

# Solving Key Management Problems in Lotus Notes/Domino Environments

An Osterman Research White Paper

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## Why You Should Read This White Paper

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Lotus Notes environments are increasingly difficult to manage for a variety of reasons: email is used more and more for a wider variety of business purposes, most of the information that users need on a daily basis is bound up in email, most business records today are created and stored in email systems and a greater proportion of an organization's intellectual property is stored in email.

The result is that email is extremely difficult to manage effectively. Email stores are cumbersome and expensive to search using conventional techniques, policies are difficult to enforce, user behavior is difficult to manage and as a result, organizational objectives often are not met.

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In short, email use is growing, its content is becoming more valuable and it is becoming more difficult to manage. What Notes-enabled organizations need, therefore, is a simple and inexpensive capability that can accomplish a number of critical objectives: archive email data, make this data easy to search and produce for a variety of different types of requests, manage a variety of disparate policies focused on retention and deletion of corporate data in email stores, prevent users from sending confidential and privileged information, prevent users from deleting critical information, report on the content stored in email systems, demonstrate the authenticity of archived data and reduce storage requirements.

This white paper focuses on the growing set of demands placed on Notes-enabled environments in the context of how they manage email data, and it discusses Mail Attender for Lotus Notes, a tool designed to help organizations to more effectively manage their Notes-based data.

## Problems in Lotus Notes Email Environments

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Email archiving – and electronic document retention in general – is rapidly becoming a top-of-mind issue for many decision makers both within and outside the IT department for a number of different reasons:

- On December 1, 2006, new amendments to the Federal Rules of Civil Procedure (FRCP) went into effect that are focusing more attention on organizations' archiving practices. The new amendments deal primarily with

Electronically Stored Information (ESI) and the need to preserve corporate records and other data for purposes of discovery in civil lawsuits. Because a growing proportion of business records are generated, sent and stored in email, organizations are increasingly liable to preserve this information – the primary reason that the amendments were enacted.

However, it is also important to note that ESI focuses on much more than just email. Lotus Notes databases that do not contain email, non-Notes databases and a wide variety of data repositories must also be included as part of ESI and require tools that can index, archive and make available this data quickly and easily.

**While any organization should implement and enforce good data retention policies of which archiving is a critical element, larger organizations are, quite frankly, a bigger target and so need to preserve their data more effectively and more completely in order to defend themselves.**

- There have been a variety of court decisions over the past few years that have increased the importance of data retention. These decisions have done two things: first, they have focused on the need for organizations to retain email and other ESI and, second, they have increasingly placed the onus for discovery costs on the holder of the data. In short, any entity involved in civil litigation will more often be required to pay for legal discovery. This process is made dramatically more difficult when information is scattered throughout an organization and no preexisting archiving, data retention or e-discovery systems are in place.
- Many Lotus Notes-enabled organizations tend to be larger organizations, and because larger organizations typically generate much larger quantities of data than do most smaller organizations, archiving is a critical requirement for organizations that use Notes. While any organization should implement and enforce good data retention policies of which archiving is a vital element, larger organizations are, quite frankly, a bigger target and so need to preserve their data more effectively and more completely in order to defend themselves against immediate and potential liabilities.
- Retention of email and other ESI is at the same time becoming more important and more difficult if appropriate data retention tools are not employed. Retention is becoming more important because of the reasons cited above, but also because a growing proportion of data is generated and stored electronically. For example, the *American Bar Association Digital Evidence Project* and *The National*

*Law Journal* found that more than 90% of information is electronic, while 70% of that information is never printed, but is instead generated from electronic sources and stored in a variety of formats. Retention is becoming more difficult because electronic data, which can be generated and stored so easily, tends to be scattered all over the organization, in locations as diverse as desktop computers, laptop computers, PDAs, file servers, CRM systems, email servers and even employees' home computers. This makes enforcement of corporate data retention policies quite difficult and complex.

**Organizations must apply policies to the use, retention and disposition of email that are driven by a variety of factors, including legal precedent, regulatory requirements, industry best practice and other issues, all of which are imposing greater demands on how email is managed.**

- Another factor complicating management of Lotus Notes environments is the rapid growth in email storage. Osterman Research has found that messaging storage is growing at the rate of more than 20% each year, creating a very serious problem for email administrators and IT managers. In addition, Osterman Research has found that the leading problem cited by messaging decision makers is the growth in email-related storage – a problem more serious than spam, viruses or other messaging management concerns.
- Further complicating the management of Notes environments is the growing importance of email policies and ongoing management of these policies . Organizations must apply policies to the use, retention and disposition of email that are driven by a variety of factors, including legal precedent, regulatory requirements, industry best practice and other issues, all of which are imposing greater demands on how email is managed. However, policies are difficult to enforce, particularly in large environments, since multiple laws can apply to an organization regarding data retention or disposition. As a result, users may interpret corporate policies differently based on a variety of factors including court decisions in different jurisdictions, and so forth. For example, email can be generally retained by an employer with few limitations in the United States, but the same company's operations in Germany face much stricter requirements on what can be retained. It is critical, therefore, that an organization have in place a policy management capability that can take into account different requirements for various users, legal jurisdictions and other factors.

