

Withdrawn/Redacted Material

The George W. Bush Library

DOCUMENT NO.	FORM	SUBJECT/TITLE	PAGES	DATE	RESTRICTION(S)
001	Memorandum	[Memorandum] [2 PAGES RELEASED IN WHOLE ON PRA RE-REVIEW 09/09/2025 JLS] - To: Michael Lyle - From: Leanna Terrell	2	01/09/2001	
002	Memorandum	[Memorandum] [2 PAGES RELEASED IN WHOLE ON PRA RE-REVIEW 09/09/2025 JLS] - To: Mark Lindsay - From: Leanna Terrell	2	12/18/2000	
003	Report	Report [10 PAGES RELEASED IN WHOLE ON PRA RE-REVIEW 09/09/2025 JLS] - From: Executive Office of the President, Office of Administration	10	01/29/2001	
004	Memorandum	[Memorandum] [1 PAGE RELEASED IN WHOLE ON PRA RE-REVIEW 09/09/2025 JLS] - To: All Executive Office of the President Staff - From: Beth Nolan	1	09/29/2000	

COLLECTION TITLE:

Counsel's Office, White House

SERIES:

Kavanaugh, Brett - Subject Files

FOLDER TITLE:

OA (Office of Administration) Emails

FRC ID:

9122

RESTRICTION CODES

Presidential Records Act - [44 U.S.C. 2204(a)]

- P1 National Security Classified Information [(a)(1) of the PRA]
- P2 Relating to the appointment to Federal office [(a)(2) of the PRA]
- P3 Release would violate a Federal statute [(a)(3) of the PRA]
- P4 Release would disclose trade secrets or confidential commercial or financial information [(a)(4) of the PRA]
- P5 Release would disclose confidential advice between the President and his advisors, or between such advisors [(a)(5) of the PRA]
- P6 Release would constitute a clearly unwarranted invasion of personal privacy [(a)(6) of the PRA]

PRM. Personal record misfile defined in accordance with 44 U.S.C. 2201(3).

Deed of Gift Restrictions

- A. Closed by Executive Order 13526 governing access to national security information.
- B. Closed by statute or by the agency which originated the document.
- C. Closed in accordance with restrictions contained in donor's deed of gift.

Freedom of Information Act - [5 U.S.C. 552(b)]

- b(1) National security classified information [(b)(1) of the FOIA]
- b(2) Release would disclose internal personnel rules and practices of an agency [(b)(2) of the FOIA]
- b(3) Release would violate a Federal statute [(b)(3) of the FOIA]
- b(4) Release would disclose trade secrets or confidential or financial information [(b)(4) of the FOIA]
- b(6) Release would constitute a clearly unwarranted invasion of personal privacy [(b)(6) of the FOIA]
- b(7) Release would disclose information compiled for law enforcement purposes [(b)(7) of the FOIA]
- b(8) Release would disclose information concerning the regulation of financial institutions [(b)(8) of the FOIA]
- b(9) Release would disclose geological or geophysical information concerning wells [(b)(9) of the FOIA]

Records Not Subject to FOIA

Court Sealed - The document is withheld under a court seal and is not subject to the Freedom of Information Act.

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005	Memorandum	[Memorandum] [2 PAGES RELEASED IN WHOLE ON PRA RE-REVIEW 09/09/2025 JLS] - To: Phillip Larsen - From: Leanna Terrell	2	01/30/2001	
006	Memorandum	[Memorandum] [2 PAGES RELEASED IN WHOLE ON PRA RE-REVIEW 09/09/2025 JLS] - To: Beth Nolan, et al - From: Michael Bartosz	2	09/18/2000	

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Counsel's Office, White House

SERIES:

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FOLDER TITLE:

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SUPERSEDED

DOCUMENT NO.	FORM	SUBJECT/TITLE	PAGES	DATE	RESTRICTION(S)
001	Memorandum	[Memorandum] - To: Michael Lyle - From: Leanna Terrell	2	01/09/2001	P5;
002	Memorandum	[Memorandum] - To: Mark Lindsay - From: Leanna Terrell	2	12/18/2000	P5;
003	Report	Report - From: Executive Office of the President, Office of Administration	10	01/29/2001	P5;
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006	Memorandum	[Memorandum] - To: Beth Nolan, et al - From: Michael Bartosz	2	09/18/2000	P5;

COLLECTION TITLE:

Counsel's Office, White House

SERIES:

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EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF ADMINISTRATION
WASHINGTON, D.C. 20503

January 29, 2000

1
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③③③
③③

→ backup tapes

MEMORANDUM FOR: PHILLIP LARSEN
SPECIAL ASSISTANT TO THE PRESIDENT FOR
MANAGEMENT AND ADMINISTRATION

→ joint view

FROM: LEANNA F. TERRELL *LFT*
ASSOCIATE DIRECTOR
INFORMATION SYSTEMS & TECHNOLOGY

SUBJECT: Recycling of EOP Lotus Notes and NT Backup Tapes

Unless otherwise directed, IS&T plans to begin recycling EOP Lotus Notes and NT Backup Tapes in the EOP Data Center beginning February 5, 2001. (This does not include backup tapes relating to President, First Lady, Vice President and Mrs. Cheney bulk mail.) This decision is based on the following:

- Northrop/Grumman has certified in writing that All Lotus Notes Multi-Host Anomaly problems have been corrected. Northrop/Grumman has processed all e-mails which were affected by the anomaly between the dates of June 1, 2000 and September 30, 2000. Northrop/Grumman, in conjunction with the Tape Reconstruction contractors, will develop a procedure to reconstruct off backup tapes e-mails affected by the anomaly between April 15, 2000 and May 31, 2000.
- IS&T will be ready to begin preparing EOP Lotus Notes and NT Backup Tapes for all EOP Servers currently located in the EOP Data Center during the weekend of January 13, 2001. Actual recycling is not scheduled to commence until February 5, 2001 to allow proper review and coordination on this memorandum.
- Backup tapes containing previous e-mail problems (Multi-Host problems detected in August 2000) have been set aside pending reconstruction of the data and subsequent re-inputting into the ARMS database.
- Recycling backup tapes is a standard operating procedure in Data Centers (both government-wide and industry-wide). Prior to the Multi-Host problems that occurred between April and August of 2000 the Data Center had been recycling tapes as a standard operating procedure.
- Based upon the changes, safeguards and quality control measures that both NG and IS&T have implemented, IS&T could save the government approximately \$175,000 per fiscal year by recycling tapes in the EOP Data Center.

