

City Uses Trend Micro™ Message Archiver for Compliance with Public Record Statutes

The citizens of Gulf Breeze, Florida enjoy the highly responsive and dedicated service of the city government's employees. Just like larger cities, the small town relies heavily on the network infrastructure to coordinate programs and speed communications to and from constituents. A new Trend Micro solution helps the IT group ensure compliance and efficiently manage email archives.

.....

“We have been looking for a solution just like Trend Micro Message Archiver. With this solution, we have secure email records that can't be altered, and we can therefore prove compliance with the Florida record-keeping statutes.”

— James Pelt,
Director of IT

City of Gulf Breeze, Florida

.....

KEY BENEFITS

- **Secure archiving.** Designed so that full auditable copies of email cannot be altered.
- **Fast, granular searches.** Messages and attachments can be searched and retrieved by date, keyword, names, and other search criteria.
- **Automated storing and deleting.** Emails can be archived for a designated time period.
- **Easy setup.** Quickly installs with no required manual changes to the email server.

THE SUNSHINE STATE AND STATUTES

Florida was one of the first states to introduce statutes to ensure public access to government meetings and public records. The state's Public Records Law went into effect in 1909, and Florida's Government-in-the-Sunshine Law became a state statute during the 1967–68 fiscal year. The city of Gulf Breeze fully supports the “Sunshine Statutes” and the IT team aggressively works to identify and introduce tools that ensure compliance. Giving the public access to email records has introduced challenges for the city employees as well as the IT team.



“Initially our city employees individually maintained their own email archives,” explained James Pelt, director of IT for the city. “We also took advantage of Microsoft journaling features to provide the public with copies of our email records. But we needed an archiving solution that would give us the ability to offload employees and IT from archiving responsibilities and introduce the security required for compliance.”

In its search for the ideal email archiving solution, IT discovered that Trend Micro Message Archiver was soon to be released for beta testing. The team enthusiastically signed up to test it out. “We have been looking for a solution just like Trend Micro Message Archiver,” said Pelt. “With this solution, we have a secure email record that can't be altered, and we can therefore prove compliance with the Florida record-keeping statutes. This is exactly what we were after and I'm very pleased with Message Archiver.”

FAST, ACCURATE SEARCHES OF ARCHIVED MESSAGES AND ATTACHMENTS

Trend Micro Message Archiver introduces an automated email archive, separate from the email server. Email is compressed for efficient storage, and archived messages can be removed from the email server to maintain a streamlined, high-performance messaging system for the city.

Once archived, mail can be quickly searched and accessed. “We took advantage of the Microsoft Outlook add-in,” explained Pelt. “City employees can see every email they sent or received, just by opening the archive from within their inbox. I think it’s revolutionary—messages and attachments can be searched and the results are fast, precise, and accurate. It’s phenomenal, and most email users are going to embrace this feature.”

With Message Archiver, the city can more flexibly respond to public requests for email records. In the past, records could be generated as large files made up of all emails between designated dates. Now, Message Archiver still allows records to be generated based on dates, but can also create subsets of messages based on the desired topics, keywords, names, or other drill-down details.

ACTIVE DIRECTORY SUPPORT

Gulf Breeze’s email solution includes Active Directory support. Message Archiver fully supports Active Directory and Lightweight Directory Access Protocol (LDAP). “The Message Archiver documentation was very impressive,” said Pelt. “I read through the information about LDAP and Active Directory, and the set up was painless. I didn’t have to change anything with our email server and Message Archiver just simply worked. The integration with the email system meets all of our requirements.”

DATA GUARDIANS FOR ENSURING APPROPRIATE ACCESS

While the public has a right to review government email records, inappropriate “snooping” must be avoided to protect the privacy of employees and avoid abuse of search privileges. Message Archiver allows IT to designate data guardians—restricting global searches to appropriate department heads and the city’s ethics officer. Transcripts of all privileged searches are sent to the data guardians who can then review the records for adherence to the city’s guidelines.

“With Message Archiver, no one can secretly search through everyone’s email,” said Pelt. “Searches are kept visible and reported to management. While we are a small, tight-knit team in Gulf Breeze, this feature prevents any inappropriate behavior. This and other design details of Message Archiver make it a powerful solution for much larger organizations, both public and private. I can see many companies using the Trend Micro solution to avoid any miscommunications between employees and customers—any email communication trail can be easily retrieved and shared to ensure consistent and effective collaborations.”

CORPORATE PROFILE

City of Gulf Breeze Gulf Breeze, Florida

Gulf Breeze, Florida is a waterfront community of 6,189 that prides itself on its fine small town character, quality education, excellent local government, and multitudes of waterfront activities. The City enjoys a stable local government recognized as a leader in financial programs, excellent parks, and the first fully accredited police department in the region. Gulf Breeze offers the best of all worlds—unspoiled natural beauty and a relaxed lifestyle.

- **Industry/Vertical** Government
- **Infrastructure** 5 sites; 2 servers, 35 PCs
- www.cityofgulfbreeze.com/index.html

TREND MICRO PRODUCTS

- **Trend Micro Message Archiver**
<http://us.trendmicro.com/us/products/mb/message-archiver/>



©2008 by Trend Micro Incorporated. All rights reserved.
Trend Micro and the Trend Micro t-ball logo are trademarks or registered trademarks of Trend Micro, Incorporated. All other product or company names may be trademarks or registered trademarks of their owners. Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice.
SS04GULFTMMA030326US
www.trendmicro.com