

Email Management Basics

1



Emails are records and must be managed
and retained according to records
management laws

It's the Law... a State Record is:

Recorded information in any medium;

Created or received by or on behalf of a state agency

Documenting activities in the conduct of
state business



Why is Email Management Important?

Storage is expensive

Free up space on servers

Improved information retrieval

Risk Management

Email is a format

Retention is determined by the content

Who is the Record Keeper?

The person who has the record copy, which needs to be kept for the full retention period

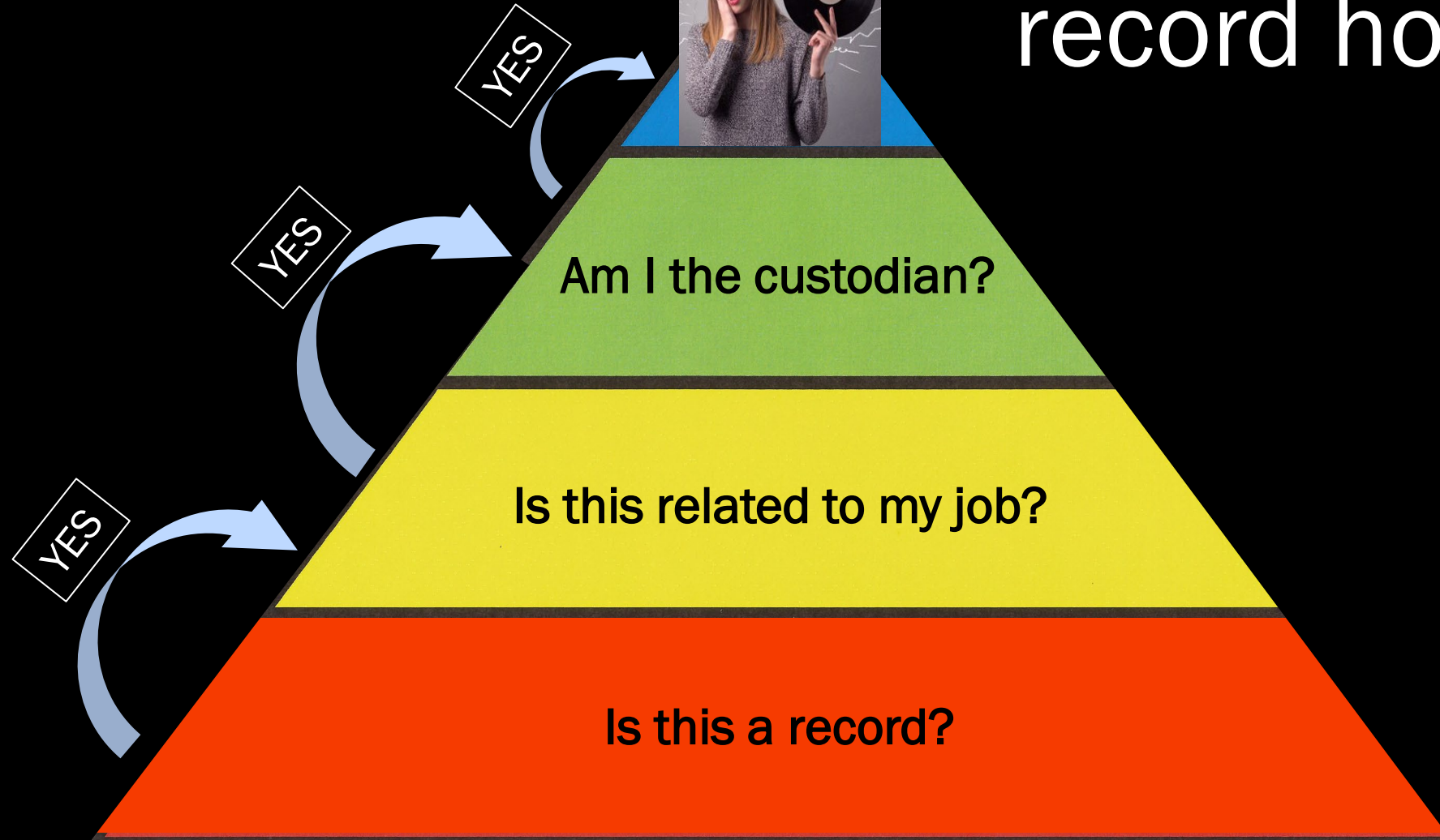
Sender is typically the record keeper

Recipient copy is also a record if:

- You need to take action based on message

- Message required for adequate documentation of action

You are the record holder



Am I the custodian?

Is this related to my job?

Is this a record?

Common records series for Email

Section 1. Administration Records

- ▶ General (1.1.008) -- 2 years

Section 4. Fiscal Records

- ▶ Transfers or Budget Revisions (4.1.007) -- FE + 3 years (9/01/2023)

Section 6. Student Records

- ▶ Recruitment Materials (06.100.20) -- AC
- ▶ Student Activities and Organizations (06.604.10) -- US + 1 year

Reference

Transitory Information

aka... **Temporary**

Not essential to documenting business, fulfilling statutory obligations, and not regularly filed within your office's recordkeeping system

Examples:

- ◆ Staff meeting notices or reminders
- ◆ Courtesy ("cc")*

Email File Plan Example

Section 1. Administration Records

- ▶ General (1.1.008) -- 2 years

Section 4. Fiscal Records

- ▶ Transfers or Budget Revisions (4.1.007) -- FE + 3 years (9/01/2023)

Section 6. Student Records

- ▶ Recruitment Materials (06.100.20) -- AC
- ▶ Student Activities and Organizations (06.604.10) -- US + 1 year