Recommendation:

Approve this request to begin recycling backup tapes in the EOP Data Center.

Approval: _____
Phillip Larsen (Date)

Disapproved: _____
Phillip Larsen (Date)



EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF ADMINISTRATION
WASHINGTON, D.C. 20503

January 9, 2001

MEMORANDUM FOR: MICHAEL J. LYLE
DIRECTOR
OFFICE OF ADMINISTRATION

THROUGH: MICHAEL K. BARTOSZ
GENERAL COUNSEL
OFFICE OF ADMINISTRATION

FROM: LEANNA F. TERRELL
ASSOCIATE DIRECTOR
INFORMATION SYSTEMS & TECHNOLOGY

SUBJECT: Recycling of EOP Lotus Notes and NT Backup Tapes

Unless otherwise directed, IS&T plans to begin recycling EOP Lotus Notes and NT Backup Tapes in the EOP Data Center beginning January 15, 2001. (This does not include backup tapes relating to POTUS, FLOTUS, VPOTUS and VFLOTUS bulk mail.) This decision is based on the following:

- Northrop/Grumman has certified in writing that All Lotus Notes Multi-Host Anomaly problems have been corrected. Northrop/Grumman has processed all e-mails which were affected by the anomaly between the dates of June 1, 2000 and September 30, 2000. Northrop/Grumman, in conjunction with the Tape Reconstruction contractors, will develop a procedure to reconstruct off backup tapes e-mails affected by the anomaly between April 15, 2000 and May 31, 2000.
- IS&T will be ready to begin preparing EOP Lotus Notes and NT Backup Tapes for all EOP Servers currently located in the EOP Data Center during the weekend of January 13, 2001. Actual recycling is not scheduled to commence until January 15, 2001 to allow proper review and coordination on this memorandum.
- Backup tapes containing previous e-mail problems (Multi-Host problems detected in August 2000) have been set aside pending reconstruction of the data and subsequent re-inputting into the ARMS database.
- Recycling backup tapes is a standard operating procedure in Data Centers (both government-wide and industry-wide). Prior to the Multi-Host problems that occurred between April and August of 2000 the Data Center had been recycling tapes as a standard operating procedure.

- Based upon the changes, safeguards and quality control measures that both NG and IS&T have implemented, IS&T could save the government approximately \$175,000 per fiscal year by recycling tapes in the EOP Data Center.

Recommendation:

Approve this request to begin recycling backup tapes in the EOP Data Center.

Approval:

Michael J. Lyle

(Date)

Mark F. Lindsay

(Date)

Disapproval:

Michael J. Lyle

(Date)

Mark F. Lindsay

(Date)



EXECUTIVE OFFICE OF THE PRESIDENT

OFFICE OF ADMINISTRATION

ROUTING AND REMARKS TRANSMITTAL

NAME OF ORIGINATOR Leanna F. Terrell			OFFICE IS&T		PHONE 5-6401	DATE 01/09/01
CODES A – Action C – Concurrence O – Other S – Signature			Subject Recycling of EOP Lotus Notes and NT Backup Tapes			
			Deadline Date			
Con- cur. No.	TO	CODE	DATE IN	DATE OUT	INITIALS	REMARKS (Use back of form for continuation)
1	Leanna F. Terrell	C	1/9	1/9	✓	
2	Michael Bartosz	C				1/20 See Kate & Mollie to review and discuss MB, 1/24/01
3	Michael J. Lyle	S				
4						
5						
6						
7						
8						
9						
10						

FYI

MEMORANDUM OF UNDERSTANDING**BETWEEN THE NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
AND THE EXECUTIVE OFFICE OF THE PRESIDENT****CONCERNING****THE CONTINUATION AND COMPLETION, AFTER JANUARY 20, 2001, OF THE
TAPE RESTORATION, 'MULTI HOST,' AND REFORMATTING PROJECTS FOR
CLINTON-GORE ADMINISTRATION ELECTRONIC MAIL RECORDS
ASSOCIATED WITH THE AUTOMATIC RECORDS MANAGEMENT SYSTEM****DATED JANUARY 11, 2001****I. Purpose**

The purpose of this Memorandum of Understanding ("MOU") is to ensure that (1) after 12:00 noon January 20, 2001, the National Archives and Records Administration ("NARA") shall have sole legal custody of all Clinton-Gore Administration electronic mail records that are governed by the Presidential Records Act ("PRA"), 44 U.S.C. 2201, and (2) following the end of the Administration authorized personnel from the Executive Office of the President ("EOP"), Office of Administration ("OA") complete the ongoing restoration and reformatting projects described below concerning e-mail records associated with the Automatic Records Management System ("ARMS") beginning in July 1994 through the end of the Administration.

E-mail records governed by the Federal Records Act ("FRA") that are subject to this MOU shall be transferred to NARA, following completion of the projects described below, in accordance with the existing records schedule, covering EOP/OA OASIS ALL-IN-1 and other VAX Cluster Applications, job number N1-429-95-2.

II. The Projects

Copies of all Clinton presidential and federal and Gore vice presidential e-mail records that are associated with the ARMS and TRP databases and the multi-host anomaly will be transferred from the New Executive Office Building to a facility located in reasonable proximity to the Archives II complex at 11710 Beltsville Road, Calverton, MD ("the Facility") by OA on or before January 20, 2001. OA shall provide the Facility and hire staff to maintain physical and environmental security at the Facility.

OA shall complete the two restoration projects and the related reformatting project described below and shall be responsible for ensuring that sufficient funding exists or is obtained to complete each project, except to the extent that NARA is funding Project C, as described below.