## **The Benefits of Better Notes Email Management**

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There are a variety of benefits associated with managing Lotus Notes environments more effectively and efficiently:

***A unified, centralized policy management system can streamline the process of policy enforcement and eliminate the impact of different interpretations of corporate policies, thereby eliminating the problems that can arise from uneven enforcement of those policies.***

- The ability to archive content for e-discovery, regulatory compliance and other purposes is critical. An organization that must satisfy a regulatory compliance audit or a legal discovery order, for example, faces an enormously difficult and expensive set of tasks if it must go through a set of backup tapes to satisfy these requirements. Assuming that an organization even has the backup tapes it needs to satisfy these obligations, processing backup tapes to extract only the needed data is very disruptive to IT staff, it takes a significant amount of time and it can be very expensive. One estimate places the cost of extracting data from backup tapes at \$3,500 per tape. If an organization must go through 500 backup tapes to satisfy one e-discovery request, for example, it can expect to spend up to \$1.75 million to process these tapes.
- An archiving and email content management system allows policies to manage the entire lifecycle of information across the organization. A unified, centralized policy management system can streamline the process of policy creation, enforcement and management and eliminate the impact of different interpretations of corporate policies, thereby eradicating the problems that can arise from uneven enforcement of those policies.
- Storage management can be made much more efficient through the use of an archiving system. Because storage management is such a difficult issue for most organizations, a centralized archiving system that reduces the amount of 'live' storage on Domino servers and instead stores a greater proportion of corporate email data on less expensive archiving storage, can offer significant benefits. In addition to the lower cost that such a system offers, it also makes server restoration faster and improves overall system performance.
- Knowledge management and data mining is improved. Most of the data that users employ on a daily basis is found on email systems, from email threads to contacts to tasks. The ability to archive this information and make it readily accessible to users means that more corporate

'memory' is preserved and that data mining can be much more efficient.

## The Benefits of Using Mail Attender for Lotus Notes

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Mail Attender for Lotus Notes from Sherpa Software offers a number of important advantages for organizations that use Lotus Notes:

*Mail Attender can dramatically speed the production of email-borne evidence during e-discovery, regulatory audits or other requests for information. This can help an organization not only to comply with these requirements, but also to do so much more quickly, at dramatically lower cost and with far less disruption to IT staff.*

- **Enforce Enterprise-wide Policies to Comply with Legal and Regulatory Requirements**  
Organizations have a much greater ability to enforce archiving, retention and deletion policies with a solution such as Mail Attender. Because retention of email is now such a critical requirement for a wide variety of purposes, as discussed above, it is extremely important to be able to retain business records contained in email, attachments and other data sources. However, it is just as important to be able to delete emails that no longer need to be retained, since deletion can limit an organization's exposure in future litigation, for example.
- **Prevent Unauthorized Data Deletion**  
Mail Attender prevents users from deleting business records from email, protecting the organization from the liability associated with spoliation of evidence or other problems that can arise from missing evidence during e-discovery or regulatory audits. For example, when a legal hold order is issued, an organization must immediately begin to preserve the information specified in the order, a task that Mail Attender is designed to accomplish with a minimum of effort on the part of IT staff.
- **Expedite the Search and Discovery Process**  
Mail Attender can dramatically speed the production of email-borne evidence during e-discovery, regulatory audits or other requests for information. This can help an organization not only to comply with these requirements, but also to do so much more quickly, at dramatically lower cost and with far less disruption to IT staff.
- **Gather Real-Time Statistical Data**  
Mail Attender can significantly improve the ability for IT staff to collect statistics on the information that is contained in corporate email stores and to report on this information. For example, IT can collect information on

email attachments contained in message stores for purposes of discovery, data mining and compliance with corporate policies.

- **Protect and Ensure Document Authenticity**

Of paramount importance in e-discovery and regulatory audits is the ability to demonstrate the authenticity of the information presented. For example, without adequate tools in place that can prove that a document is authentic and has not been modified, a court can reject the document, exposing an organization to significant liability. Mail Attender allows an organization to demonstrate that the documents it presents are authentic and are valid copies of the document that have been requested by preventing users from editing or deleting documents and preserving the documents in their original form. Mail Attender also allows an organization to demonstrate that it has satisfied any legal hold orders that may have been issued as part of a legal action.

- **Single-Instance Storage**

Mail Attender can significantly reduce the overall storage requirements in Lotus Notes environments by providing true single instance storage and by deleting duplicate attachments within the mail files. This can allow an organization to slow the rate of its storage growth, postponing the acquisition of new storage systems and reducing the costs associated with additional hardware requirements.

Other benefits of Mail Attender include the ability to prevent users from forwarding email outside of the company, thereby protecting intellectual property or the transfer of information to competitors; and it can prevent users from deleting or editing emails that contain certain keywords or other specific content. This is particularly important when an organization is faced with a discovery hold order, for example. Legal hold orders are a very important consideration as part of any data management system, since compliance with the order must begin immediately after the order is issued.

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## Summary

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Appropriate management of Lotus Notes email environments is no easy task. It requires that data in email stores be retained for the appropriate length of time and that this content be deleted after its retention period has expired. It requires that archived data can be searched using complex search criteria. It requires that corporate policies be created and enforced consistently with as little intervention by individual users as possible. It requires that storage be managed as efficiently as possible so that overall costs to the organization can be minimized. And, it requires that the organization is able to respond to e-discovery, regulatory and other corporate requirements quickly and efficiently.

***Mail Attender for Lotus Notes allows an organization to satisfy all of these requirements with minimum resource investment by IT staff, thereby minimizing disruption in managing the Notes environment while maximizing an organization's ability to manage its email systems effectively.***

Mail Attender for Lotus Notes allows an organization to satisfy all of these requirements with minimum resource investment by IT staff, thereby minimizing disruption in managing the Notes environment while maximizing an organization's ability to manage its email systems effectively.

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