

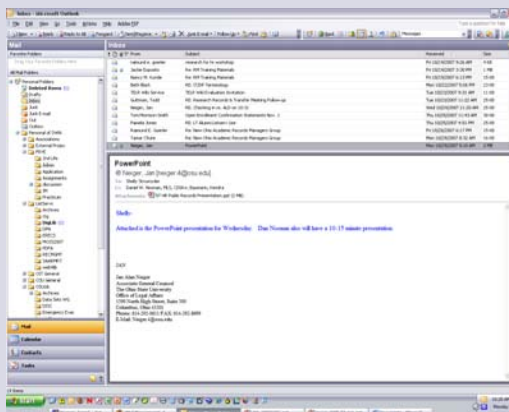


MANAGING EMAIL:

IN A RECORDS & INFORMATION MANAGEMENT ENVIRONMENT



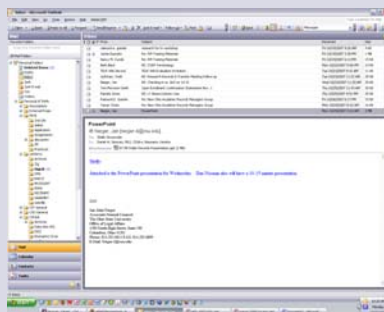
IS E-MAIL A RECORD OR NOT?





IS E-MAIL A RECORD OR NOT?

- Well that depends...
- ...what we have to understand is that email is not a record type or series, but is a means of conveying information similar to the United States Postal Service...



MANAGING E-MAIL: STORAGE OPTIONS



E-MAIL STORAGE OPTIONS

- On-line Storage
- Near-line Storage
- Off-line Storage



ON-LINE STORAGE...

- Pros:
 - Maintains full functionality of the email message
 - Timeliness of searchability, access, & reuse
- Cons:
 - Costly
 - Unable to "fix" as a record
 - Manually manage lifecycle
 - System performance





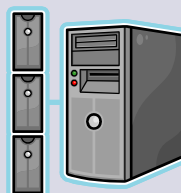
NEAR-LINE STORAGE

■ Pros:

- Ability to “fix” the email as a record
- Automated lifecycle management
- Timeliness of searchability and access

■ Cons:

- Costly
- Potential loss of functionality for reuse as an “email”



OFF-LINE STORAGE

■ Pros:

- Ability to “fix” the email as a record
- Ability to integrate one’s paper-based and electronic recordkeeping systems

■ Cons:

- Loss of functionality for reuse as an “email”
- Potential loss of metadata
- Loss of searchability and multiple access points
- Manually manage lifecycle



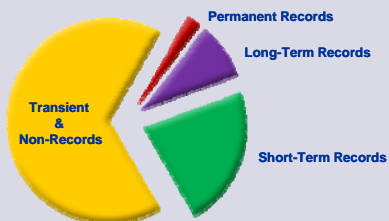


MANAGING EMAIL:

MANAGEMENT GUIDELINES & APPROPRIATE PRACTICES



EMAIL STORAGE STRATEGIES

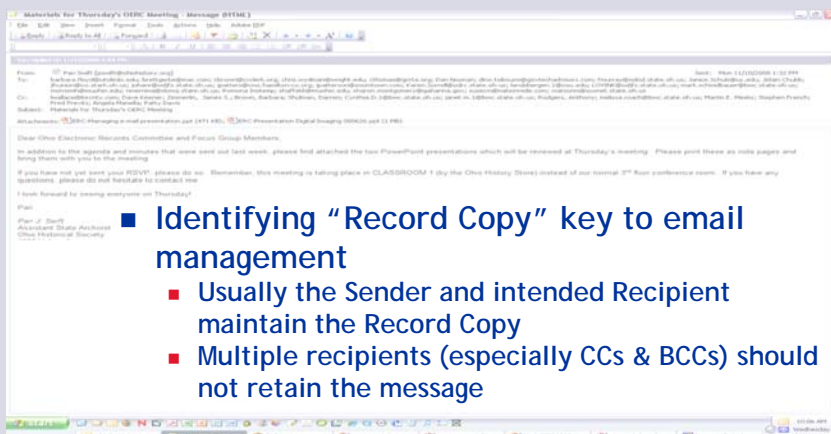


■ Storage depends on retention period....





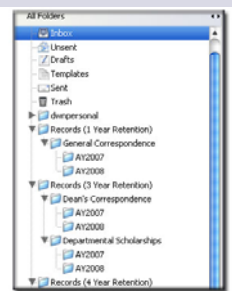
WHO KEEPS THE MESSAGE?



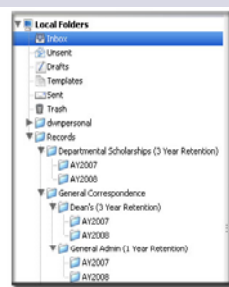
- Identifying “Record Copy” key to email management
 - Usually the Sender and intended Recipient maintain the Record Copy
 - Multiple recipients (especially CCs & BCCs) should not retain the message



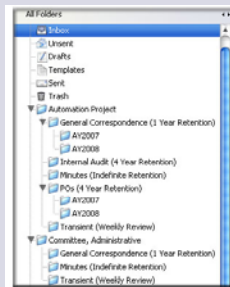
HOW DO WE FILE E-MAIL?



...by Retention Time...



...by Record Series...



...by Project, Subject, etc...



EMAIL USAGE TO FACILITATE MANAGEMENT...

- Categorizing and managing email is much more straightforward when we utilize intelligent and information rich "Subject Lines".
- Subject lines typically treated as SPAM or a potential virus containing email:
 - "Hi!"
 - [No Subject]



EMAIL USAGE TO FACILITATE MANAGEMENT...

- | | |
|---|---|
| <ul style="list-style-type: none"> ■ BAD: ■ Minutes ■ Available? ■ Meeting ■ Email Question | <ul style="list-style-type: none"> ■ GOOD: ■ Minutes Executive Committee 20100318 ■ Minutes Executive Committee March 18, 2010 ■ SIS Project Meeting Tuesday (7/4) @ 2PM - Are you available? ■ Main Street Project Meeting Tuesday (7/4) @ 2PM - Agenda Attached ■ Need advice regarding email management |
|---|---|



MANAGING E-MAIL:

ADDITIONAL CONSIDERATIONS



PUBLIC RECORDS CHALLENGES

- Accessibility in native format...
- Maintained in a manner to preserve contextual information...
- Maintained in a manner to facilitate access & retrieval...





ROLES & RESPONSIBILITIES...

- ...must be clearly defined to ensure compliance with Ohio & Federal law...

- Identify Roles...
- Determine responsibilities...
- Adopt & implement procedures...



ROLES & RESPONSIBILITIES...

- Train staff
- Monitor compliance regularly
- Preserve data integrity, confidentiality and physical security





ENSURE THE FOLLOWING...

- ...up-to-date systems documentation
- ...appropriate system security
- ...ability to retains data and audit trails



ENSURE THE FOLLOWING...

- Rules of evidence require that the system be reliable...
 - ...to assist in litigation
 - ...to ensure admissibility in court
 - ...to demonstrates that an organization adheres to its records management policies and procedures
- System administrator has authority and capability to institute a "legal hold" process





ENSURE THE FOLLOWING...

- Record copy is identified and maintained
- Backups are regularly...
 - ...performed
 - ...consistent
 - ...coordinated with disposition
 - ...are not being used as an archive



MANAGING EMAIL:

CONCLUSION