OA will transfer copies of all tapes, software, equipment and necessary personnel associated with these projects to the Facility. OA shall administer all of the contracts governing each project until its completion. OA shall provide NARA with reports as requested by NARA on each project. NARA shall at all times have access to the presidential and vice presidential records maintained at the Facility.

Project A – the Tape Restoration Project ("TRP")

The TRP involves the restoration of certain e-mail records from back-up tapes and the extraction of that data into a searchable database. Funding for the project totals \$13.2 million, including \$8.4 million in supplemental funding, and is available through September 2002. The project is and will continue to be performed by contractors retained by OA. The TRP is being undertaken on equipment that is separate and apart from the computer systems dedicated by OA for use in supporting the incumbent President.

The software and the hardware development for the TRP effort is complete and these systems are fully operational. 4319 tapes in the possession of the EOP have been copied, which is all of the relevant tapes with two minor exceptions. 136 tapes could not be adequately copied on the equipment OA possesses. OA is negotiating with outside vendors to copy these tapes. In addition, law enforcement organizations have 53 tapes in their possession. To date, the EOP has not been able to obtain an agreement with the law enforcement organizations for the return of these 53 original tapes or the provision of tape copies prior to January 20, 2001. If and when copies are obtained of the 136 and 53 tapes, respectively, they will be processed in accordance with the Projects. Prior to January 20, 2001, OA will provide NARA an inventory of these two groups of tapes. If legible copies of these tapes are not received by the end of the Projects, OA will be deemed to have completed the Projects regardless. If legible copies of these two groups of tapes or the original 53 tapes are received after the end of the Projects, then either OA, through its contractors, at OA's expense, will copy and process those tapes, or OA will make available to NARA the equipment, software, and documentation to copy and process the tapes, at NARA's expense, consistent with all applicable law. OA will place the TRP records into ARMS, segregated into appropriate agency buckets. The interim TRP database will be searchable and de-duplicated against itself. After the data extraction is complete, these records will be reformatted and placed on tapes for NARA, as covered in Project C.

Project B – the 'Multi-Host' Project

The multi-host project involves the restoration of certain e-mail data for the period April 1 through May 31, 2000 from back-up tapes. This e-mail data, plus other e-mail data currently stored on the ARMS3 server for the period June 1 through September 30, 2000, will be streamed through a reconfigured Lotus Notes/ARMS interface. This effort will remediate a problem that affected email from approximately April to September 30, 2000, during which time approximately 1% of e-mail entering ARMS was defective due to an anomaly in the Lotus Notes/ARMS interface, and will result in a complete data set containing only correct emails for that period of time. Streaming the data through a reconfigured interface will separate

presidential and federal records into the appropriate buckets utilized by ARMS for records management purposes. The reconfigured Lotus Notes/ARMS interface was placed into operation on October 1, 2000, and has processed e-mail records after that date without any detected incident.

All software and hardware associated with the Lotus Notes/ARMS interface as well as all equipment necessary to perform the multi-host repair will be moved to the Facility by OA.

Project C – Tape Reformatting Project

The ARMS system currently archives e-mail records generated or received by ARMS-managed accounts during the Clinton-Gore Administration beginning July 1994 through the end of the Administration, subject to various anomalies. These records are stored in agency buckets that serve to separate presidential or vice presidential records from federal records.¹ OA will move the data in ARMS, along with the hardware and software associated with supporting and searching ARMS, to the Facility. The equipment will include the ARMS software, as well as nodes of the existing VAX computer that provide the ARMS platform.

This project involves the reformatting of e-mails in the ARMS system, including those records that had been subject to the multi-host anomaly, and those records restored as a part of the TRP, in accordance with the Memorandum of Understanding Between the National Archives and Records Administration and the Executive Office of the President, Office of Administration ARMS-NARA Tape Reformatting Project for Clinton Administration, Post July 14, 1994, signed on October 6 & 8, 1999. ("1999 Tape Reformatting MOU"), attachment A.

OA will send to NARA tapes of reformatted e-mail drawn from the ARMS database and the TRP database on a rolling basis as reformatting is completed, as specified by the 1999 Tape Reformatting MOU. NARA will enter these tapes into a database of Clinton-Gore Administration records. The records from the TRP database will be de-duplicated against all other TRP records, although they will not be de-duplicated against the ARMS records. Therefore, prior to the creation of the record database or the streaming of the TRP database into ARMS, requests for Clinton Administration e-mail records from the "Mail 2" and "Letter D" timeframes, as well as requests for OVP e-mail records prior to May 2000, will require searches of both the TRP database and the ARMS database.

At the time the tape reformatting project is completed and validated by NARA using NARA's established electronic records preservation procedures, OA will remove all remaining personnel and equipment and shut down the Facility.

¹ The presidential and vice presidential record buckets are those for the White House Office, the Office of the Vice President, the Council of Economic Advisors, the National Security Council, the Office of Policy Development and the President's Foreign Intelligence Advisory Board. The federal records buckets include the Council on Environmental Quality, the Office of Administration, the Office of Management and Budget, the Office of National Drug Control Policy, the Office of Science and Technology Policy, and the Office of United States Trade Representative.

III. Records Subject to the MOU

There are three distinct records categories of ARMS-related e-mail records subject to portions of this MOU, all created by the Clinton-Gore Administration EOP after July 14, 1994: (1) records of President Clinton and the EOP offices that create presidential records, which are governed by the PRA; (2) records of Vice President Gore and his staff, which are also governed by the PRA; and (3) records of EOP offices that create federal records, which are governed by the Federal Records Act ("FRA"), 44 U.S.C. chapters 21, 29, 31 and 33.

A. Legal Custody of PRA Records

On January 20, 2001, legal custody of all presidential and vice presidential record e-mail messages shall transfer to the Archivist of the United States. OA will transfer copies of all tapes, plus software, equipment and necessary personnel associated with these Projects to the Facility on or before that date. The originals of all other electronic media not associated with the above Projects shall be transferred to other NARA facilities. Any access to PRA records by OA staff, OA contractors, or any other party shall be controlled exclusively by NARA and shall be governed by the PRA, NARA regulations, and Executive Order 12667. These records shall remain Clinton presidential and Gore vice presidential records after noon, January 20, 2001, notwithstanding their physical location or the limited access to them as described above.

