



COLORADO
Department of
Natural Resources

Executive Director's Office
1313 Sherman Street, Room 718
Denver, CO 80203

December 28, 2023

Staff of the Legislative Council
State Capitol Building
200 East Colfax
Denver, Colorado 80203

Dear Staff of the Legislative Council:

In accordance with Section 24-72-204.5(3), C.R.S., I am pleased to present you with a report outlining the electronic mail ("email") retention policy of the Colorado Department of Natural Resources.

Statute requires reporting to the Staff of the Legislative Council. Specifically:

On or before January 1, 2024, each member of the general assembly, the governor's office and each office of the governor, and each state agency and institution shall submit a report to the staff of the legislative council of the general assembly outlining its respective electronic mail retention policy. The members of the general assembly may submit individual reports or may submit a report that specifies the electronic mail retention policies of multiple members of the general assembly.

The Colorado Department of Natural Resources' email retention policy is attached.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Dan Gibbs', is written over a light blue horizontal line.

Dan Gibbs
Executive Director

FROM DNR 114 ADMINISTRATIVE ORDER - EMAIL RETENTION POLICIES AND PROCEDURES

The Colorado Department of Natural Resources sets standards for the retention management of emails so that they are managed in a consistent manner. Doing so retains necessary emails but also eliminates storage of digital assets no longer needed.

DNR will update this administrative order and related administrative orders to be in line with any future guidance and policies set forth for Executive Branch Departments.

For employees, helpful resources are available to learn how to use Google Email and Google Drive functionality to organize and share documents and information:

- [Tech U: Google Drive](#)
- [TechU: Google Gmail](#)
- [Gmail Filters and Labels Guide](#)

Email Retention Standards

Certain emails should be retained:

- Email subject to litigation holds, appeals, court cases, upcoming court cases, or other legal proceedings
- Emails related to contracts or procurement that constitute communications with the vendor or that are part of the official contract file
- Records of decisions or findings that are important to the work activity or program
- Email which is the subject of a current or pending CORA request, or which the employee could reasonably believe could be the subject of a CORA request
- Emails that are part of a program, division, board or commission, etc. that constitute records that must be maintained per the program-specific records retention schedule.

Shared inboxes:

- Shared inboxes are useful for high volume, when multiple employees manage emails and requests, to share information and workload amongst employees, and to receive public comments or information from the public
- Many DNR work units currently use shared inboxes to manage incoming requests and correspondence
- Supervisors shall set up standards for how to apply labels in shared inboxes and designate one or multiple employees to ensure the appropriate emails are preserved

Technology for records management:

- Employees are encouraged to use available Google technology for records management purposes. This could include applying labels for important emails that should be retained, or utilizing Google Drive for shared access.
- Technology could also include software systems or cloud-based storage systems. As outlined in responsibilities above, if program managers would like to explore technology solutions for records management, consult with DNR Business Technology Product Director and Division Technology Liaison(s).

Emails that should not be retained:

- Emails that are transitory, routine in nature, or of time limited value because they serve a time defined administrative purpose should be deleted by the user as soon as their usefulness has

ended. Some examples include:

- Meeting or scheduling emails or notices
- Routine inquiries or advertisements
- Emails unrelated to work activities
- Emails flagged as spam or that could be phishing

Prohibited practices:

- Employees are prohibited from routinely or automatically transmitting and/or maintaining work-related email on private email accounts (e.g. no auto-forwarding, filtering, or routine copying of work-related email to a private account). Per OIT's Acceptable Use Policy, private email accounts should not be used for work purposes.
- Using unauthorized software, jump drives, or other peripheral storage devices to save or store work emails
- Deleting any email the employee knows is the subject of a current or pending CORA request, appeal, or litigation