members, Cheryl Brown and Deputy General Counsel Peggy Sidman
* SEC – Legislative Services Division and Cheryl Brown
* RES – Research Division and Cheryl Brown
* SS – Staff Services, including the Administrative Services division and ECAs and Cheryl Brown
* CITYC – all council members and staff (including Council Auditor’s Office), several OGC attorneys, administrative department heads and division chiefs, Ethics Office, Inspector General’s Office, Mayor’s Office, and others who’ve asked to be added.

Ms. Brown briefly reviewed some e-mail etiquette tips, including: don’t type in all capital letters (you’re shouting when you do so); don’t “Reply all” when it’s not necessary that everyone get your response; don’t inject yourself into other people’s e-mail conversations when you were included as a c.c. recipient for your information; and don’t send mail intended only for City Council members or staff via CITYC – that group includes many other people beyond the Council staff.

**Meeting Adjourned**: 1:00 p.m.

Minutes: Jeff Clements, Council Research

9.26.16 Posted 4:15 p.m.

Tapes: City Council Lunch and Learn meeting– LSD

9.26.16