In order to restrict access to Clinton presidential and Gore vice presidential record e-mail effectively, NARA agrees that only pre-authorized OA and OA contractor personnel may enter the OA-leased premises at the Facility. All personnel entering the Facility shall sign a log book upon entry and exit. The log book shall be sent to NARA weekly and maintained by NARA. In addition, the ARMS and the TRP databases will be password protected so that only password holders can read the message text in these databases.

NARA shall be responsible for responding to requests for documents or information and conducting searches of the Clinton presidential and Gore vice presidential e-mail records in response to requests and subpoenas pursuant to the PRA that are made by investigative bodies or other requesting parties. NARA shall be responsible for developing search terms and search strings to be used in conducting a search of these records. NARA and EOP personnel have met to begin to learn how to formulate search strategies and regarding the status of searches pending at the time of transition and any searches reasonably expected to be made into those records, so as to assist NARA in staff planning. Members of the Counsel's Office will furnish NARA with the most up-to-date documentation they possess of subpoenas served on the EOP during this Administration and for which e-mail searches must still be performed, and any correspondence or other documents relevant to those searches.

NARA personnel will formulate search terms for searches on the TRP database and enter the search terms directly into the computer accessing those records. NARA personnel will formulate the search terms and search strings of the ARMS database and will be responsible for entering the search terms directly into the computer accessing those records. OA will provide at NARA's option reasonable and necessary training on the ARMS database and associated VAX Computer

system on a reimbursable basis. Based on NARA's current knowledge of the VAX computer system upon which ARMS database is run, NARA is presently not able to conduct searches on the ARMS database. However, NARA will pursue ways as expeditiously as possible to acquire the ability to conduct such searches, but NARA does not know how long this will take. The search results will be copied to a CD (or more if necessary) and given directly to NARA personnel. Access to search results are controlled by NARA and governed by the PRA, NARA regulations, and E.O. 12667.

B. Legal Custody of Federal Records

In contrast to the presidential records discussed above, all federal records associated with the Projects shall remain under the legal custody and control of OA. Access to such federal records, including e-mails and backup tapes associated with the Projects, shall be controlled by OA and shall be governed by the FRA, NARA regulations and governing records schedules.

OA shall be responsible for responding to and conducting searches of all federal record e-mails, including requests under the Freedom of Information Act, congressional requests, subpoenas and other authorized requests until the restoration and reformatting of those records has been completed under Section II, above, and such records are formally accessioned into NARA by means of a fully effectuated SF 258, in accordance with 36 C.F.R. section 1228, subpart L.

C. Transfer of Original Electronic Media Associated With the Above Projects

As soon as possible, and no later than January 20, 2001, OA shall transfer to NARA a complete set of the original electronic media in its possession that back up information used in completing the above-listed Projects, including the 136 tapes that have not yet been copied, and with the exception of the 53 tapes retained by law enforcement agencies. OA shall produce disaster recovery back-up tapes of the ARMS and TRP databases as they exist at that time. These back-up tapes shall be sent directly to NARA, along with sufficient documentation for OA to accomplish a full and complete restoration. An inventory of all such transferred backup tapes and e-mail files shall be provided to NARA along with the electronic materials. These backup tapes and copies are being transferred to NARA solely for security storage pending completion of the Projects. When the presidential, vice presidential and federal record e-mail databases are completed and reformatted, NARA will consider these backup tapes and copies for disposal in accordance with the PRA and the FRA.

Louis J. Bellardo

On Behalf of the
National Archives and Records Administration

1/21/2001
Date

Ben M

On Behalf of President Clinton

01/11/01
Date

Elizabeth M B

On Behalf of Vice President Gore

1-11-01
Date



EXECUTIVE OFFICE OF THE PRESIDENT

OFFICE OF ADMINISTRATION

ROUTING AND REMARKS TRANSMITTAL

NAME OF ORIGINATOR Leanna F. Terrell			OFFICE IS&T		PHONE 5-6401	DATE 12/18/00
CODES A - Action C - Concurrence O - Other S - Signature			Subject Deletion of E-mail from Personal Accounts			
			Deadline Date 12/22/00			
Con- cur. No.	TO	CODE	DATE IN	DATE OUT	INITIALS	REMARKS (Use back of form for continuation)
1	Leanna F. Terrell	C	12/18	12/19	T	
2	Michael Bartosz	C	12/20	12/21	MBB	Concur
3	Michael J. Lyle	S	12/27	1/27		
4	Mark Lindsay	S	1/9	1/9	MFL	OK
5						
6						
7						
8						
9						



EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF ADMINISTRATION

WASHINGTON, D.C. 20503

December 18, 2000

MEMORANDUM FOR: MARK F. LINDSAY
ASSISTANT TO THE PRESIDENT FOR
MANAGEMENT AND ADMINISTRATION

VIA: MICHAEL J. LYLE
DIRECTOR
OFFICE OF ADMINISTRATION

FROM: LEANNA F. TERRELL
ASSOCIATE DIRECTOR
INFORMATION SYSTEMS AND TECHNOLOGY

SUBJECT: Deletion of E-mail From Personal Accounts

This memo is a request to rescind the deletion of e-mail memo authored on September 29, 2000 by Beth Nolan, Counsel to the President. The memo mandated that all EOP employees save all e-mails on their computers. This came about as a precautionary measure as a result of an anomaly created within the ARMS Multi Host Interface. The anomaly was corrected and emails were allowed to recommence processing into ARMS, in a limited fashion, in October.

Previous to the above, testing of the functionality of the ARMS system began in September. Because of the Multi Host Anomaly, this testing was delayed. Once the anomaly was corrected and it was verified that there was no lasting negative impact on the ARMS system, the testing resumed.

On November 29, 2000 the Independent Validation and Verification Contractor for the Tape Restoration Project, Vistronix and ACS completed their testing (see attachment). This test was to ensure that all messages are correctly processed under various scenarios and, therefore, to certify the OVP contractors' e-mail migration process.

