

# Email

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YOUR EMAIL AS A RECORD AND HOW TO MANAGE IT

2015



# Why should I care about my email?

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## 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

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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

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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!

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# How Long do I Need to Keep my Email?

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

## Transitory

Can be deleted as soon as the reference purpose has been met.

## Valued

Must be retained per a UW records retention schedule

# Transitory Emails

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- ❖ 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

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- ❖ 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

Legal Value

Fiscal Value

Archival/Historical Value

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**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**

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## Do I have to Print my Email?

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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

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KEEP IT SIMPLE, SWEETIE

THE KISS METHOD

# Baby Steps to a Managed Inbox

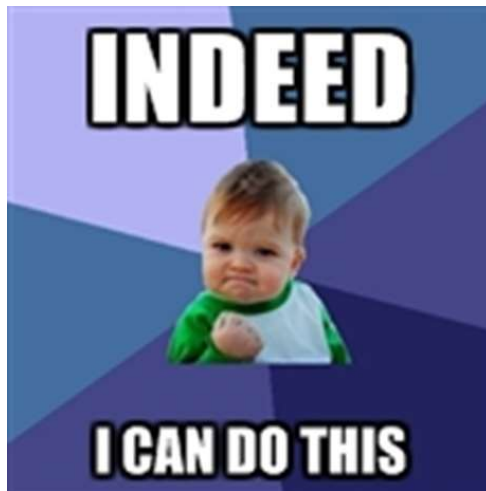
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## DAILY STEPS

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

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## **UW General Schedule, section 9, Student and Curriculum Records**

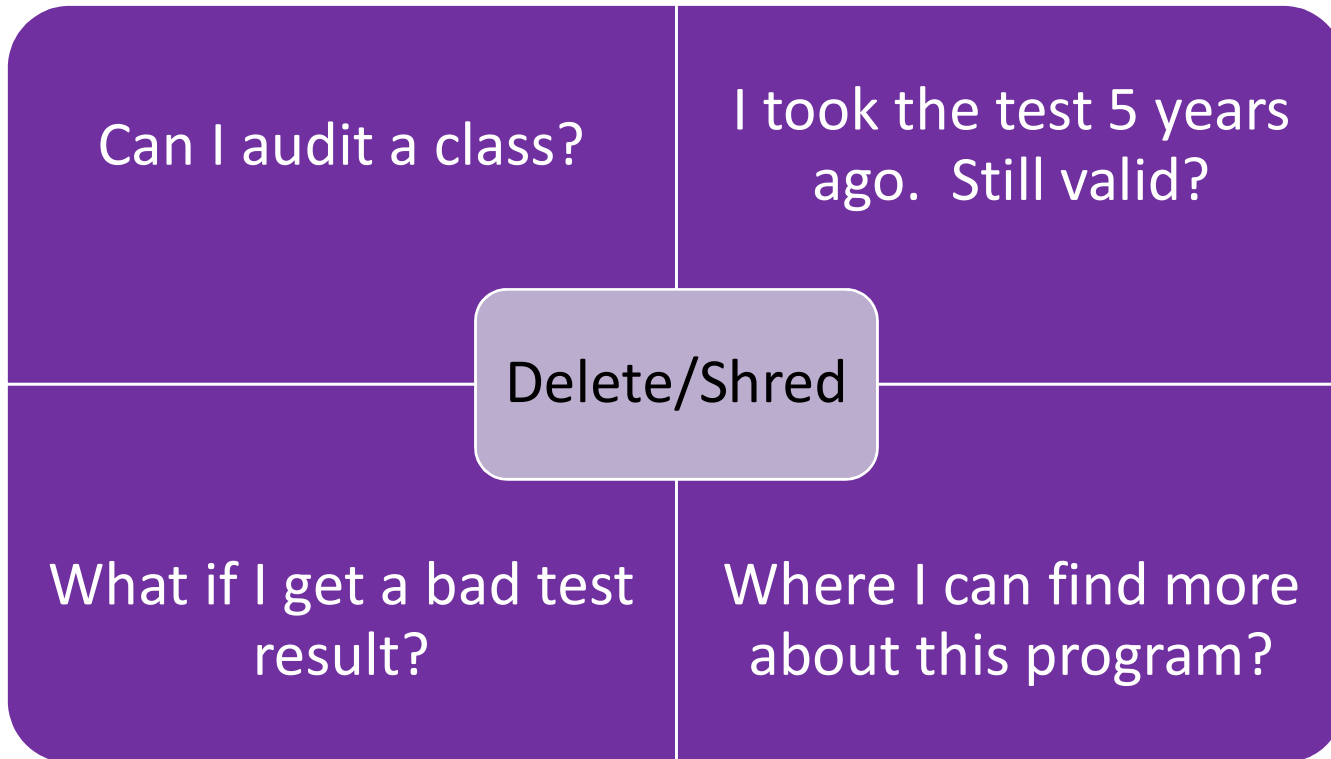
**Student Folders:** A record of the academic history of degree (undergraduate, graduate, professional) and non-degree (certificate, fellowship, professional) students who have taken university courses, including internships/externships. Includes admission applications and evaluative/progress report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