Reference

◀ Inbox 2

- ◀ Administration
 - General Correspondence
- ◀ Fiscal Records
 - Transfers/Bud Revisions (4.1.007) - FE+3 (9/1/01/23)
- ◀ Student Records
 - Recruitment materials
 - Student Activities and Organizations (6.604.10) US + 1 year
- ◀ Student Activities & Organizations
- ◀ Reference

Inbox Management

The image shows the Outlook 'Account Information' page. A red arrow labeled '1' points to the 'Manage Rules & Alerts' icon in the left sidebar. A second red arrow labeled '2' points to the 'Rules and Alerts' section in the main content area. A third red arrow labeled '3' points to the 'Rules Wizard' dialog box, which is open over the 'Rules and Alerts' section. The dialog box shows 'Step 1: Select a template' with options like 'Stay Organized' and 'Start from a blank rule'. The 'Apply rule on messages I receive' option is selected. Below the dialog box, a preview of the rule description is shown: 'Apply this rule after the message arrives sent only to me and sent to McKaskle, Karen and with lunch in the subject move it to the Deleted Items folder'. At the bottom of the dialog box, there are 'Cancel', '< Back', 'Next >', and 'Finish' buttons.

1

2

3

Rules Wizard

Start from a template or from a blank rule
Step 1: Select a template

Stay Organized

- Move messages from someone to a folder
- Move messages with specific words in the subject to a folder
- Move messages sent to a public group to a folder
- Flag messages from someone for follow-up
- Move RSS items from a specific RSS Feed to a folder

Stay Up to Date

- Display mail from someone in the New Item Alert Window
- Play a sound when I get messages from someone
- Send an alert to my mobile device when I get messages from someone

Start from a blank rule

- Apply rule on messages I receive
- Apply rule on messages I send

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
sent only to me
and sent to McKaskle, Karen
and with lunch in the subject
move it to the Deleted Items folder

Cancel < Back Next > Finish

Rules Wizard

Which condition(s) do you want to check?
Step 1: Select condition(s)

- sent to people or public group
- sent only to me
- with specific words in the subject
- from people or public group
- through the specified account
- where my name is in the To box
- marked as importance
- marked as sensitivity
- flagged for action
- where my name is in the Cc box
- where my name is in the To or Cc box
- where my name is not in the To box
- with specific words in the body
- with specific words in the subject or body
- with specific words in the message header
- with specific words in the recipient's address
- with specific words in the sender's address
- assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
sent only to me
and sent to McKaskle, Karen
and with lunch in the subject
move it to the Deleted Items folder

Cancel < Back Next > Finish

Rules Wizard

What do you want to do with the message?
Step 1: Select action(s)

- move it to the specified folder
- assign it to the category category
- delete it
- permanently delete it
- move a copy to the specified folder
- forward it to people or public group
- forward it to people or public group as an attachment
- redirect it to people or public group
- have server reply using a specific message
- reply using a specific template
- flag message for follow up at this time
- clear the Message Flag
- clear message's categories
- mark it as importance
- print it
- play a sound
- mark it as read
- stop processing more rules

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
sent only to me
and sent to McKaskle, Karen
and with lunch in the subject
move it to the Deleted Items folder

Cancel < Back Next > Finish

Rules Wizard

Are there any exceptions?
Step 1: Select exception(s) (if necessary)

- except if from people or public group
- except if the subject contains specific words
- except through the specified account
- except if sent only to me
- except where my name is in the To box
- except if it is marked as importance
- except if it is marked as sensitivity
- except if it is flagged for action
- except where my name is in the Cc box
- except if my name is in the To or Cc box
- except where my name is not in the To box
- except if sent to people or public group
- except if the body contains specific words
- except if the subject or body contains specific words
- except if the message header contains specific words
- except with specific words in the recipient's address
- except with specific words in the sender's address
- except if assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from Bachman, Rebekah
move it to the Spambox folder
and stop processing more rules

Cancel < Back Next > Finish

Rules Wizard

Finish rule setup.

Step 1: Specify a name for this rule

sent only to me

Step 2: Setup rule options

Run this rule now on messages already in "Inbox"

Turn on this rule

Create this rule on all accounts

Step 3: Review rule description (click an underlined value to edit)

Apply this rule after the message arrives
sent only to me
and sent to McKaskle, Karen
and with lunch in the subject
move it to the Deleted Items folder

