E-Mail Management
Electronic Mail

• The E-mail system is a method of delivering electronic messages. It is not a kind of record.

• What is the content of the email?
E-Mail is an electronic mail message that is comprised of the following:

- Textual Message (body of the email)
- Metadata (To, From, Subject, Date, Time, System, etc.)
- Attachments
Managing E-Mail

Non Record

Record

Retention / Final Disposition

Preserve Historical Value

Document Deletion
I have to what?
Oh...
Why Managing Email Is Important

- Effective records management demonstrates compliance with laws, regulations and standards.
- Effective records management ensures that the information needed is *retrievable, authentic, and accurate.*
- Records are utilized in the decision making process.
- Records are information assets which hold value for the university in facilitating and sustaining day to day operations.
- Effectively managing records controls records storage costs.
How To Determine If Email Is A Record

1. **Related to UTMB or your responsibilities**
   - No → Nonrecord
   - Yes → Are you the sender or creator?

2. **Are you the sender or creator?**
   - Yes → Does it explain, justify or document an action or decision?
     - Yes → Record File in recordkeeping system
     - No → Nonrecord
   - No → Are you the Recipient?

3. **Are you the Recipient?**
   - Yes → Do you need to take an action?
     - Yes → Does it explain, justify or document an action or decision?
       - Yes → Record File in recordkeeping system
       - No → Nonrecord
     - No → Nonrecord
   - No → Nonrecord
Examples of E-Mail Messages

Non Record
- Messages that have no relationship to your department or the university
- Announcements
- Acknowledgements
- Reference, informational distribution
- Setup / accept meetings

Delete after use
Do not document

Record
- Matters of University Business
- Documentation of Department Actions (operations, responsibilities)
- Substantive decisions
- Policy & Procedure directives
- Instruction, implementation of decisions
- Legal or audit issues
- Purchase approvals / other actions
- Final reports of recommendations

Retention / Final Disposition

Preserve Historical Value

Document Deletion
File System - Paper

202415 Surplus Property Sale Reports (FE+3)

2011

- September Auction Report
- November Auction Report
File System - Outlook

- Personal or archive folders can reside either on your hard drive or a network drive.

  Personal Folders
    Correspondence2011
    204601 General 2Year
    204602 Administrative 4Year
  ProgramRecords2011
    204608 ReportsAndStudiesNonFiscal 3Year
    204609 ReportsActivity 1Year
  Reference
File System – Shared Drive

- Designate a shared drive as a centralized file cabinet
- Match folders to your record retention schedule
- Users save their emails into predetermined folders or “Drawers” that have been set up according to the retention schedule
- Users can access their files in a centralized area
- Managing records and non records routinely means …
  - No more “Your mailbox is full”
  - Compliance with state laws and university policy
Records Management Compliance

File System – Shared Drive

- Centralized files on shared drive makes good sense
  - One place one folder, one retention for a records series
  - Staff turnover emails are managed
- Increased search capabilities for disclosure and discovery purposes
- Can apply consistent retention and disposition of stored records
  - Appoint DRC to manage and track
On reflection, allowing Buddy to watch the end of Old Yeller may not have been the best idea.
Learn More

• Web Address
  ➢ http://www.utmb.edu/compliance/records/rmdefault.asp
    ✦ Education & Training, Flyers, Brochures, Video’s, FAQ’s, etc.

• Training
  ➢ Blackboard/Tegrity Class – must be registered
  ➢ In addition to scheduled training that is open to everyone, we will schedule training on request for individuals, staff meetings, or other groups

• Main Office number
  ➢ 409.747.5905