Email

YOUR EMAIL AS A RECORD AND HOW TO MANAGE IT

2015
Why should I care about my email?

It’s a record
Emails may contain evidence of official University actions, decisions, approvals or transactions

They can be requested in Public Records Requests, Audit, and Litigation

Each UW employee is individually responsible for handling and maintaining records in accordance with University policy and requirements.
does the “e” in email stand for...
...Electronic?
Nope

E = Evidence!

Email is subject to Public Records Requests, Audit and Litigation
Email has the same retention rules as paper records
The Expense of Litigation

**LITIGATION**

A CORPORATION IS SUED FOR FRAUD. IT FAILS TO FULLY SEARCH AND PRESERVE RECORDS APPROPRIATELY.

**PLAINTIFF AWARDED** $1.6 BILLION

EMPLOYEE SUES CORPORATION. DEFENDANT DELETES SOME EMAILS AND LOSES BACK-UP TAPES. JUDGE TELLS JURY TO ASSUME THE MISSING EMAILS WOULD HAVE HURT THE CORPORATION.

**PLAINTIFF WINS** $29.3 MILLION

**MICROSOFT SPENDS** AN AVERAGE OF $20 MILLION PER LITIGATION
The High Cost of Fines under the Public Records Act

1994 PAWS VS UW (THE UW LOST THIS ONE) WE ARGUED THE RECORDS WERE EXEMPT UNDER THE PUBLIC RECORDS ACT. THE WASHINGTON SUPREME COURT DISAGREED AND RULED THAT THE RECORDS WOULD HAVE TO BE RELEASED.

DEPARTMENT OF CORRECTIONS WAS FINED $750,000.00 IN 2008 FOR NOT RELEASING RECORDS IN AN ELECTRONIC FORMAT.

2013 THE UW WAS FINED FOR ALMOST 1 MILLION DOLLARS FOR NOT RELEASING RECORDS IN A TIMELY MANNER (WE ARE APPEALING ONE OF THE FINES).
Now I have records EVERYWHERE!
How Long do I Need to Keep my Email?

TWO TYPES OF EMAIL—DEPENDING UPON WHAT TYPE OF CONTENT WITHIN THE EMAIL

<table>
<thead>
<tr>
<th>Transitory</th>
<th>Valued</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can be deleted as soon as the reference purpose has been met.</td>
<td>Must be retained per a UW records retention schedule</td>
</tr>
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</table>
Transitory Emails

- Most of your emails
- Retention is limited to office use
- The information is temporary or passing
- Can be deleted as soon as the reference purpose has been met
Examples of Transitory Email

- Preliminary drafts
- Routine requests and/or replies for information
- Reference or informational emails
- Meeting set-up/accept requests
- Announcements, reservations, confirmations, itineraries, form letter thank you notes
- Acknowledgements
- Duplicates
- Auto Generated Notifications
Email with Value
Treasured
Precious
Venerated
Esteemed

Must be retained per a UW records retention schedule
### What needs to be kept

**Administrative Value**
- Policy and Procedures—written by your department
- Substantive Decisions of University Business
- Instruction on Implementing Substantive Decisions
- Legal or Audit Issues
- Approvals (for purchases or actions)
- Final Reports or Recommendations
- Actions Taken to Meet Decisions, Operations, Responsibilities
- Confirmations of Purchases
- Receipts for Purchases

**Legal Value**

**Fiscal Value**

**Archival/Historical Value**
Do I have to Print my Email?

Transitory email—No
Delete as needed

Email of Value—No
Keep in native format since meta data is considered part of the record
Managing Email

KEEP IT SIMPLE, SWEETIE

THE KISS METHOD
Baby Steps to a Managed Inbox

DAILY STEPS

Actively Delete (very powerful!)
Manage Email by Folders
Touch it Once

WEEKLY STEPS

Empty your trash can
*Purge your deleted items* *NEW*
Delete your junk mail
Manage your sent mail
Implement automatic retention by folder
Example: Student Folder

UW General Schedule, section 9, Student and Curriculum Records

**Student Folders:** A record of the academic history of degree (undergraduate, graduate, professional) and non-degree (certificate, fellowship, professional) students who have taken university courses, including internships/externships. Includes admission applications and evaluative/progress report documentation.