Cancel < Back Next > Finish

4

5

6

Finish

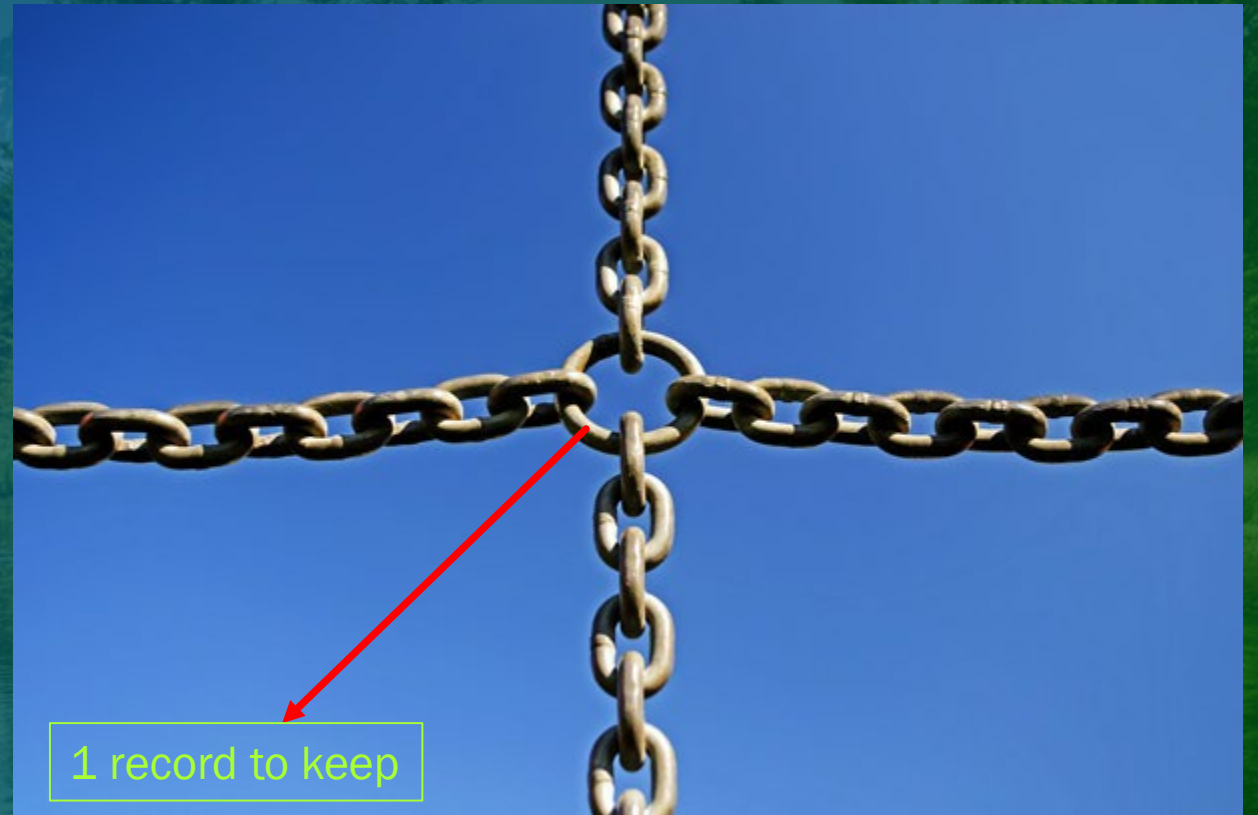
12

Meaningful Subject Lines

Poor	Good or descriptive
Helpful info	Contact Info for RMA
Report	Quarterly Financial Report FY21
Minutes	November 2000 Department Meeting Minutes
Important	New Work from Home Procedures
Today?	Lunch Plans today?
News	New Assistant Director Appointed

Keep the Chain

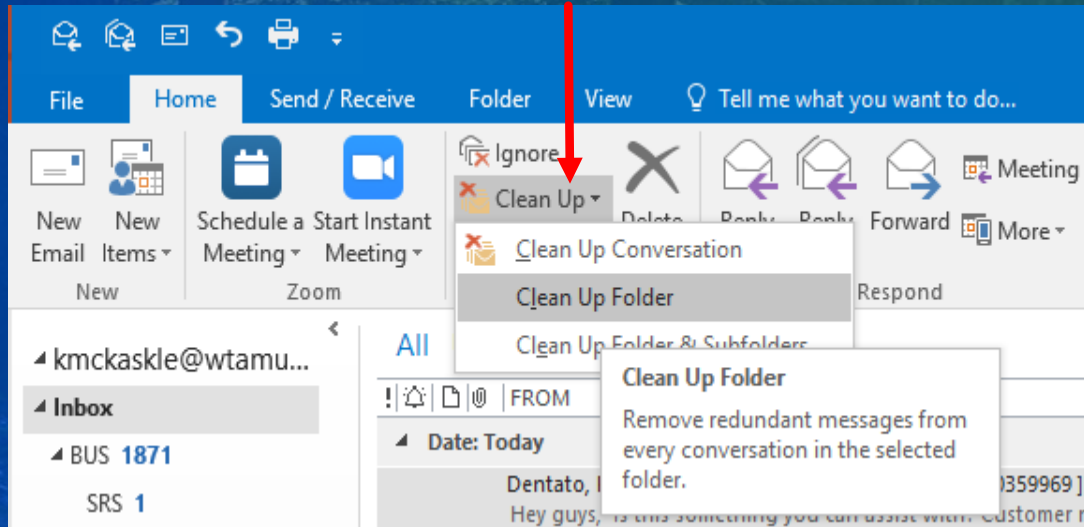
Instead of saving every response in a conversation in separate files, maintain the full conversation in one chain or thread and retain the full correspondence in one file.



