

From the Scottsdale Unified School District Information Technology Department

Public Notice:

May 14, 2019

Due to an issue with our contracted email archiving service, the Scottsdale Unified School District (SUSD) is currently experiencing longer than normal timeframes to retrieve certain email records to fulfill public records requests. These extended timeframes only apply to email records. .

SUSD has been using [DataCove](#), a product of Tangent Solutions, for archiving email messages since September 2008. Recently, while performing routine maintenance, SUSD's Information Technology staff discovered an issue with DataCove. A planned update to the DataCove software caused email received after the last upgrade to be stored in a separate location from the rest of our archive. While no data was lost during this update, it did result in the inability for SUSD IT staff to be able to readily access and retrieve it. To fix this issue, Tangent is rebuilding the database that contains the required email archive that contains more than 91,000,000 email messages. The restoration process will take months to fully restore. During this time, most of the data is still searchable, **with the exception of email messages sent or received between September 26, 2018 and April 5, 2019.** All other emails not within the above mentioned date range are currently available for search and export. However, this process will have longer than normal processing times. Tangent has assured SUSD that the entire data set is accounted for and that no data loss is anticipated. Whenever possible, SUSD will work with requestors of public records to provide all records that are readily available, which may – in some cases – require partial fulfillment until the email database is fully restored.

We thank you for understanding and appreciate your patience. If you have any questions about the email archive issue, please contact the SUSD Information Technology department at (480) 484-4357. If you have questions about a public records request, please contact the SUSD Legal Department at (480) 484-6181.