Official Copy: College/School or Department
Retention: 6 years after degree awarded or last activity
Disposition Method: Shred or Delete
Examples of Transitory Questions

- Can I audit a class?
- I took the test 5 years ago. Still valid?
- What if I get a bad test result?
- Where I can find more about this program?

Delete/Shred
Manage by Folder

Create and label folders containing specific information regarding a student with the student’s name. Add the date of graduation or last contact when it is known.

Smith, Susan
6/30/12

File with other
6/30/12
Grads

Retention is met on
6/30/18

delete
## Daily Steps—Start Today!

<table>
<thead>
<tr>
<th>Delete it</th>
<th>Information found elsewhere? Delete!</th>
</tr>
</thead>
</table>
| **Do it**              | If it takes 2 minutes or less, then do it NOW!  
                          | 30% of all email can be addressed in this manner. |
| **Delegate**           | Identify the most appropriate person to respond to the email. Delegate and delete. |
| **Defer it**           | If it will take longer than 2 minutes, flag it.  
                          | Place on your “to do” list by dragging over to your “tasks” list. |
Immediate Feels Good!
As in...
Hey girl

Your inbox is looking so trim - what's your secret?
Let your Email do the Work!

FOR UW-IT OUTLOOK
A COUPLE OF CLICKS AWAY

Once the record has reached its retention

❖ Choose Retention
❖ Apply Retention
❖ Recoverable for 14 days

Just follow these simple steps...
Manage by Folder

Create and label folders containing specific information regarding a student with the student’s name. Add the date of graduation or last contact when it is known.

Smith, Susan
6/30/12

File with other 6/30/12 Grads

Choose the 6 year retention option

Retention is met on 6/30/18
Step 1

To assign a retention policy to an e-mail, right-click on the desired message and click on "Assign Policy."
Step 2

Then click on the appropriate retention period.
After applying a policy, you'll notice the retention information in your e-mail's header.
Applying Retention at the Folder Level

Step 1

To apply a retention policy to a folder, right-click on a folder and select "Properties."
Step 2

Click on the "Policy" tab.
Step 3

Click on "Use Parent Folder Policy."
Step 4

Select a length of time for your folder.
Step 5

Click "OK."
How to Recover an Item within 14 days

Step 1

In the Outlook ribbon, click on "Folder."
Step 2

Click on "Recover Deleted Items."
Step 3

In the pop-up window, select the message(s) you want to retrieve by clicking on each one.
Step 4

Click "OK."

Your e-mail will return to its original folder based on the date it was created or received.
Every Week
Two Steps to Emptying Deleted Files

Step 1:
Empty Trash
Right Click on your Deleted Items folder
Select Empty Folder
This will move the items into
Step 2: Recover Deleted Items folder which must now be purged:
1. Go to FOLDER ➔
2. Recover Deleted Items ➔
3. Push Select All button in bottom left corner of pop box ➔
4. Select Purge Selected Items
5. OK

Both steps must be done to ensure all email is deleted.
Taking out the Trash

Deleting the record places it into the inside trash can

Emptying your Deleted Items Folder takes your office trash out to the dumpster
Delete your email
Empty your delete items folder
Empty your Recover Deleted Items folder

NOW the email is gone
It cannot be retrieved
Similar to being physically shredded
<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbara Benson</td>
<td><a href="mailto:bbenson@uw.edu">bbenson@uw.edu</a></td>
<td>206-543-7950</td>
</tr>
<tr>
<td>Cara K. Ball</td>
<td><a href="mailto:ballc2@uw.edu">ballc2@uw.edu</a></td>
<td>206-543-6512</td>
</tr>
<tr>
<td>Albert Ybarra</td>
<td><a href="mailto:aybarra@uw.edu">aybarra@uw.edu</a></td>
<td>206-543-0573</td>
</tr>
</tbody>
</table>

Contact us by phone, email or web