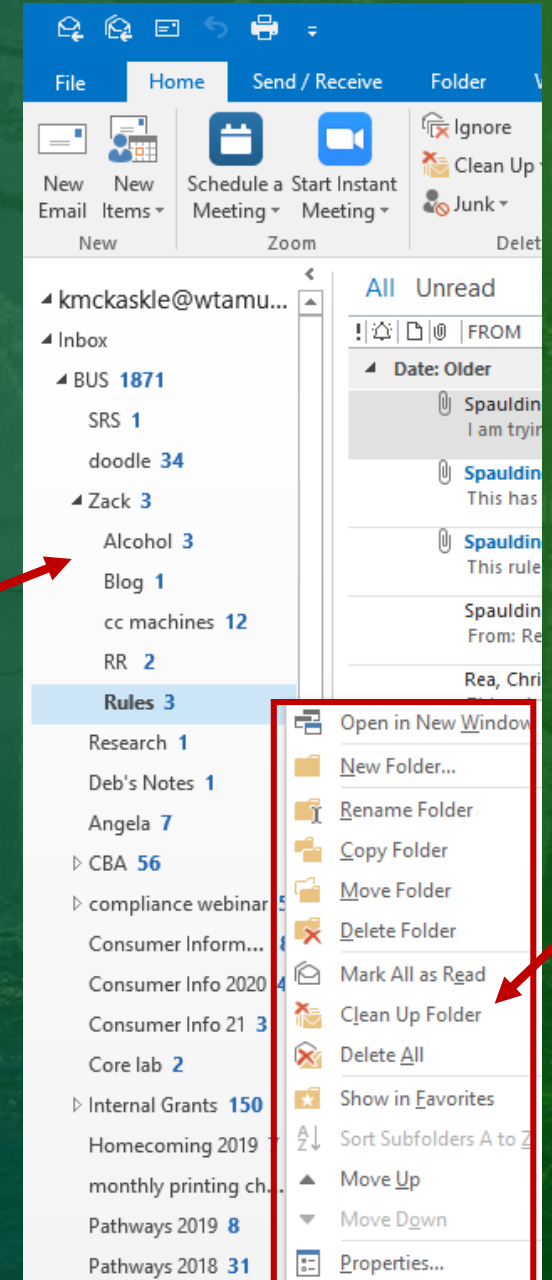
Outlook Clean Up

Evaluates the contents of each message and if it is contained within one of the replies, the previous message is deleted.

Right click on folder



or



Email Disposition

Document on disposition log

Move to Deleted Items / Trash Can

Delete all copies

Backups

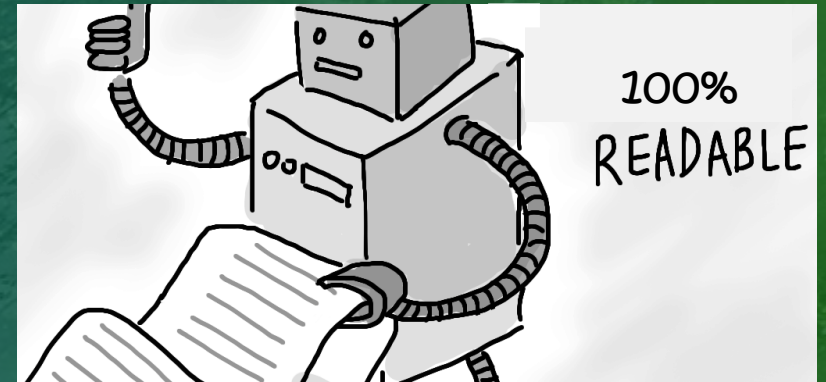
- ◆ Convenience copies
- ◆ Multiple copies / locations



