

State of North Carolina

Former Employee Mailbox Policy

North Carolina Statewide Policy

Version 1.0

June 17, 2025

Document Information

Revision History

Date	Version	New or Revised Requirement	Description	Author
June 17, 2025	1.0	New	Policy Published	Policy Office

Document Details

Department Name	NCDIT – Internal Operations
Owner	Enterprise Collaboration Services
Title	Former Employee Mailbox Policy
Publication Date	June 17, 2025
Next Release	June 17, 2026
Document Type	PDF
Document Number	1
Version	1.0

Table of Contents

Document Information	2
Revision History	2
Document Details	2
Purpose	4
Content Lead	4
Scope	4
Policy	4
FMR Mailbox Requirements	4
Exceptions for FMR Mailbox Use.....	4
Approval Requirements	5
Regulations and Applicable Laws	5
Enforcement	5
References	6

Purpose

Former employee (FMR) mailboxes are mailboxes that can be used to provide managers with access to former employees' existing email accounts. This policy outlines the requirements for FMR mailboxes to ensure the access of these mailboxes meets security, regulatory, and retention requirements. FMR mailboxes shall not be used to send emails.

This policy applies to all FMR mailboxes that are requested for any former state employee.

Content Lead

N.C. Department of Information Technology – Enterprise Collaboration Services

Scope

This policy applies to all state agencies, as defined in N.C.G.S.143B-1320(a)(17), that request FMR mailboxes for former employees.

Policy

FMR Mailbox Requirements

The primary purpose of FMR shared mailboxes is to provide managers with access to existing emails for a limited period of no longer than 30 days.

- For simple access to former employee's existing emails, delegated admins will continue to convert mailboxes to FMR mailboxes, when requested.
 - These FMR mailboxes will be removed after 30 days.
- Continued delivery of emails to an FMR mailbox by adding an alias for the former employee's email address is prohibited without an exception.
 - Shared mailboxes are not licensed and violate contractual licensing obligations.
 - Shared mailboxes without a license do not retain email and, therefore, do not meet NC state retention requirements.

Exceptions for FMR Mailbox Use

If a need arises for an FMR mailbox to continue to receive emails for an extended period (i.e. VIP, Critical Roles, etc.), an exception request will need to be submitted and approved. This will ensure that all security and retention requirements continue to be met.

- If the former employee's email delivery is required for an extended period after employment, the account must be converted first to an FMR mailbox.
 - Once the account is converted, delegated admins must submit an exception request in ServiceNow with reasonable business justification to add a license and alias to the FMR mailbox.
 - If approved, NCDIT Enterprise Collaboration Services will apply the alias email address and the license for the mailbox.
 - The FMR mailbox must not be used to send emails on behalf of the former employee.
 - These FMR mailboxes will be removed after 30 days.

Approval Requirements

Access requests for FMR mailboxes must be approved by the Agency CIO or designated delegate.

Regulations and Applicable Laws

The following reference sections in the N.C. General Statutes provide additional information with respect to compliance with state law:

- N.C.G.S. 143B-1320(a)(17) – Definitions; scope; exemptions
- N.C.G.S. 143B-1321 – Powers and Duties of the Department
- N.C.G.S. 143B-1322 – State CIO Duties
- N.C.G.S. 143B-1325 – State information technology consolidated under the Department of Information Technology
- Executive Order 18 – Email Retention and Archiving Policy (July 7, 2009)
- Executive Order 12 – Amending the State Email Retention (May 21, 2013)

Enforcement

After 30 days, or the approved exception period, FMR mailboxes will be deleted by NCDIT.

References

[Functional Schedule for North Carolina State Agencies](#) – February 24, 2025