



Technology and Computing Services
Emporia State University

TO: Information Technology Council
Provost Council
Faculty Senate Executive Committee

FROM: Mike Erickson, Associate Vice President / Chief Information Officer

SUBJECT: Proposal regarding Email and Home Directory Quotas

DATE: April 10, 2009

Email is a core component of TCS' service portfolio offered to all employees and students. Maintaining that service at a reliable level requires significant infrastructure and personnel resources. Over the past few years, the rate of growth of email box size (the amount of email messages stored by an individual) has dramatically increased. Keeping pace with this growth has reached crisis levels from multiple perspectives: disk space required, backup resources (and time) required, and personnel resources required. Likewise, network-based home directory space has begun to similarly increase in usage at an alarming rate, leading to resource demands that are not sustainable with current disk space and personnel resources.

To address these issues, TCS recommends the implementation of usage quotas, in the form of a maximum amount of disk space allocated, for both email storage and home directory storage.

Proposed Email Box Limit: 500MB / user Estimated number of users impacted: 250

All other Regents institutions and higher education institutions in Kansas currently have quotas on email boxes, the largest of which is 500MB. Some institutions allow exceptions on an as-needed basis.

Impact of exceeding quota:

- 1) Mail will continue to be received, but mail cannot be sent.
- 2) Notification to user at some pre-determined point before they reach the quota (e.g. 450MB)

Proposed Home Directory Limit: 1.0GB / user Estimated number of users impacted: 160

Of the Regents and higher education institutions in Kansas which provide network storage to faculty and staff, all impose quotas of less than 500MB.

Impact: Once the quota is exceeded, no additional files may be stored on the drive until free space is generated (by moving or deletion of files) and disk usage drops below the quota.

NOTE: In both cases, exceptions would be allowed on a case-by-case basis. A mechanism for requesting an exception would be established.

In order to bring impacted users under the quotas, TCS staff will work to educate individuals on best practices to clean up unnecessary files, archive those that need to be maintained indefinitely but do not need to be readily accessible, and other techniques. The mechanism for bringing individuals into compliance with the quota will involve a cooperative, phased-in approach – not a deadline after which users will be immediately negatively impacted.