Access Goals



Complete, Authentic,
and Functions adequately

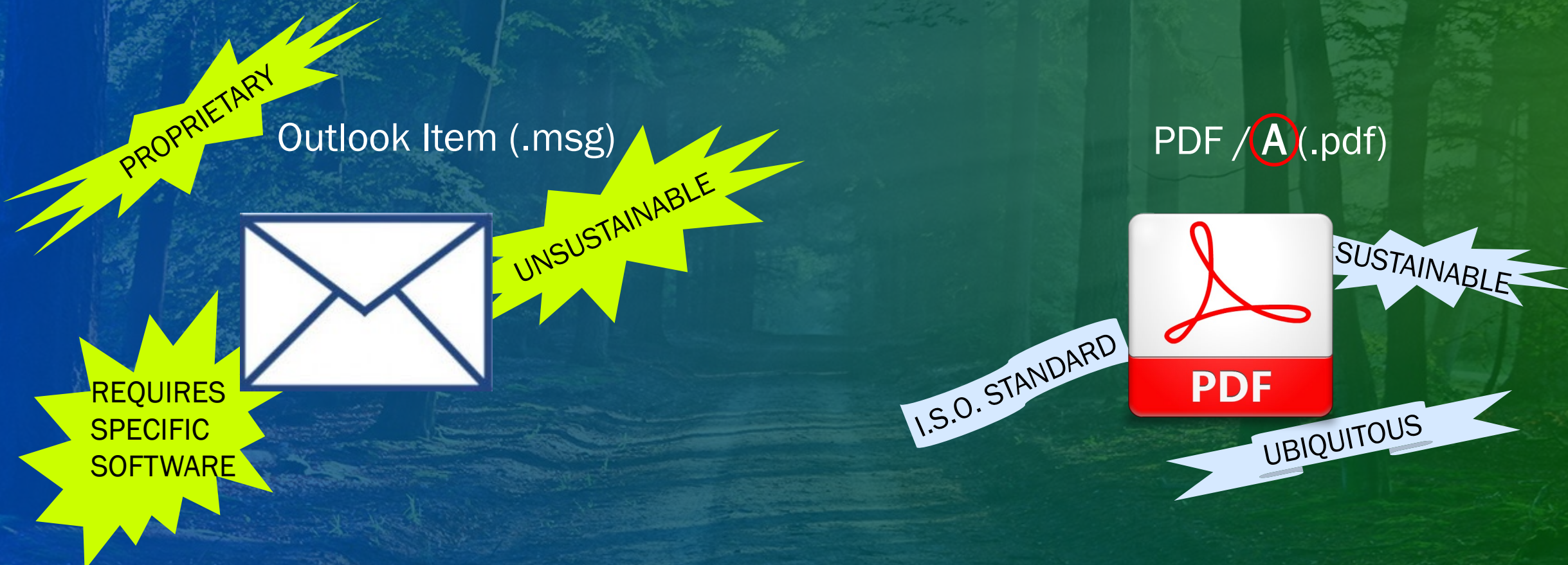


Can be opened and can be read

Availability

Record can be located until
the retention period is met

Format Migration



PDF and PDF/A

Attributes

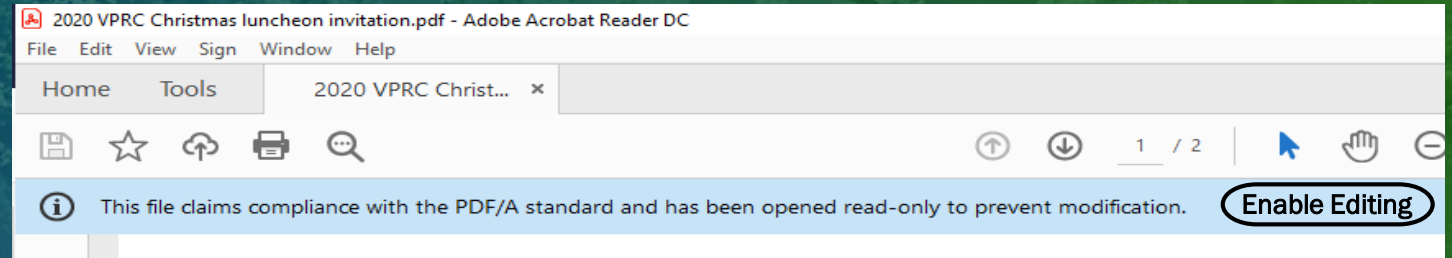
- “A” means archival and can be opened decades from now
- Removes (reduces) mutability risk and provides a universally accepted format
- Prohibits features unsuitable for long term archiving
- Can be opened on different computers; even if they do not have the same fonts installed
- International standard

Negatives

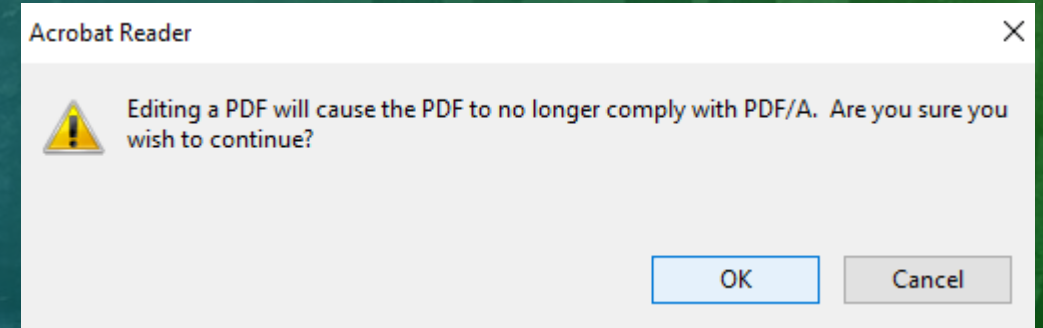
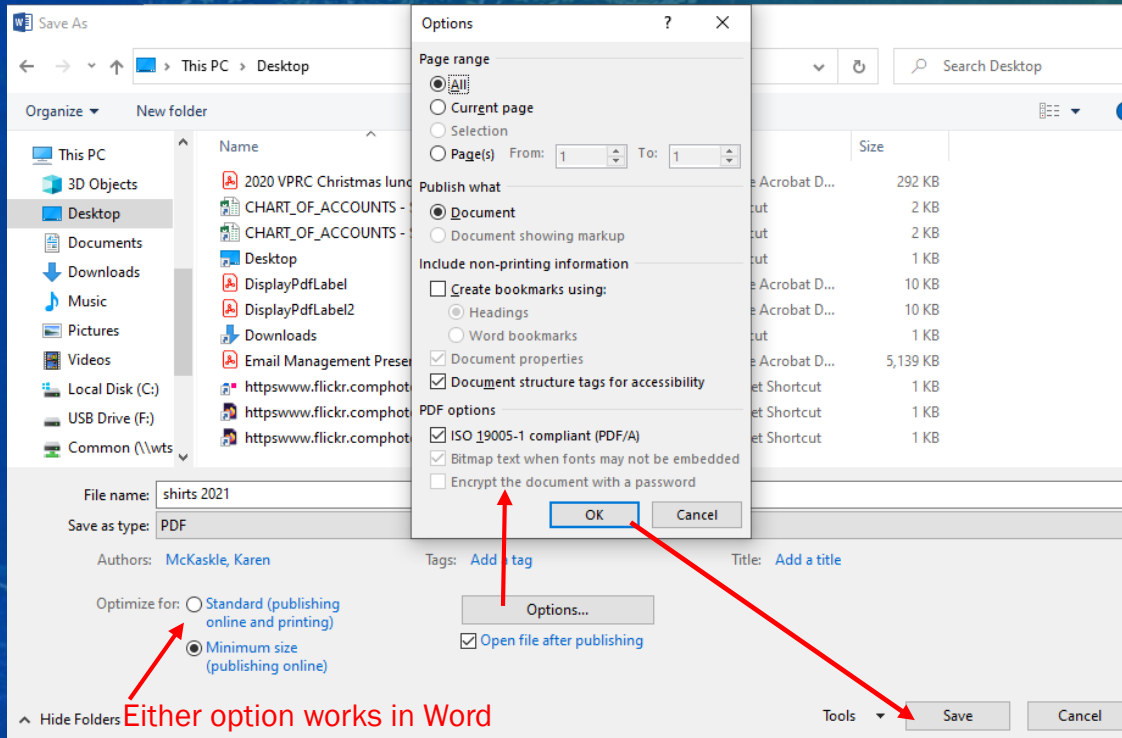
- Fillable PDFs
- Can edit, but must save as PDF/A again or it will save as a PDF after edits
- Some types of documents lose formatting/information when converted
- It looks like a regular PDF in a folder, only know it is a PDF/A file when you open the document

Word to PDF/A

Opening PDF/A document



Saving a Word document as a PDF/A file



PDF/A file can be edited, but must save as PDF/A again

File Formats Matter!