**Official Copy:** College/School or Department

**Retention:** 6 years after degree awarded or last activity

**Disposition Method:** Shred or Delete

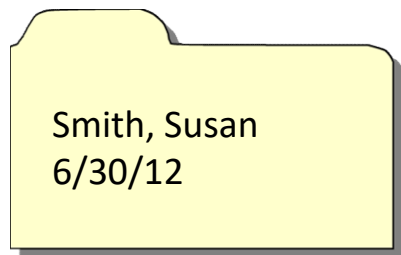
# Examples of Transitory Questions



# Manage by Folder

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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.



File with  
other  
6/30/12  
Grads

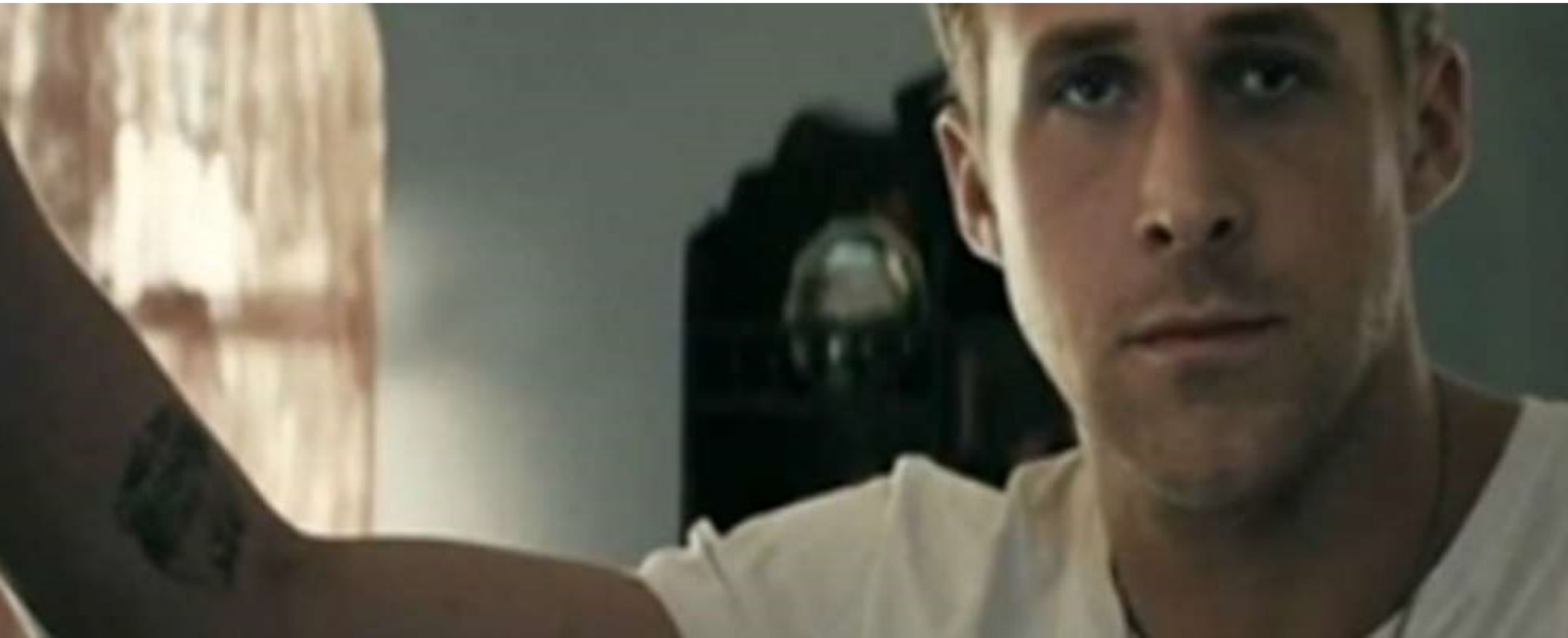


Retention  
is met on  
6/30/18

