Best Practices for Team Communication Platforms

**Project Channels**
Create activity or project-specific channels, then delete when done. Separating conversations lets you follow only the channels you need.

**Keep It Transitory**
General exchanges of information and brainstorming can be deleted as soon as they have outlived their usefulness. No policy-level decisions. No requesting or receiving approval.

**Keep the Goods Outside**
Link to files outside the application instead of attaching. Keep records on a shared drive where they can be accessed and deleted at the end of their retention.

**Annual Clean-Outs**
For general channels which aren't project-specific (cookies in the break room, Hal's running late), label each channel with the current year then delete annually.

**Control Access**
Tie access to NetIDs and remove employees when they separate. Don't add more people to channels than necessary. Assign application management to specific persons/positions.

**Keep It Safe**
Never include any confidential/personal information, including credit cards, student/academic, research, or HIPAA-protected records.

**This Is Public**
Remember no matter how transitory, your messages are still subject to Public Records Requests. Ensure someone who can search and produce records has access to all of the channels.

**Stay Sane**
Mute or leave channels you don't need, control notifications, and tailor when and how you receive messages.

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