

To: All Schools and Administrative Offices

From: Deborah Karcher, Executive Director  
Information Technology Services

As previously announced, a limit to the size of individual's Outlook e-mail account will be established immediately. Due to concerns raised by staff, the limit for all staff (administrative and school based) will be raised to 75 MB, effective Sunday January 26, 2003. This limit is firm except for individuals with specific job functions that warranted an additional allotment. Mailboxes that reach the 75 MB limit will continue to receive e-mail, but **will not** be able to send e-mail until the mailbox size has been lowered. To prevent this action from occurring, you **must** perform regular housekeeping. Owners of mailboxes with 60 to 74 MB of filled storage space will receive the following message notifying them of the space currently allocated to their mailbox:

*Your mailbox has exceeded one or more size limits set by your administrator.  
Your mailbox size is ##### KB.*

Below are previously issued instructions for managing your account.

1. All sub folders of your Outlook Inbox, including the standard Office folders (especially the Inbox, Sent Items, Journal, Drafts and Deleted Items folders) and any you have created, are counted toward your space total.
2. If memos are not of any importance to your job function or once they suffice the appropriate district record retention requirement, delete them.
3. To reduce the size of large documents and attachments that are greater than 1MB, utilize Adobe Acrobat 5.0 to convert the document to a PDF (Portable Document Format). (Refer to [E-Mail Attachments <http://districtemail.dadeschools.net/pdf/E-Mail%20Attachment%20Information.pdf>](http://districtemail.dadeschools.net/pdf/E-Mail%20Attachment%20Information.pdf) sent on September 16, 2002, regarding the use and acquisition of Adobe Acrobat. This document can be viewed online at <http://districtemail.dadeschools.net/pdf/E-Mail Attachment Information.pdf>.) Workshops at Information Technology Services (ITS) on the use of Adobe are regularly scheduled to assist users with this process. If you are unable to attend a workshop, detailed directions for converting documents into PDF can be found at: <http://oit.dadeschools.net/itts/courses.htm> .
4. A size limit of 1MB has been imposed on all e-mail messages sent via the District E-mail System. This includes the message itself and any attachment. The alternative distribution method will be to post all large messages on the District web page for viewing and/or printing. (Refer to [E-Mail Size Limit <http://districtemail.dadeschools.net/pdf/E-mail Size Limit.pdf>](http://districtemail.dadeschools.net/pdf/E-mail Size Limit.pdf) sent on October 2, 2002. This document can be viewed online at <http://districtemail.dadeschools.net/pdf/E-mail Size Limit.pdf>.)

#### *Outlook Maintenance*

1. Regular housekeeping and/or archiving must be performed in your Outlook folders. This should include:
  - a. Moving important documents to either your hard-drive or to another peripheral media (R/W CD, Jazz drive, or ZIP). Once documents are moved, delete them from Outlook.
  - b. Emptying the Deleted Items folder.
  - c. Emptying the Sent Items folder.

#### *Useful tips in administering your space:*

1. Both Outlook Web Access (OWA) and Outlook have the ability to list the size of each item in the folder. OWA shows this information automatically while in Outlook, the feature may need to be turned on. To turn on this feature, from the View menu, point to Current View; click on Customize Current View; click on Fields; select Size; click on Add; click OK.

2. In Outlook, the items can be sorted by size. To sort items by size, on the Outlook Toolbar, right click on the Size heading; select Sort Ascending or Sort Descending. The size of each of the standard Outlook folders can be determined by right clicking on the folder and selecting Properties/Folder Size. These features make it easier to find the largest items and delete or store them outside the e-mail system.
3. Items with attachments are usually the largest and just a few can often push you over the limit.
4. Keep in mind that each time you send or forward a large item, you also add a copy of it to your Sent Items. This means the same item will be added multiple times to your overall space total. If a large attached document has been forwarded, you may want to go into the Sent Items folder, remove the attachment, and leave a note describing which document was forwarded and where the document resides.
5. As the District continues to move towards a Content Management system, some of these space issues will go away. Instead of full-size copies of attached documents, each e-mail will contain a low-space link to the document in the Content Management system. (A Content Management pilot is currently being conducted at ITS.)
6. The Outlook Journal function should be turned off. This function logs all Outlook activities and frequently becomes a major space holder. To turn off this function, from the Tools menu, click Options; on the Preferences tab, click Journal Options; in the Also record file from box, clear all check marks.

If you experience difficulty in performing the recommended housekeeping or require ITTS services, staff should call Support Services at 305-995-3705(0).