

**Information Technology Group: Office365 Mail Enabled groups:**

In an effort to better manage Office365 groups, the following guidelines have been created to aide in the provisioning, maintenance and cleanup of Office365 Groups.

- Office365 Groups are available to all users who have an active mailbox with Columbia Business School's office365 Tenant.
- Students, Faculty and Staff have the ability to create these groups "on-demand" using the web portal (portal.office365.com).
- Naming conventions for groups should be appropriate for use, accurately and professionally describing the purpose of the group. ITG will periodically review these and in the event that a name is deemed unsuitable, the different ITG support groups will proactively do outreach to clients (Students, Faculty and Staff) who are listed in the system as members or managers of the office365 group in question to vet the validity of names.
- All users listed as "managers" or group "Owners/Participants" are responsible for data within their respective groups.
- General availability of these groups can be announced by support managers if deemed appropriate.

**Decommissioning:**

- ITG's Infrastructure Services group will generate reports (every 3-6 months), in which the following criteria will be listed for each group:
  - o Name of the group
  - o Creation Date
  - o Last access date
  - o Members
  - o Manager of the group.
- Office365 groups will be kept for a maximum of 2 years, at which point they will be hidden from the system.
- Upon hiding a group, an email follow-up will be sent by Student Support requesting that the managers and/or members of the group respond back with any information regarding the current need for the group and if OK to proceed with deletion.
  - o If StuSup receives confirmation for deletion, a ServiceNow ticket will be submitted to Infrastructure Services to delete the group (This is irreversible. Once the data is deleted from the system, IS has no way to recover it).
  - o If all members of the group have graduated, data can be retained for 180 days and then purged.
  - o If group has not been accessed for 6+ months, the group is to be hidden and a message will be sent out to request possible deletion.
  - o If a group has not been accessed for 2+ years, the group will be deleted.

**\*The above apply for both Faculty and Staff\***