Item 13 b
Automatic transfer of emails: To advise of new arrangements (ST)

Parish council emails:

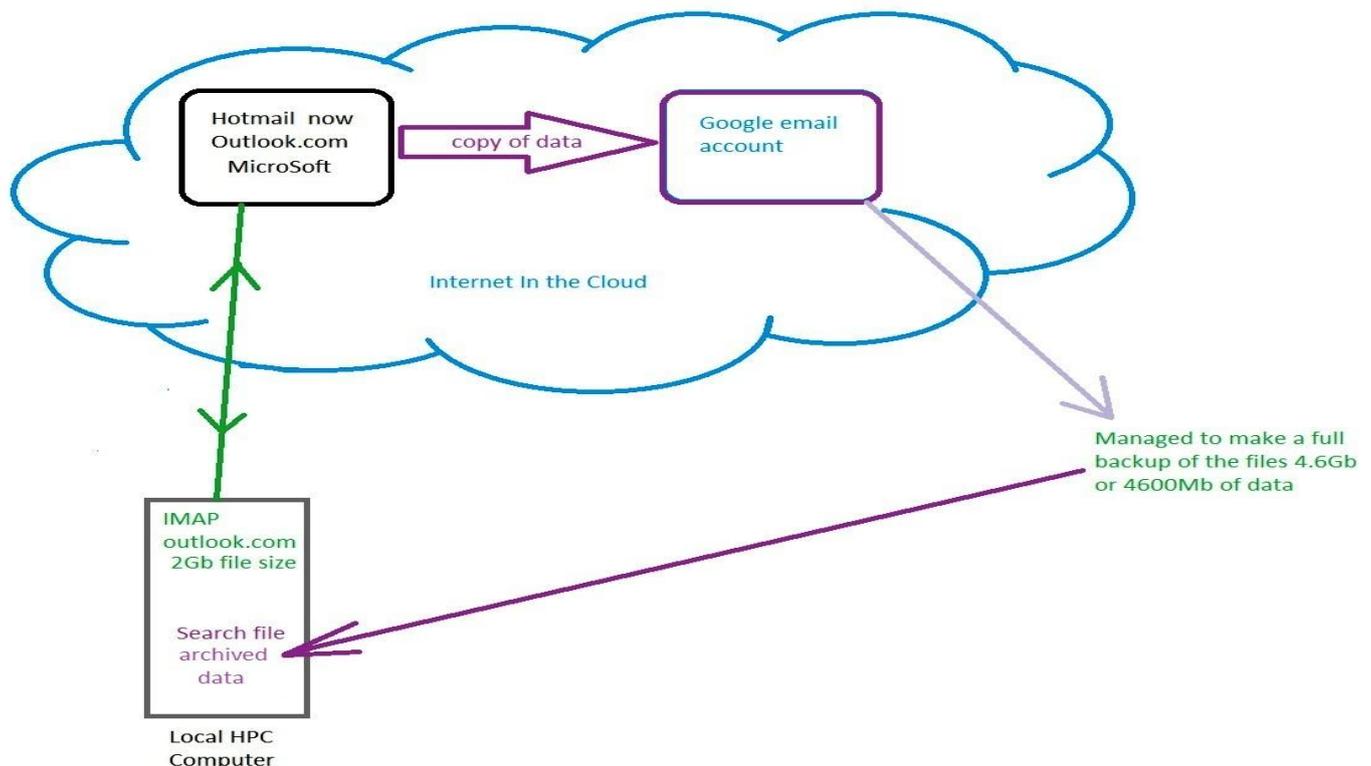Problem: Our clerk Brian has had major difficulty is searching the Hartlebury.clerk@hotmail.com account. Microsoft has transferred Hotmail to their Outlook.com service which has a major draw back. If a large number of files are on the system, in this case there are over 20,000 emails, held in the send and received folders.
Concern over the risk of loss of data since Hotmail is a free service; they don't give assurance on the service. It is almost impossible to search the 20,000 odd emails they could only be seen by paging 200 at a time this is very time consuming. The estimated files size was greater that 2 GB, later it turned out to be 4.5 GB

What has been done to lower the risk of data loss, the Microsoft Hotmail has been forwarded to a Google email account hartlebury.clerk.hpc@gmail.com It took half a day for the transfer to complete, this now gives a second copy on the Google server which are separate to Microsoft Outlook.com service both are free.

I have also made it possible for Brian to access the hotmail emails via Outlook 2003 on the Parish computer using IMAP which creates another problem only 2Gb of data can be held on this version of Outlook, IMAP only uses the "Header" information which is basically the sender subject line and the body of the email, attachments are not directly down loaded. Brian and I felt I would be best to have a direct copy of all the information, especially if there was loss of internet access. This was done by using the Google email (IMAP) to synchronise to a backup folder this worked successfully (took 12 hours), this was not possible via hotmail. This will enable Brian to run fast searches in Outlook 2003, he will need assistance in how to use it that's the next challenge.

Please also refer to the simplified diagram.

RISK: was High for potential data loss, now reduced to low.

Key
IMAP and POP3 this relates to the two main types of email services, IMAP is the preferred since it can change what is on line at the same time
Outlook.com this is Microsoft's cloud based email, Hotmail now use it.
Outlook 2003 Microsoft office application used on the Parish PC, has limitations using IMAP on this version max 2 GB of data