Current process:

1. Receive PST file (emails have been searched based on keywords, email addresses, and timeframe, extracted from Microsoft Exchange Journal, and copied onto a drive accessible to records department).
2. Copy PST file to a folder on your hard drive, accessible through admin account, labeled with the request number.
3. Switch to your admin Outlook account.
4. Go to Microsoft Outlook.
5. Open PST file by going to file, open and export, and then open PST. Repeat for multiple PST files.
6. Take all the emails out of the different folders and move them into one inbox (labeled root items or inbox) for easier review and sorting (emails labeled a folder by year may also contain months, need to click down from every file tree to get all emails).
7. Right click folder containing all emails and go to properties and select "show total number of items." This total number should match the number exported from the Microsoft Journal Exchange. If number does not match or any corruption errors appear, contact technology resource to assess.
8. Create four different file folders in Outlook: a. Further review b. Redaction c. Non-responsive d. Production
9. Start review by double clicking each email to "unenvelope it" to get to the original email. Review email for responsiveness, statutory exemptions, confidentiality or privilege.
10. Click on all attachments and review for responsiveness, statutory exemptions, confidentiality or privilege.
11. If many emails do not appear to be responsive, contact technology to assess reason and possibly rerun search or redefine search terms.
12. Drag and drop emails to the appropriate Outlook file folder: a. Further review b. Redaction c. Non-responsive d. Production
13. If the number of emails for review is small (less than a few thousand), it usually is more efficient to unenvelope the emails first to speed up review time. See instructions below.
14. After reviewing universe of emails, contact appropriate person to go through the further review Outlook folder for clarifications on exemptions, privilege, or confidentiality.
15. Once all emails are reviewed and saved in the redaction or production folders, convert redaction emails to PDF format for redactions.
16. Apply redactions in PDF, including placing the corresponding statutory reason for the redaction over the redactions.
17. From here you can produce the emails a few ways:
    a. in two files
        i. production redacted file, and
        ii. production file not needing redactions (native PST format, if requested in that format)
    b. In one file
        i. Convert the production file to PDF
        ii. Append production file to the redaction file
    c. For larger files, a PDF portfolio production file is easier for the end user to sort and review. Most end users can open a PDF file.

18. Once files are completed, save files and update the records tracker.
19. To produce files to requester, use a CD or DVD, if file size fits. Otherwise, obtain an USB drive and save there, using the process outlined by information security, including USB encryption using bitlocker.

Unenveloping Emails:

1. Complete steps 1-7 above (current process).
2. Create a folder on computer to use as a holding space for extracted attachments.
3. Select all emails in Outlook.
4. Right click and select convert to Adobe PDF (make sure the portfolio output is NOT checked in conversion settings).
5. After PDF conversion, select attachments icon in Adobe on the left to view list of attachments. These should be in .MSG format. Depending on size, it may take some time for attachments to load.
6. Select all attachments.
7. Drag to the folder created in step 2.
8. Once copied to folder, select all.
9. Drag attachments into a folder in Microsoft Outlook.
10. Confirm the number of emails is the same as when you originally started.