

SpeedUP



Ordering party	National Archives
Objectives of the call for solutions	<p>The Luxembourg public administration generates an uncharted volume of emails, a part of which requires long term preservation and is beginning to be archived by the National Archives of Luxembourg with some collection experiments for this type of data. These preservation choices are governed by sorting tables, systematically developed for public archive producers, a project that will be completed by September 2025. However, the lifecycle management and archiving of emails remain a challenge for public organisations due to the lack of structured policies and strategies that can guide the development of appropriate practices and tools. Email producers often face conservation decisions under time constraints, for example, when employees leave, leading to 'all or nothing' policies (total deletion or complete preservation).</p> <p>The eMail4GOV project aims to conduct an in-depth study and formulate clear recommendations for more efficient email management in public administration, from a pragmatic preservation perspective.</p>

Type of solution required	<ul style="list-style-type: none">- Definition of a preservation strategy
Selection criteria	<ul style="list-style-type: none">- Quality of the offer submitted (approach, level of detail, completeness, etc.)- Structure of the study- Proposed schedule
Standards to be met	Not applicable
IP and other details	Not applicable
Deadlines for submission of the offer	10 th of April 2025
Schedule	<ul style="list-style-type: none">- Deadline for questions: 27th of March 2025- Optional information meeting: 31st of March 2025
Contact for questions	camille.forget@an.etat.lu

Description of the problem / challenge

Part 1: Conduct an assessment of email production and preservation, and analyze the legal framework, constraints, and technical context.

- Establish the legal framework leading to an archiving obligation, either directly related to archiving laws or indirectly to fulfill other legal obligations (transparency, right to information, etc.).
- Map email production: identify the flows and volumes of data exchanged by the Luxembourg public sector, identify data typologies, and existing preservation systems.
- Analyze the current situation of emails within various public sector organizations: assess the quality of produced data and identify friction points in their management.
- Conduct a comparative study of strategies from neighboring countries and private organizations.
- Analyze legal constraints: list legal requirements, particularly obligations related to personal data protection (GDPR) and administrative utility durations. The analysis may reveal potential legal obstacles and propose solutions.
- Identify technical constraints: study the processes and means to ensure the authenticity, integrity, accessibility, and readability of emails to be preserved in the long term.

Part 2.1: Draft a strategic document on email preservation.

- Define roles and responsibilities for the preservation of public sector emails: clarify the responsibilities of the various actors involved in the management and preservation of emails (producers, archivists, DPOs, IT specialists, etc.).
- Define a preservation process in line with the National Digital Data Preservation Strategy: determine the lifecycle of emails, the criteria for selecting emails to be preserved, the collection methods, as well as the archiving requirements (metadata and preservation formats) and maintaining evidentiary value. The strategic document will highlight the technological approaches that can be considered for implementing the defined process.
- Ensure compliance with security principles and policies: take into account aspects related to technological security, confidentiality, and the protection of sensitive data, particularly personal data.

Part 2.2: Organize a study day bringing together public sector actors, national and international experts.

- The study day aims to foster reflection on the main principles and possible solutions for email archiving: the conclusions of this study day will be used to enrich the strategic document initiated in Part 2.1, in order to build a consensus within the Luxembourg public sector.

Part 3: Establish an action plan for implementing the strategy.

- Support changes in practices by creating awareness materials: use and management charters specifying the archival purpose for certain emails, practical guides.
- Support technical changes by defining a method for extracting emails to be archived and developing concrete and operational requirements for the technological approaches considered to implement the process defined in the strategic document, with the aim of facilitating consistent and sustainable email management and automating sorting and archiving operations in accordance with existing sorting tables.

For complete information regarding the context to be considered, the requirements, the deliverables and the type of offer to be submitted, please refer to the specifications annexed to this document.