As detailed in the attached test report, the IV&V team randomly selected ten OVP users (approximately 10 percent of the known OVP users) to test the functionality of the ARMS process. Of the ten users, IV&V was able to collect the results from all ten testing sessions. They were subsequently able to verify with the ARMS/VAX system administrator that the test messages were processed correctly into the VAX machine. As a result of this testing, the IV&V contractor has confirmed the functionality of the ARMS process.

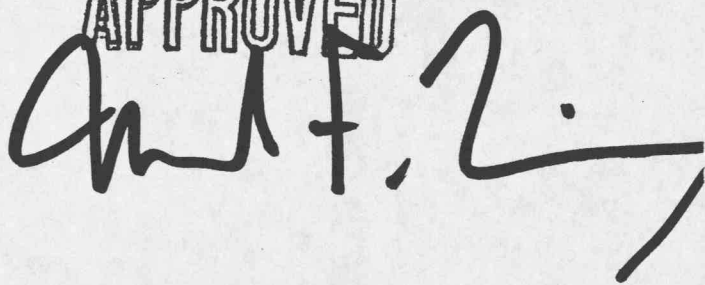
The test results show the ARMSSCAN processed all test messages into the ARMS database correctly.

Recommendation:

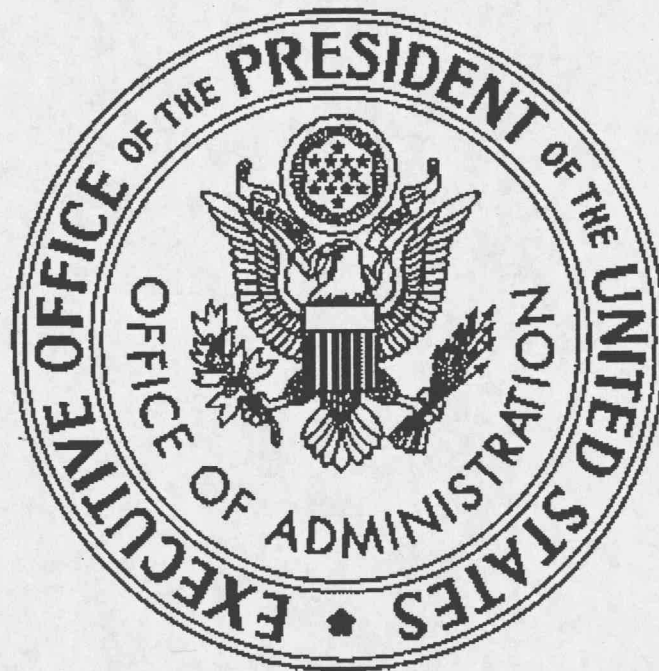
As a result of the above testing and verification, I recommend that you approve this request to rescind the retention of email, and allow users to recommence managing their personal e-mail accounts through selective deletions of e-mails from their EOP e-mail accounts.

Approve  Date 12/27/0

Attachment

APPROVED


Automated Records Management System (ARMS) Test Report



Executive Office of the President
Office of Administration

Independent Validation and Verification
(Vistronix and ACS)

January 29, 2001

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I. Introduction

The Office of the Vice President (OVP) migrated their non-records managed email system, Lotus cc:Mail, onto the Executive Office of the President (EOP) Lotus Notes/Records Managed e-mail system around March 2000. The OVP contractor (Northrop Grumman), in addition to performing OVP's email migration, also developed and currently maintains the Automated Records Management System (ARMS). ARMS is used by EOP to record and process most email messages including outbound/inbound messages, fax and pager requests, return receipts, assigned tasks, bookmarks, and serial route memos. The Independent Verification and Validation (IV&V) team was tasked to test the functionality of ARMS system, ensuring that all messages are correctly processed under various scenarios and, therefore, to certify the OVP contractor's email migration process itself.

II. ARMS Overview

ARMS consists of a 2-part process (see Appendix A) which includes the ARMS Scanner and the ARMS Monitor processes. Incoming emails from the Internet are collected and marked as unrecorded until the ARMS Scanner processes them. When sent, a copy of outgoing messages, fax, pager, WAVES requests and confirmations, return receipts, bookmarks, serial route memos, and assigned tasks is sent to the ARMS database. The ARMS Monitor then breaks down each processed message into two or three text files (Header, Message, and Attachment files) which are stored on a VAX machine.

III. General Test Procedure

The IV&V team randomly selected ten OVP users (approximately 10 percent of known OVP users) to test the functionality of the ARMS process. IV&V representatives scheduled appointments and provided the test cases to the OVP test users on the 18th and 19th of October 2000. For each appointment, the IV&V representative performed the test cases as listed in the Lotus Notes ARMS Test Plan. An IV&V representative and one of the contractor's email system administrators examined the ARMS database to verify that emails were processed and recorded properly by the ARMS Scanner. Then an IV&V representative and an EOP VAX system administrator searched for corresponding files to verify the ARMS Monitor process operated as expected.

IV. Test Results

Of the ten users, one user volunteered to participate in the testing since another user could not participate at the scheduled time. IV&V collected the results from all ten testing sessions through several meetings with the OVP contractor responsible for ARMS monitoring. Copies of the captured test messages were printed off. Then, IV&V met with the VAX system administrator to verify that the test messages were processed correctly into the VAX machine.

