


STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
TITLE:	Microsoft Office 365 Email Archiving SOP				
SOP No.	Issue Date	Effective Date	Review Due	Copy No.	Page 1 of 5
1.0.4					

Purpose:

To establish procedures for archiving emails in Microsoft Office 365 (O365) at DBL GROUP, ensuring compliance with data retention policies, facilitating efficient data retrieval, and preserving valuable information.

Scope:

This SOP applies to all IT personnel responsible for managing email archiving in Microsoft Office 365 at DBL GROUP.

Responsibilities:

1. IT Manager:

- Oversee the implementation and maintenance of email archiving procedures in Microsoft Office 365.
- Ensure compliance with data retention policies, legal requirements, and industry standards.
- Allocate resources and provide support for email archiving activities.


2. System Administrators:

- Configure and manage email archiving settings in Microsoft Office 365.
- Monitor archiving activities and address any issues or anomalies.
- Provide technical support and guidance to end users regarding email archiving.

Procedures:

1. Online Archiving Configuration:

- Determine email archiving requirements based on regulatory compliance, business needs, and organizational policies.
- Regularly identify the size of 45GB mailbox users and enable forced archiving policies for 3 years, 2 years, 1 year, and 6 months by analyzing their email consumption behavior.

STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
TITLE:	Microsoft Office 365 Email Archiving SOP				
SOP No.	Issue Date	Effective Date	Review Due	Copy No.	Page 2 of 5
1.0.4					

- Configure archiving settings in Microsoft Office 365 Admin Center, including retention policies, retention tags, archiving rules, and storage options.

2. Automatic Archiving:

- Enable automatic archiving of emails based on predefined criteria, such as age, sender, recipient, or keyword.
- Schedule regular archiving jobs to ensure timely and consistent archiving of emails.

3. End User Training:

- Provide training and guidance to end users on email archiving best practices and procedures.
- Educate users on how to classify and manage emails for archiving based on retention policies.
- Promote awareness of the importance of email archiving for compliance and data protection.

4. Archive Access and Retrieval:

- System administrators ensure that archived emails are searchable and retrievable for legal, regulatory, or business purposes.

5. Retention Management:

- Monitor email retention periods and enforce retention policies to ensure compliance with data retention requirements.
- Review and update retention policies regularly to reflect changes in regulations, business needs, or technology.


Abbreviations

SOP	-	Standard Operating Procedure
IT	-	Information Technology

Precautions

Documentation and Reporting:

1. Maintain records of email archiving settings, configurations, and activities, including retention policies, archiving rules, and audit logs.

STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
TITLE:	Microsoft Office 365 Email Archiving SOP				
SOP No.	Issue Date	Effective Date	Review Due	Copy No.	Page 3 of 5
1.0.4					

2. Generate periodic reports to track email archiving performance, storage utilization, and compliance status.
3. Document any incidents or issues encountered during the email archiving process, along with resolutions and lessons learned.

Compliance and Auditing:

1. Ensure compliance with data protection regulations, industry standards, and organizational policies governing email archiving.
2. Conduct periodic audits to review email archiving procedures and practices and identify areas for improvement.
3. Address audit findings promptly and implement corrective actions to mitigate risks and maintain compliance.

Review And Revision

3. This SOP will be reviewed annually or as needed to ensure relevance and effectiveness.
4. Any updates or revisions will be communicated to all relevant stakeholders.

Communication:


1. Clearly communicate the SOP to all relevant stakeholders. Ensure that employees are aware of their roles and responsibilities and understand the implications of not adhering to them.

Accessibility:

1. Make the SOP easily accessible to all relevant personnel. This could involve storing it in a central repository, such as an intranet or document management system.

References:

- FDA's 21 CFR Part 11: Electronic Records; Electronic Signatures
- GAMP 5: A Risk-Based Approach to Compliant GxP Computerized
- Company IT Policies and Procedures

STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
TITLE:	Microsoft Office 365 Email Archiving SOP				
SOP No.	Issue Date	Effective Date	Review Due	Copy No.	Page 4 of 5
1.0.4					

➤ Industry Best Practices

APPENDICES

APPENDIX-A	
APPENDIX-B	
APPENDIX-C	
APPENDIX-D	
APPENDIX-E	

Revision History:


REVISION DATE	REVISION NUMBER	DESCRIPTION OF REVISION
30 Jan' 24	01	First edition of the SOP

APPROVAL

Prepared by:	Signature	Date
Name:		
Designation:		
Reviewed by:	Signature	Date
Name:		
Designation:		
Approved by:	Signature	Date
Name:		
Designation:		
Authorized by:	Signature	Date
Name:		
Designation:		

Distribution:

1. IT Department

STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
TITLE:	Microsoft Office 365 Email Archiving SOP				
SOP No.	Issue Date	Effective Date	Review Due	Copy No.	Page 5 of 5
1.0.4					

2. HR
3. Related Stack Holder (Management Employee)

Confidentiality

This document shall be treated as confidential. No additional copies (except for copy holders) shall be made without approval of Head Department designee and a record must be kept for all the copies issued by IT Department.