# Daily Steps—Start Today!

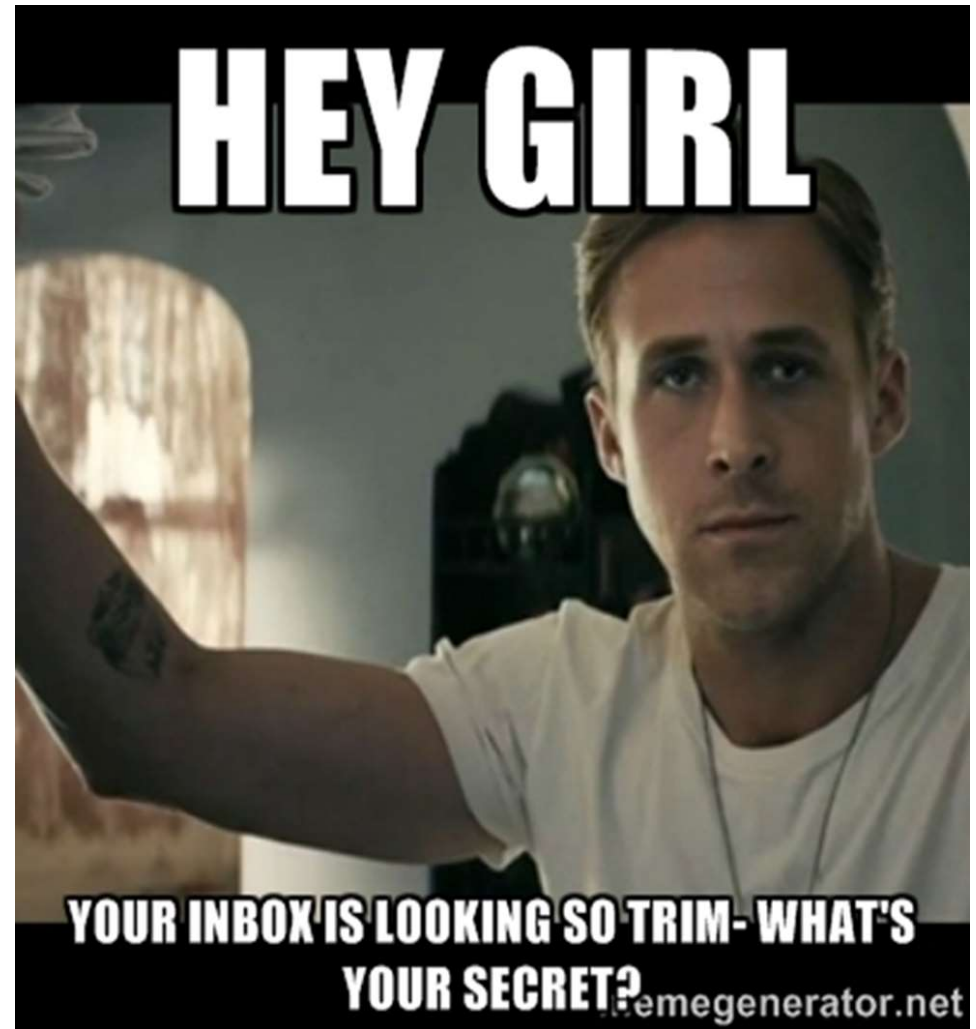
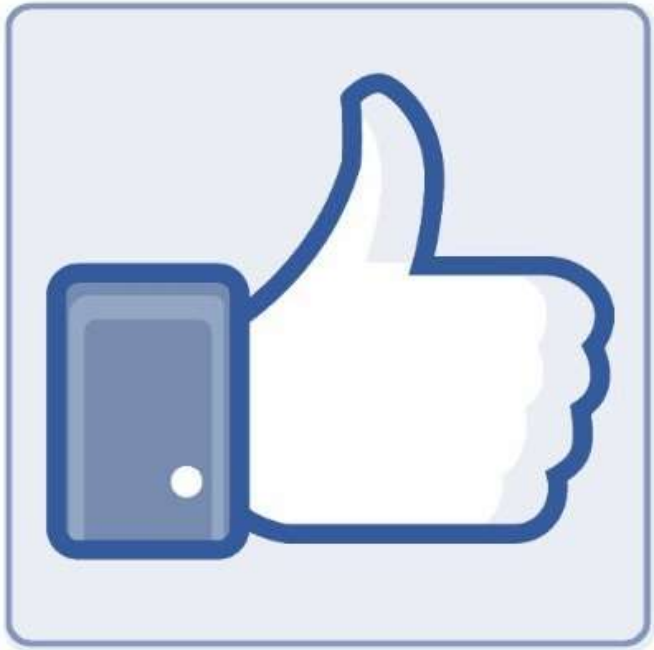
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<b>Delete it</b>	<b>Information found elsewhere? Delete!</b>
<b>Do it</b>	If it takes 2 minutes or less, then do it NOW! 30% of all email can be addressed in this manner.
<b>Delegate</b>	Identify the most appropriate person to respond to the email. Delegate and delete.
<b>Defer it</b>	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...



