E-MAIL MANAGEMENT FOR O365 (AND BEYOND)

UW-Madison Records Management
July 2014
ARMA’s Generally Accepted Recordkeeping Principles® should be applied to all records stored in all formats and media.

“the Principles” = Campus Best Practice in Recordkeeping
WHAT IS E-MAIL?

Short for **electronic mail**, or **e-mail** is **text** messages that may contain **files**, **images**, or other **attachments** sent through a network to a specified individual or group of individuals.

http://www.computerhope.com/jargon/e/email.htm

Structure of e-mail: Metadata, Subject, Body and attachments
Content of e-mail: What is the information in the email?
Context: What is being said in the email and understood?
What type of e-mail can you begin to Delete??

- Before migrating e-mail into O365 it is a great time to clean and delete all the old email.
- Start with e-mails that would be considered NON-RECORDS.
- The benefit of deleting before migration is that old information will not go into a new system.
- It gives you a fresh start with better management and organization of your business communication.
In the paper world you go to the mail box to get your mail. You sort your mail and get rid of the ads (non records) and keep the bills (records).

It’s the same in the electronic world. You have to delete the non records and then organize the emails you need to keep to take action on them.
Some caveats:

- Proportions are not exact
- Your specific proportions may differ
- If you need an email for reference, keep it
NON-RECORDS

• SPAM, E-Lists, BCC or CC’ed e-mails (duplicates), Invites, Reminders,
• List serve - unsubscribe to those you don’t want.
• May be useful as reference material
• NO OBLIGATION to keep under records law

ACTION: Delete on receipt
TRANSITORY EMAIL

- Courtesy Copies, Reference materials or an initial version of a document that has been superseded.
- Rarely useful beyond initial context (or date mentioned, etc.)
- Replaces in-person conversation
- Minimal retention requirements

ACTION: Retain for 7 days and **Delete**
Re: UW – Thunderbird

Subject: RE: UW
From: State Agency Employee
Date: 4/8/2008 11:59 AM
To: UW Employee

Dear UW Employee, can you help me locate someone on campus? A Mick Smith (I don’t believe this is the correct spelling as e-mail bounces back) had called about the ARMA seminar and I gotten some information back to him but did not hear anymore. I wanted to let him know that he can still sign up but his voice message says he is in and out this week and to leave an e-mail. He is the assistant dean in the colleges of letters and sciences. Can you get me his correct spelling of his name? Thanks.

Office Service Bureau Director
Division of Management Services
Dept. of Employee Trust Funds
PO Box 7931
Madison, WI 53707-7931
**Example 2 of Transitory Email**

**Records Management Series: Business Communication**

<table>
<thead>
<tr>
<th>Please Make Photocopies – Thunderbird</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject:</strong> Please Make Photocopies</td>
</tr>
<tr>
<td><strong>From:</strong> Professor</td>
</tr>
<tr>
<td><strong>Date:</strong> 1/17/2006 11:45 AM</td>
</tr>
<tr>
<td><strong>To:</strong> Copy Shop</td>
</tr>
</tbody>
</table>

Dear Copy shop,
Please make 25 double-sided, stapled photocopies of the two attached documents and charge the cost to the Lawyering Skills Program. Please let me know if you have follow-up questions or concerns by sending me an e-mail.

I hope all is well during these busy first days of the semester. Thank you for your good work, as always.

Best regards,
Professor
ROUTINE EMAIL

- Ongoing conversations, transactions with customers or colleagues.
- Business Process oriented.
- Continuing use, but rarely after transaction is completed.
- Limited retention requirements.

ACTION: Delete 6 months after end of transaction. EVT+ 6 months.
**Update on HRS Fit-Gap Planning - Thunderbird**

**Subject:** Update on HRS Fit-Gap Planning  
**From:** UW Employee  
**Sender:** Team Leader  
**Date:** 2/21/2008  3:36 PM  
**To:** Team Members  
**Cc:** Oversight Committee

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As you may recall, we received a great deal of feedback on the Fit-Gap plan as presented at the Summit. Consequently, our consultants followed up with campuses via a series of listening sessions in late January. The sessions were very productive and informative. Attached is the summary of the listening sessions and the subsequent revisions to the Fit-Gap approach.

The revised Fit-Gap approach was reviewed and endorsed by the HRS Steering Committee at its February 13th meeting.

The consultants now are preparing revised agendas. We are also finalizing the schedule and logistics. We will be working with the Site Leaders at each campus to coordinate participation in the various Fit-Gap events. Agendas, details, and schedules for the Fit-Gap sessions will be sent to the Site Leaders by February 29.

UW Employee

University of Wisconsin System  
Office of Learning & Information Technology
### Subject: Attached Exam Numbers
**From:** UW Employee  
**Date:** 12/18/2007 9:49 AM  
**To:** UW Employee

At 01:58 PM 12/17/2007 – 0600, you wrote:

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Dear Senior Grade Reporter,
As your schedule allows, please send to me a list, which pairs my students’ names together with their exam numbers. Here is the section of legal writing, for which I provided instruction during the fall semester of 2007, LAW Section One.

As always, please let me know if you have follow-up questions or concerns.

Thank you and best regards,
UW Employee
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RECORDS IN E-MAIL

- Content of the email
- Retention according to appropriate records schedule
- Ongoing active/inactive use

ACTION: Retain for length of appropriate university records retention schedule.
IDENTIFYING UNIVERSITY RECORDS

“Records” are defined in WI Stat. 16.61

So How Do I know if I have a Record?

- Was the record created in the course of business?
- Does the record document university activities and actions?
- Is the record mandated by a legal requirement?
- Does the record support financial obligations or legal claims?
- Does the record communicate University requirements?

If you answer “YES” to any of these questions, you have a University Record.
Some Examples of Official Records

- Policies and Directives
- Correspondence related to official business
- Work schedules
- Meeting minutes and agendas
- Any document that initiates, authorizes or completes a business transaction
- Reports
- Tenure Documentation
- Student Admission Documentation
- Search and Screen
CHECK THE APPROVED UNIVERSITY RECORDS RETENTION SCHEDULES LOCATED ON THE UW-MADISON RECORDS MANAGEMENT WEBSITE

http://archives.library.wisc.edu/records/index.html
SO HOW DO I SORT THROUGH THIS?

- Filters to move lots of emails at once
  - Find the common thread!
- Folders with dates in title
  - A reminder to destroy on time
- “Touch Once” method
- Spend 10 minutes a week going through email.
- What is your Role?

Video - Need more help organizing your e-mail:
E-mail Organization for Records Management Compliance 11:21 minutes
Examples for Filing & Folders
ABOVE ALL ELSE...

- Don’t try to do it all at once! You WILL get overwhelmed.
- Take 5-10 minutes each day to move/delete/export.
- Clean Inbox: easier to migrate AND quicker to find what you need!

For more resources on management of university records visit:
http://archives.library.wisc.edu/records/index.html
Here are some resources to assist you:

Management of University E-Mail Brochure: Management of University E-mail (2013)

Electronic Communications (E-mail, Text, Chat and Voicemail):

Need help organizing your e-mail?

Video: UW-System Records Management Series: Business Communications 40 minutes. Provides examples of Routine and Transitory E-Mail.

Any questions contact the University Records Officer.
THANK YOU

Peg Eusch, CRM, University Records Officer
UW-Madison Records Management Program

recmgmt@library.wisc.edu

Web: http://archives.library.wisc.edu/records/index.html