



Rural Development
Business Center

Chief Enterprise
Officer

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DATE: February 11, 2021
TO: All Rural Development Employees
THROUGH: Eric Dilworth /s/ **Eric Dilworth**
Chief Operating Officer
FROM: James Brent, Jr. /s/ **James Brent, Jr.**
Chief Enterprise Officer
Deputy Chief Operating Officer
SUBJECT: The Capstone Approach to Email Retention

Presently, the United State Department of Agriculture (USDA) permanently retains all employee emails. Effective February 15, 2021, USDA will adopt the [Capstone Approach](#) to email retention. This approach requires Government agencies to permanently retain the email messages of approved senior officials, political appointees, and staff serving in Acting capacities for approved senior officials and political appointees. Email messages of all other employees will be retained for seven years.

The Customer Experience Center (CEC) has provided a mechanism for emails that need to be retained longer than 7 years. Please review the "[Customizing eMail Retention Settings in Outlook](#)" document for information on changing your Outlook settings to retain certain emails beyond the retention period.

There will be training on February 12, 2021 at 1:00 PM ET hosted by CEC. The training will cover the USDA Archive and Deletion Policy and Customizing Email Retention Settings in Outlook. Please visit the [CEC Training Event](#) site to add this training to your calendar.

Key dates: February 12, 2021: CEC training
February 15, 2021: Retention policy enforced
March 15, 2021: Last day to modify retention settings

If you have any questions on this content, contact the CEC Centralized Help Desk (CHD) at 877-873-0783 or via [Live Chat](#). You may also visit the [Digital Workplace](#) for IT self-service and support.

EXPIRATION DATE:
February 28, 2022

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by Electronic Mail 2/11/2021 at 4:00 pm by the Enterprise Services Division.