# Let your Email do the Work!

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FOR UW-IT OUTLOOK

A COUPLE OF CLICKS AWAY

Once the record has reached its retention

- ❖ Choose Retention
- ❖ Apply Retention
- ❖ Recoverable for 14 days

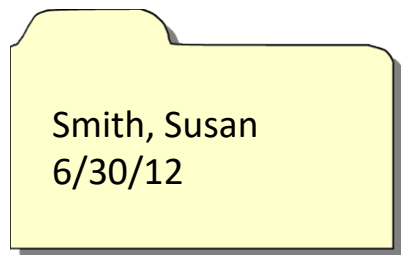
Just follow these simple steps...



# Manage by Folder

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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.



File with  
other  
6/30/12  
Grads



Choose the 6 year  
retention option



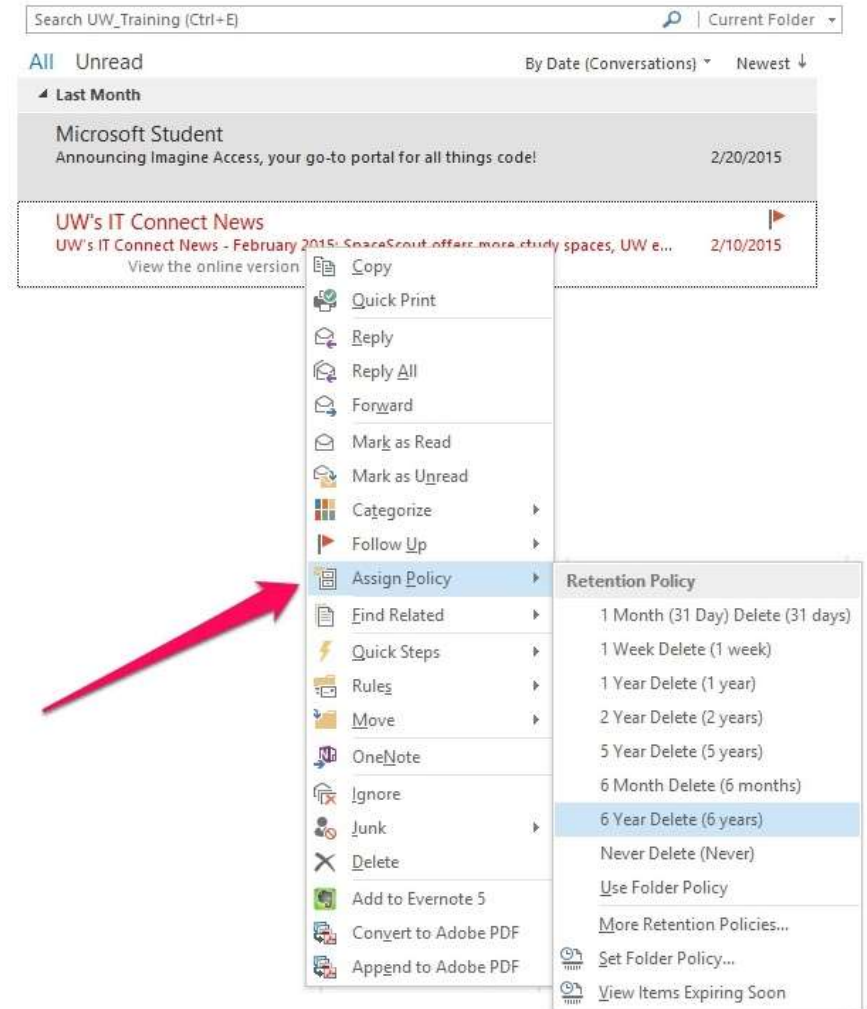
Retention  
is met on  
6/30/18



# Step 1

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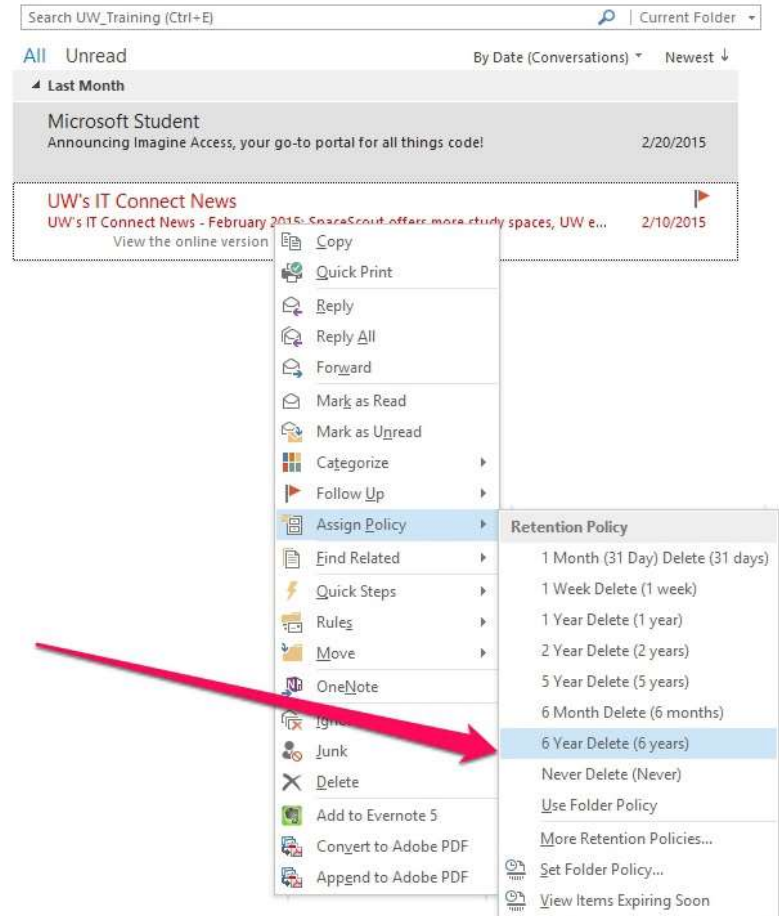
To assign a retention policy to an e-mail, right-click on the desired message and click on **"Assign Policy."**