The file format you choose will affect your long-term records management abilities

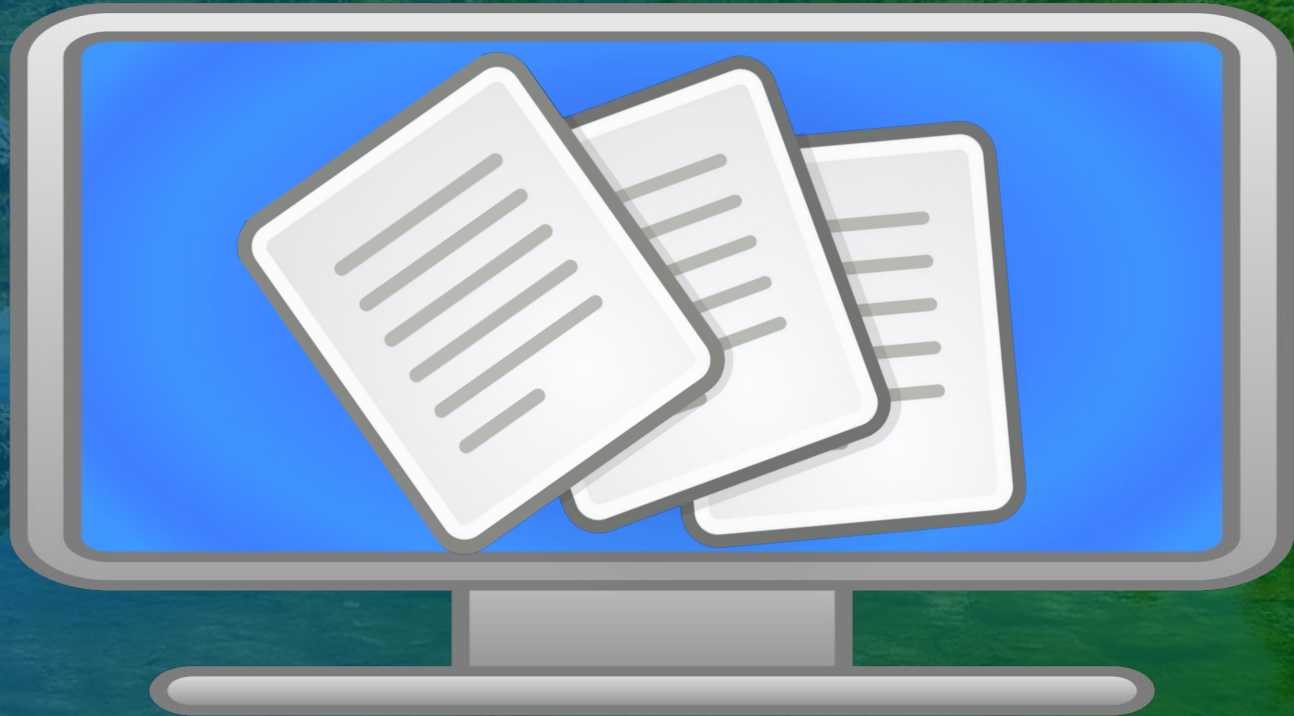
Choose a preservation format for records with 5 + years retention

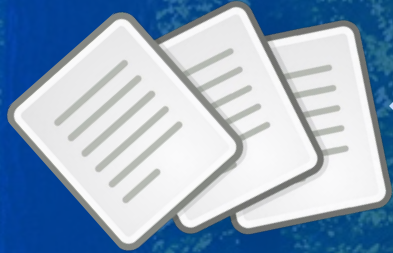
Email Integrity

Entire message exchange

Attachments

Metadata





Data

Data about data

Metadata

- Data about data
- Part of the electronic record
 - Information about the e-record
 - Stays with record
- Created by systems or people

Job Vacancy Notice

Microsoft Word Document



Title:	Jobs
Author:	Jane Doe
Size:	39.8 KB
Date Modified:	01/14/2021 4:36 PM
Tags:	Job, vacancy
Categories:	1.1.002
Content status:	Final
Content type:	Application/vnd.openxml...
Pages:	7
Subject:	EMPLOYMENT ADVER
Comments:	Add comments
Date created:	12/01/2020 1:13 PM
Date accessed:	01/14/2021 4:50 PM
Computer:	PC123456 (this PC)
Last saved by:	Jane Doe

Outlook Email Metadata

Outlook Email

From: [Erica Siegrist](#)
To:
Subject: RE: Regulations on Archived files held by Development Services
Date: Thursday, October 8, 2020 11:02:00 AM

The retention periods for many of the records you will probably be looking for are on [Schedule PW](#).