During testing, the following events were observed:

- The inability to email the Database Managers. (The individuals/groups/servers listed in the Access Control List of each email database) Upon clicking the "Send" button, a window consistently popped up on the screen prompting for a name since no names were found (in this case, the server "MSOVP01/EOP" and the group "Mail Administrator"). Since none of the suggested names are mail administrators, IV&V users clicked the "Skip Names" button and the messages were sent to ARMS. This event was also observed when Notes could not find a user listed in the Name and Address book. IV&V users skipped the name and had the message sent to ARMS.
- All but one test account had the ability to send WAVES requests. When attempting to submit the request, a window pops up stating that the EOP ID was missing from the Public Name and Address Book and that the user should contact Help Desk.
- IV&V submitted an official request to the EOP VAX system administrator to perform a search. At least two weeks was required to allow all the messages to be processed into the VAX machine from the ARMS database. An extra two weeks passed before searching the "near term" storage to ensure a thorough search without having to conduct several more searches in other storage locations. One of two searches pulled messages created on the 18th and 19th of October 2000 where the subject line contains the word "test". The other searched for messages created on the 18th and the 19th of October 2000 and the subject line contains the phrase "Official USSS WAVES Request." IV&V received the results in a few days viewable through a web browser. Upon inspection, all the test messages sent have been recorded to the VAX machine. IV&V verified that messages such as personal tasks were not recorded. Fax, pager and delivery confirmations, delivery failure notifications, and return receipts were recorded in the VAX as well as the original requests and messages.

- While checking messages in the VAX machine, the VAX system administrator noticed the public group, "IV&V Team" turned up as the recipient of the test message with subject "Test 3.7 Public Group Name Processing in TO Field" instead of expanding into members of the group. This was also noted for tests 3.8 and 3.9. Previous testing of the system (the Northrop Grumman June 16, 1999 report titled "Lotus Notes/ARMS Interface Test Analysis Report (Phase I) For The Office of Administration Information Systems & Technology Division") performed by the system administrators supports these observations and passed their test cases while noting the same events. The IV&V team verifies that tests 3.7, 3.8, and 3.9 passed because the group name is recorded. Unless the expanded group is recorded during the ARMS process, retrieving the group members may be impossible if the group is removed from the address book. EOP is aware of the situation as the developers work on a resolution to record the group members rather than the group name.
- Some test cases failed because the messages on the VAX machine that contained document links did not include the links or any description of the links. (Tests 1.3 and 3.13)

Test cases such as tests 2.1, 2.2, 2.3, 3.1, 3.2, and 3.3 were verified by viewing Lotus Domino server logs for the mail and ARMS servers.

Appendix B shows the test results broken down by user account and test case. In order for a case to pass, the message had to pass the case as specified in the "Lotus Notes/ARMS Test Plan."

The following have been attached:

- Lotus Notes/ARMS Test Plan
- Complete set of test email documents for a test user (Todd Dennett)
 - Listing of test messages tracked in ARMS database
 - Listing of test messages in VAX machine
 - Fax and pager confirmation documents and delivery confirmation report
- Server log files
 - ARMS2 (to track ARMSMON startup and errors)
 - MAIL03 (to track ARMSCAN startup)
 - MAIL05 (to track ARMSCAN errors)

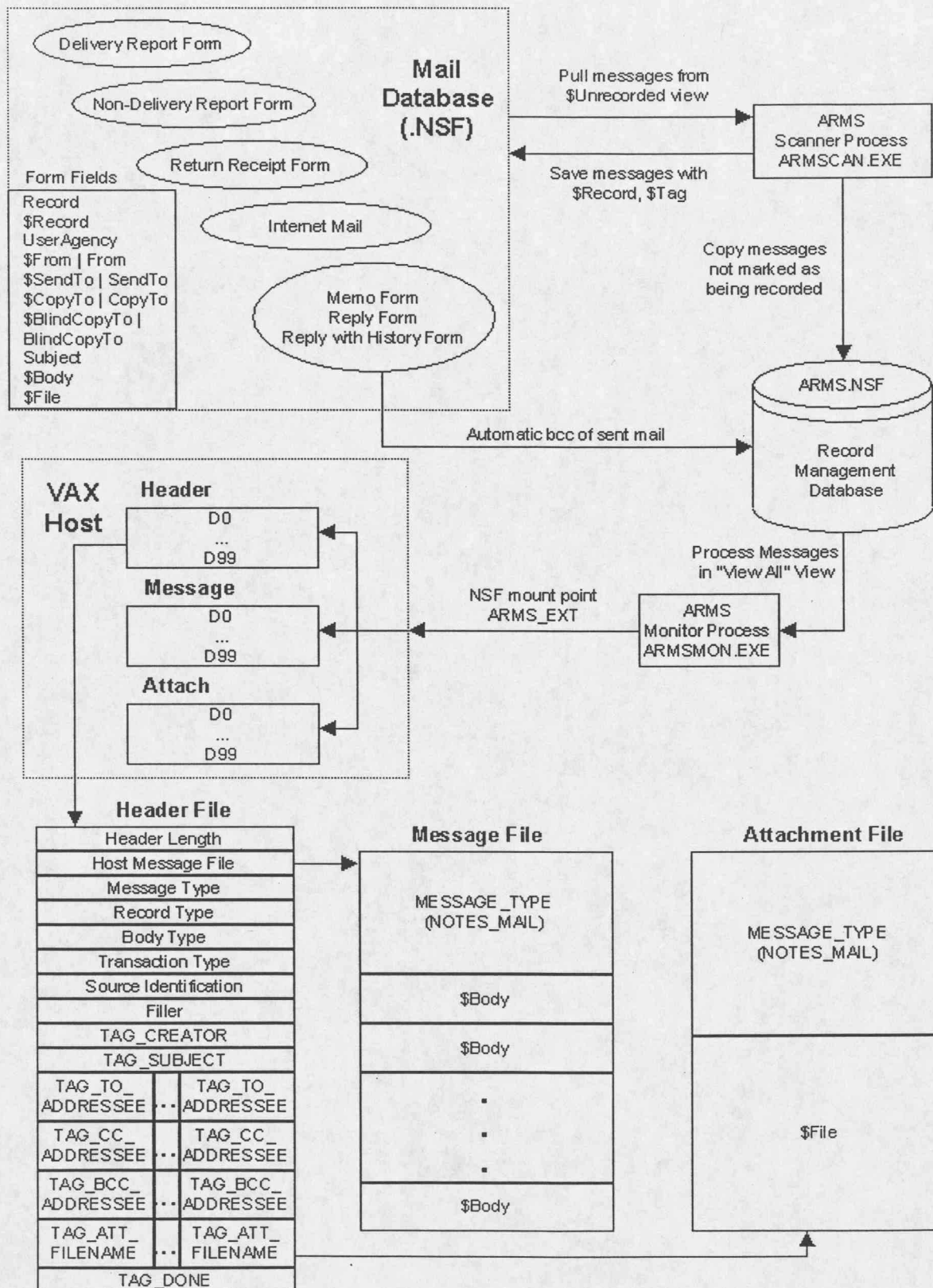
V. Conclusion

The test results show the ARMSSCAN processed all test messages into the ARMS database correctly. ARMSMON processed all the messages from the ARMS database to the VAX machine.