# Step 2

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Then click on the appropriate retention period.





# Note


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After applying a policy, you'll notice the retention information in your e-mail's header.

 Reply  Reply All  Forward

 Tue 2/10/2015 7:00 PM  
UW's IT Connect News <help@uw.edu>  
UW's IT Connect News - February 2015: SpaceScout offers more study spaces, UW employees

To 

Retention Policy 6 Year Delete (6 years) 

 Follow up. Start by Wednesday, February 11, 2015. Due by Wednesday, February 11, 2015.  
If there are problems with how this message is displayed, click here to view it in a web browser.

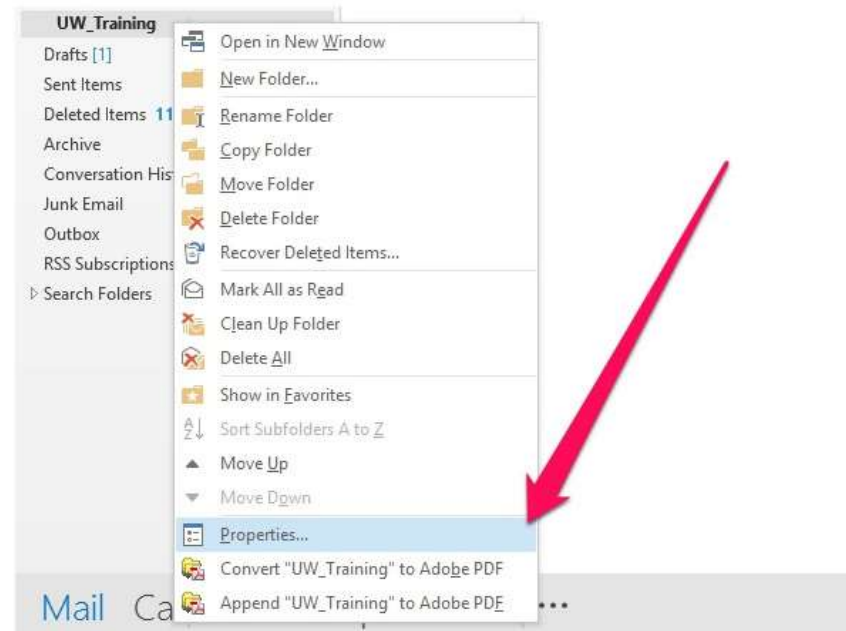
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# Applying Retention at the Folder Level