The retention period for non-historical residential buildings and as-builts is AV, which means "administratively valuable":

Record Number	Record Title	Record Description	Retention Period	Remarks
PW5250-01b	BLUEPRINTS AND SPECIFICATIONS	For residential building permits or certificates of occupancy.	AV.	Retention Notes: a) Review before disposal; blueprints and specifications of some structures may merit PERMANENT retention for historical reasons

Outlook Metadata

From: Erica Siegrist
Sent: Thursday, October 8, 2020 11:03 AM
To:
Subject: RE: Regulations on Archived files held by Development Services

Received: from SA0PR16MB3869.namprd16.prod.outlook.com (2603:10b6:806:80::22) by SN6PR16MB2574.namprd16.prod.outlook.com with HTTPS; Wed, 7 Oct 2020 18:35:31 +0000

Authentication-Results: tsl.texas.gov; dkim=none (message not signed) header.d=none;tsl.texas.gov; dmarc=none action=none header.from=tsl.texas.gov;

Received: from SA0PR16MB3696.namprd16.prod.outlook.com (2603:10b6:806:86::8) by SA0PR16MB3869.namprd16.prod.outlook.com (2603:10b6:806:80::22) with Microsoft SMTP Server (version=TLS1_2, cipher=TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384) id 15.20.3433.32; Wed, 7 Oct 2020 18:35:31 +0000

Received: from SA0PR16MB3696.namprd16.prod.outlook.com ([fe80::24:ddd3:4ed4:cf7c]) by SA0PR16MB3696.namprd16.prod.outlook.com ([fe80::24:ddd3:4ed4:cf7c]) with mapi id 15.20.3455.021; Wed, 7 Oct 2020 18:35:30 +0000

Content-Type: application/ms-tnef; name="winmail.dat"

Content-Transfer-Encoding: binary

From: Andrew Glass <aglass@tsl.texas.gov>

To: Erica Siegrist <esiegrist@tsl.texas.gov>, Megan Carey <mcarey@tsl.texas.gov>, Bonnie Zuber <bzuber@tsl.texas.gov>

Subject: RE: Depositions

Thread-Topic: Depositions

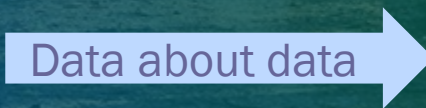
Thread-Index:

AQHwMOfuGR0MEKngHkm1fr051dk1wqmEmF4ggAStT8CAAAXeQIAAD0HggAMV5XCAAZtFIAAASEg
 Date: Wed, 7 Oct 2020 18:35:30 +0000

Message-ID:

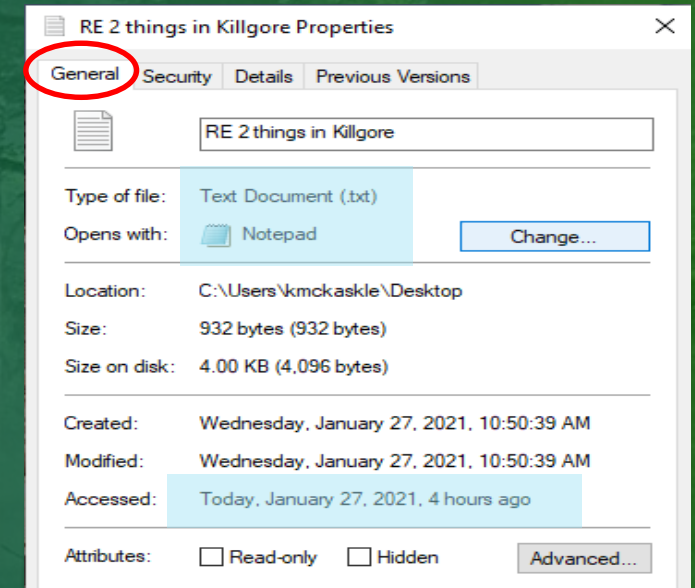
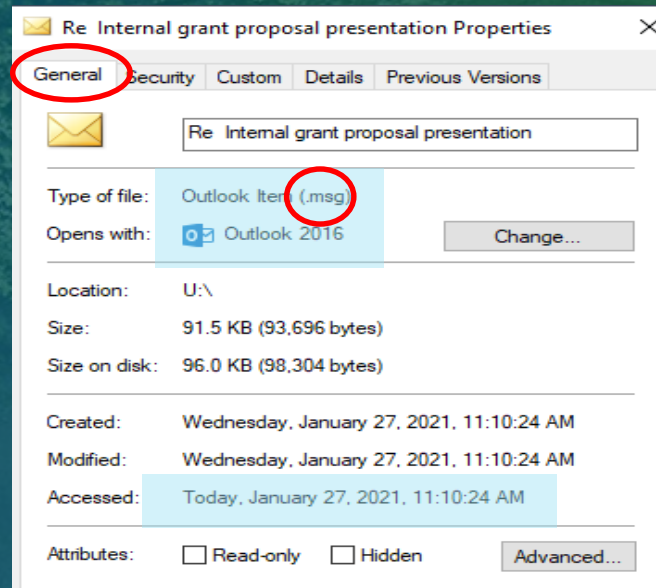
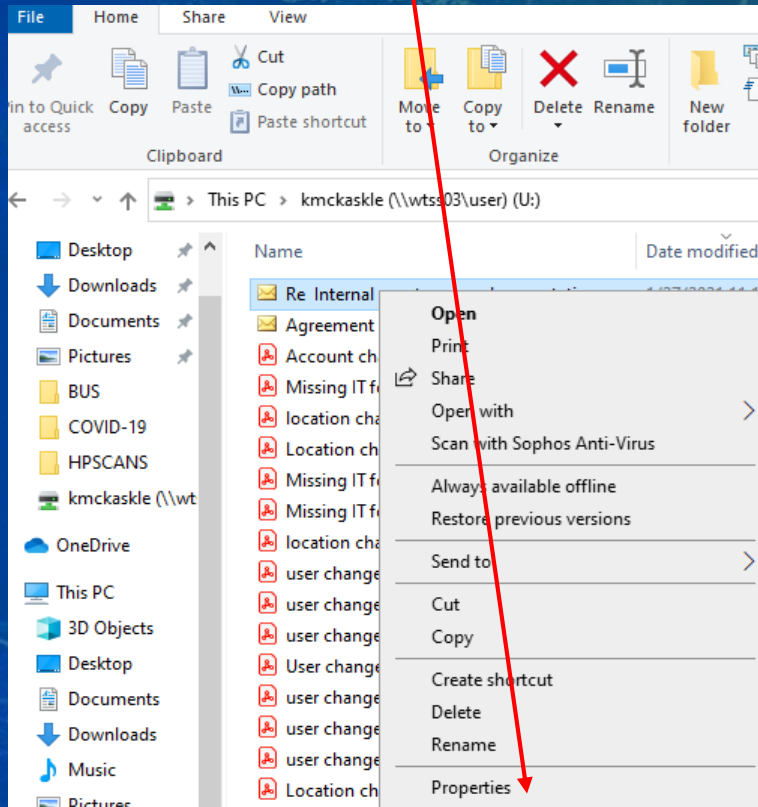
<SA0PR16MB369685DE50176A40A445E8689F0A0@SA0PR16MB3696.namprd16.prod.outlook.com>
 References: <1601659698.495625850@cira.mymailsrvr.com>
 <SA0PR16MB369679DB3A1ABCC46D927E389F310@SA0PR16MB3696.namprd16.prod.outlook.com>
 <SN6PR16MB25744D17DB1BC45D19833AEBF50C0@SN6PR16MB2574.namprd16.prod.outlook.com>
 <SA0PR16MB3710EA4D43391AF71CFD2371950C0@SA0PR16MB3710.namprd16.prod.outlook.com>