However, the messages containing document links were stripped of their information when viewing them on the VAX machine. The ARMS process itself required three weeks from the time messages were sent, to the time the messages arrived in the VAX machine, before IV&V could conduct thorough searches without having to repeat the search in other storage areas. The IV&V team noted that the messages stored on the VAX machine showed that the ARMS process did not expand addressed groups into its members as required. IV&V understands this to be normal since the same events were noted in the Northrop Grumman June 16, 1999 report titled "Lotus Notes/ARMS Interface Test Analysis Report (Phase I) For The Office of Administration Information Systems & Technology Division."

Based upon these results, IV&V confirmed the Lotus Notes/ARMS interface properly records all necessary messages as tested during the October 2000 timeframe.

Appendix A: Lotus Notes/ARMS Interface Process Diagram *



* - Diagram reproduced from Appendix B of Northrop Grumman's "Lotus Notes/ARMS Interface Test Plan"

Appendix B: ARMS Test Results

ARMS Testing	Record Memo	Non-Record Memo	Record Mail Reply	Non-Record Mail Reply	Record Mail Reply with History	Non-Record Mail Reply with History	Mail Forward	Bookmark	Phone Message	Serial Route Memo	Memo to Database Manager	Personal Task	Assigned Task	WAVES Request
	1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9	1.10	1.11	1.12	1.13	1.14
Kristina Wolfe	P	P	F	P	P	P	P	P	P	*	P	P	*	*
Erin Greer	P	P	*	*	*	*	*	P	P	*	P	P	*	*
Melissa Preston	P	P	F	P	P	P	P	P	P	P	P	P	*	P
Lon Sorenson	P	P	F	P	P	P	P	P	P	*	P	P	*	P
Mary Overbey	P	P	F	P	P	P	P	P	P	P	P	P	P	P
Andrew Sisk	P	P	F	P	P	P	P	P	P	P	P	P	P	+
Paul Thornell	P	P	F	P	P	P	P	P	P	P	P	P	P	P
Trooper Sanders	P	P	F	P	P	P	P	P	P	P	P	P	P	P
Ajay Koduri	P	P	F	P	P	P	P	P	P	P	*	P	P	P
Todd Dennett	P	P	F	P	P	P	P	P	P	P	P	P	P	P
	P - Test case passed.													
	F - Test case failed													
	+ - User account was not allowed to submit WAVES requests.													
	* - Messages were not sent because impromptu volunteer user did not have test messages to respond to (Tests 1.3 - 1.7) and because tester overlooked some test cases at the time of testing.													

Appendix B: ARMS Test Results

ARMS Testing	Private Group Name Processing in TO, CC, and BCC Fields	Multiple Name Processing in TO, CC, and BCC Fields	Single Name Processing in TO, CC and BCC Fields	Audit Trail Testing	ARMS Directory Structure	Configuration Options	Unrecorded Delivery Failure Report	Unrecorded Delivery Confirmation Report	Unrecorded Return Receipt	Unrecorded Internet Email	Audit Trail Testing	NAB Access	Notes Fax Request	Notes Pager Request
	3.6	3.5	3.4	3.3	3.2	3.1	2.6	2.5	2.4	2.3	2.2	2.1	1.16	1.15
Kristina Wolfe	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Erin Greer	P	P	P				P	P	P			P	P	P
Melissa Preston	P	P	P				P	P	P			P	P	P
Lon Sorenson	P	P	P				P	P	P			P	P	P
Mary Overbey	P	P	P				P	P	P			P	P	P
Andrew Sisk	P	P	P				P	P	P			P	P	P
Paul Thornell	P	P	P				P	P	P			P	P	P
Trooper Sanders	P	P	P				P	P	P			P	P	P
Ajay Koduri	P	P	P				P	P	P			P	P	P
Todd Dennett	P	P	P				P	P	P			P	P	P

Appendix B: ARMS Test Results

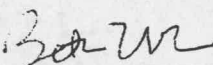
ARMS Testing	Processing of Document Link in Message Body	Formatted Text Message Processing	Non-Text (Graphics) Message Processing	Multiple Attachment Processing	Public Group Name Processing in BCC Field	Public Group Name Processing in CC Field	Public Group Name Processing in TO Field
	3.13	3.12	3.11	3.10	3.9	3.8	3.7
Kristina Wolfe	F	P	P	P	P	P	P
Erin Greer	F	P	P	P	P	P	P
Melissa Preston	F	P	P	P	P	P	P
Lon Sorenson	F	P	P	P	P	P	P
Mary Overbey	F	P	P	P	P	P	P
Andrew Sisk	F	P	P	P	P	P	P
Paul Thornell	F	P	P	P	P	P	P
Trooper Sanders	F	P	P	P	P	P	P
Ajay Koduri	F	P	P	P	P	P	P
Todd Dennett	F	P	P	P	P	P	P

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THE WHITE HOUSE
WASHINGTON

September 29, 2000

MEMORANDUM FOR: ALL EXECUTIVE OFFICE OF THE PRESIDENT STAFF

FROM: BETH NOLAN 
COUNSEL TO THE PRESIDENT

RE: RETENTION OF E-MAIL

The White House has been informed by its computer contractor of a new anomaly that appears to affect electronic mail ("e-mail") searches using our Automated Records Management System ("ARMS"). Until this problem is resolved, it will be necessary for all EOP staff to save on their computers, and not delete, all e-mail messages (except for purely personal e-mail messages). We have been advised that e-mail can be retained temporarily in this manner with no adverse effect on our computer system.