## Step 1

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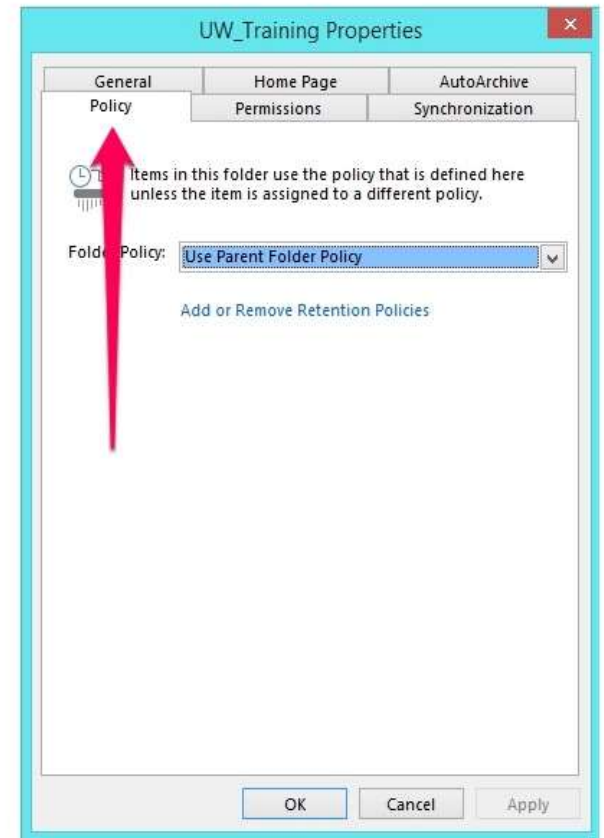
To apply a retention policy to a folder, right-click on a folder and select **"Properties."**



# Step 2

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Click on the **"Policy"** tab.



# Step 3

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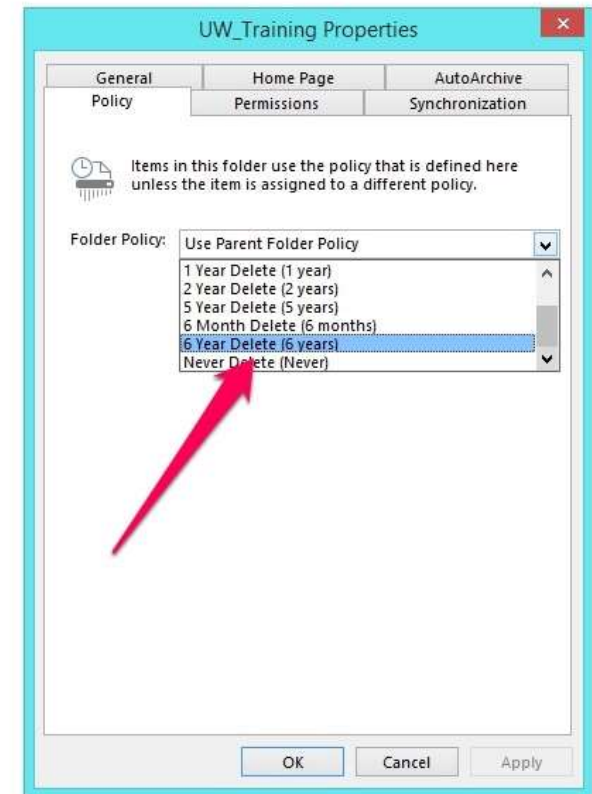
Click on **"Use Parent Folder Policy."**



# Step 4

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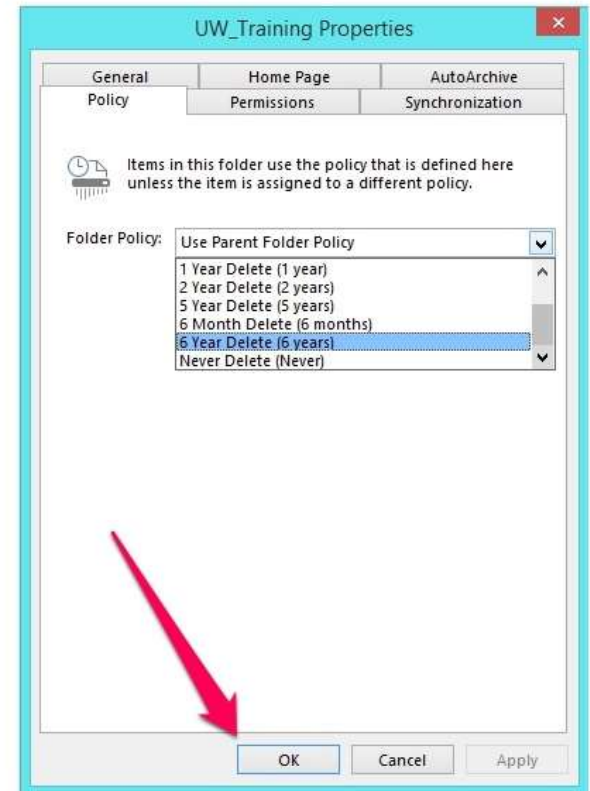
Select a length of time for your folder.