<SA0PR16MB369566DDEF302818782AC4159E0C0@SA0PR16MB3695.namprd16.prod.outlook.com>, <SA0PR16MB3710D72D757179CDD9F81674950A0@SA0PR16MB3710.namprd16.prod.outlook.com>
 <SN6PR16MB25749CA3940BE149D0AF30BAF50A0@SN6PR16MB2574.namprd16.prod.outlook.com>

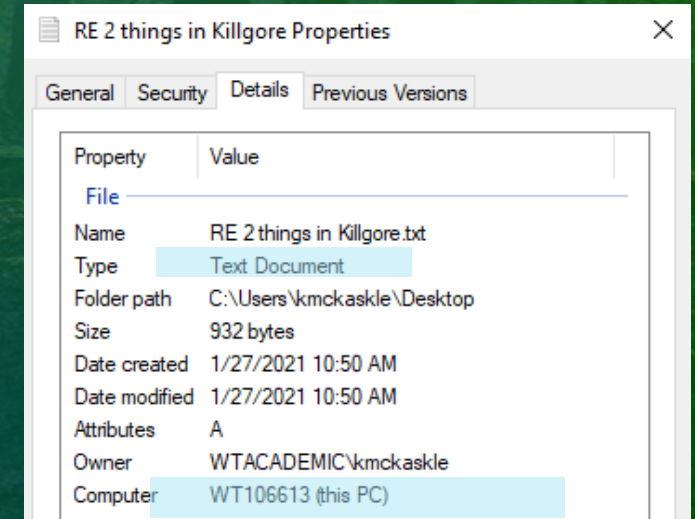
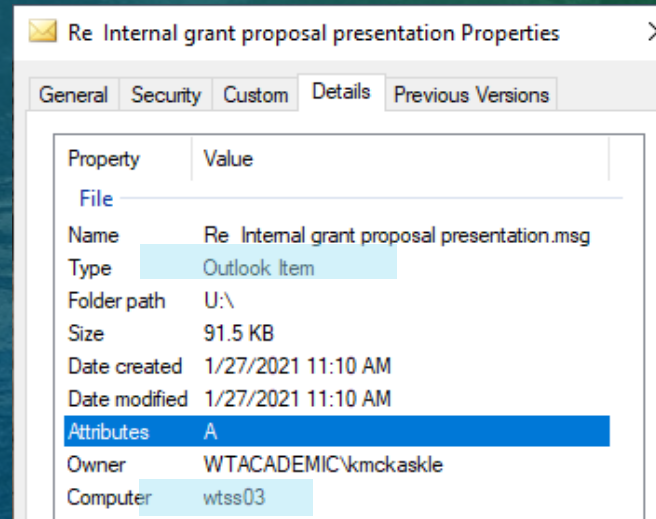


More Metadata

1. Save email as an Outlook Message Format document in Windows
2. Right click on file



Windows File Properties



Which Metadata to Keep?

“Maintain **descriptive and technical** metadata required for electronic state records to be fully understandable by the appropriate designated community, including metadata necessary to adequately support the **authenticity, integrity, reliability, and usability as well as the preservation** of a record.”

I may not be there yet
but I'm closer than
I was yesterday

- Unknown



1

Take Small Steps
Don't try to clean
out your inbox all
in 1 day

2

Devote 5-10
min a day

3

Make it habitual!!!
-Clean as you go
-Be consistent
-Stick with it



Success



Wrap Up

- Laws
- Record Keeper
- Email Management
 - Inbox Management
 - Outlook Cleanup
 - File Plan
- Formats
- Metadata



The Texas Record Blog

<https://www.tsl.texas.gov/slrn/blog/>

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 - New Services
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Thank you.