Thus, until further notice, all EOP employees must save (and not delete) all non-personal e-mail messages presently on your computer, as well as all non-personal e-mail messages that may be sent from or received on your computer from this point forward. In other words, do not delete any e-mail messages except for purely personal e-mail messages, until further notice.

Our computer contractor is working on this matter, and we hope that it will be resolved soon.



EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF ADMINISTRATION
WASHINGTON, D.C. 20503

January 30, 2001

MEMORANDUM FOR: PHILLIP LARSEN
SPECIAL ASSISTANT TO THE PRESIDENT FOR
MANAGEMENT AND ADMINISTRATION

FROM: LEANNA F. TERRELL 
ASSOCIATE DIRECTOR
INFORMATION SYSTEMS AND TECHNOLOGY

SUBJECT: Deletion of E-mails off EOP Computers

Request permission for EOP staff and Contractor personnel to begin deletion of email off their Lotus Notes Email accounts. IS&T had an Independent Verification and Validation of the viability of the EOP Automated Records Management System (ARMS) system by VISTRONIX Corp., who confirmed that the E-mail archival process is fully functional and operational.

Background:

On September 29, 2000 the Counsel to the President, Beth Nolan issued a memorandum to all EOP staff and Contractor personnel to retain (not delete) all non-personal email messages on the computer (*see* attachment A). This included emails incoming as well as outgoing that were not of a purely personal nature. This precautionary action was taken due to an anomaly discovered within the EOP Lotus Notes ARMS Interface software program (*see* attachment B).

On December 18, 2000 a memo was submitted asking that this order be rescinded (*see* attachment C); that request was approved (*see* attachment D), but never disseminated to all of EOP. This has created a situation, where there are staff newly hired as of January 20, 2001, who are deleting their email and another segment of staff who are still not deleting.

More importantly, the retention of such a massive amount of email is putting a tremendous burden on the network infrastructure. Personal email accounts are being over taxed with just the pure volume of emails held within their systems.

It should be noted that all of these emails have already been captured and archived in the ARMS. Those disks of data and their back up tapes are in the process of being transferred to the National Archives.

Recommendation:

Promulgate an EOP-wide memorandum giving permission to staff to recommence deletion of those emails out of their Lotus Notes email accounts and off their personal computer.

Approve _____ Date _____
Phillip Larsen

Attachments

NORTHROP GRUMMAN

EOPNG-00-0404

MEMORANDUM:

TO: Daniel Barry
COTR

FROM: Albert F. Leister, Jr.
Program Manager

DATE: October 24, 2000

SUBJECT: Remedy for the Lotus Notes/ARMS Multi Host Interface

The Lotus Notes/ARMS Multi Host Interface anomaly reported in a memo (EOPNG-00-0297) on August 31, 2000 has been fixed. Functional tests of the revised ARMSMON.EXE executable were performed. Potential problems with the operation of the revised ARMSMON.EXE code identified during preliminary tests on September 27, 2000 were fixed. Final functional testing was conducted on October 6, 2000 with all test results given to Ms. Sharon Whitt (EOP/IS&T). No further problems were encountered.

The EOP Enterprise Configuration Control Board (ECCB) approved the implementation of the revised ARMSMON.EXE executable on October 12, 2000. Message processing using the revised ARMSMON.EXE code began in a production environment on October 12, 2000. Automated Records Management System (ARMS) processing has again started for messages dated October 1, 2000 to the present. Log reports for message processing sequence numbers are submitted to Ms. Sharon Whitt on a daily basis.

We are currently awaiting records disposition authorization from IS&T as mentioned in the meeting with NARA officials. This will provide us the needed disk space required to commence recovery of email from June 1, 2000 to September 30, 2000 and subsequently email from April 15, 2000 to May 31, 2000.

NORTHROP GRUMMAN

EOPNG-99-0404



EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF ADMINISTRATION
WASHINGTON, D.C. 20503

September 18, 2000

MEMORANDUM FOR

BETH NOLAN
COUNSEL TO THE PRESIDENT

LISA BROWN
COUNSEL TO THE VICE PRESIDENT

DINAH BEAR
GENERAL COUNSEL
COUNCIL ON ENVIRONMENTAL QUALITY

ROBERT G. DAMUS
GENERAL COUNSEL
OFFICE OF MANAGEMENT AND BUDGET

EDWARD JURITH
GENERAL COUNSEL
OFFICE OF NATIONAL DRUG CONTROL POLICY

HOLLY GWIN
CHIEF OF STAFF AND GENERAL COUNSEL
OFFICE OF SCIENCE AND TECHNOLOGY POLICY

FROM:

MICHAEL BARTOSZ *MLB*
GENERAL COUNSEL

SUBJECT:

New Automated Records Management System (ARMS) Anomaly

Northrop Grumman has recently informed the Office of Administration that there is a new anomaly in the Lotus Notes to ARMS interface that is affecting the accuracy of email messages received by ARMS since April 15, 2000. As we understand the anomaly at this point, the system is mismatching header information (to/from) from certain emails with the body information (text) from other emails in approximately one percent of the total message population. As a result of the anomaly, ARMS is likely to hold certain mismatched e-mails that contain messages from authors who in fact never sent such a message. In other cases, due to the anomaly, messages that were in fact sent by a particular author are not found in ARMS. Because there are mismatched e-mails as well as e-mails that are missing from ARMS, the anomaly will affect the accuracy and completeness of all ARMS searches seeking records from April 15, 2000 on. Thus, searches covering the affected period should not be certified as accurate and complete.

Please note that this anomaly is separate and distinct from the Mail2 anomaly that affected incoming internet email to certain users from August of 1996 to November of 1998, and the Letter D anomaly that affected incoming internet email to certain users from November of 1998 to May of 1999. As you know, we are currently in the process of restoring the email related to these anomalies from backup tapes, and will advise you when this process is complete.

We will notify you as soon as Northrop Grumman fixes the newly identified Lotus Notes to ARMS interface anomaly and will keep you apprised of their efforts to remedy the inaccurate and missing information in ARMS as information becomes available. If you have any further questions regarding this matter, please do not hesitate to contact me at 395-1274.