# Step 5

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Click "OK."

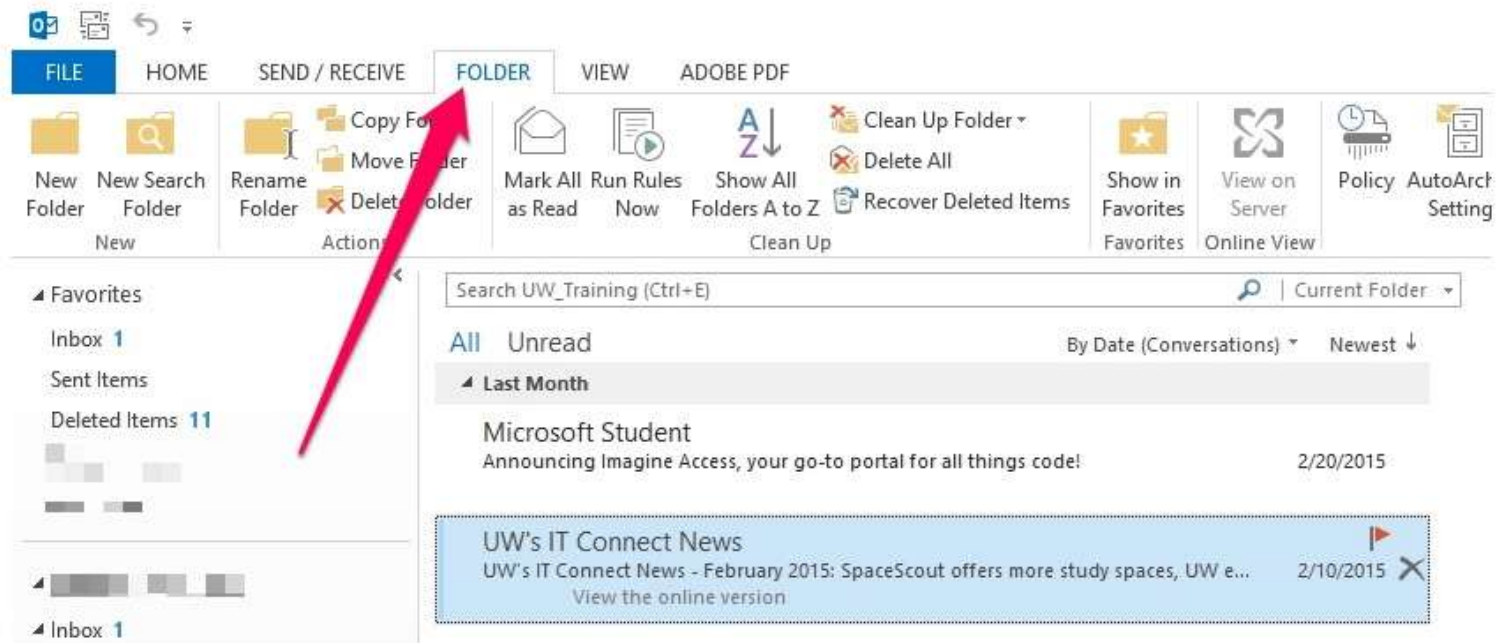




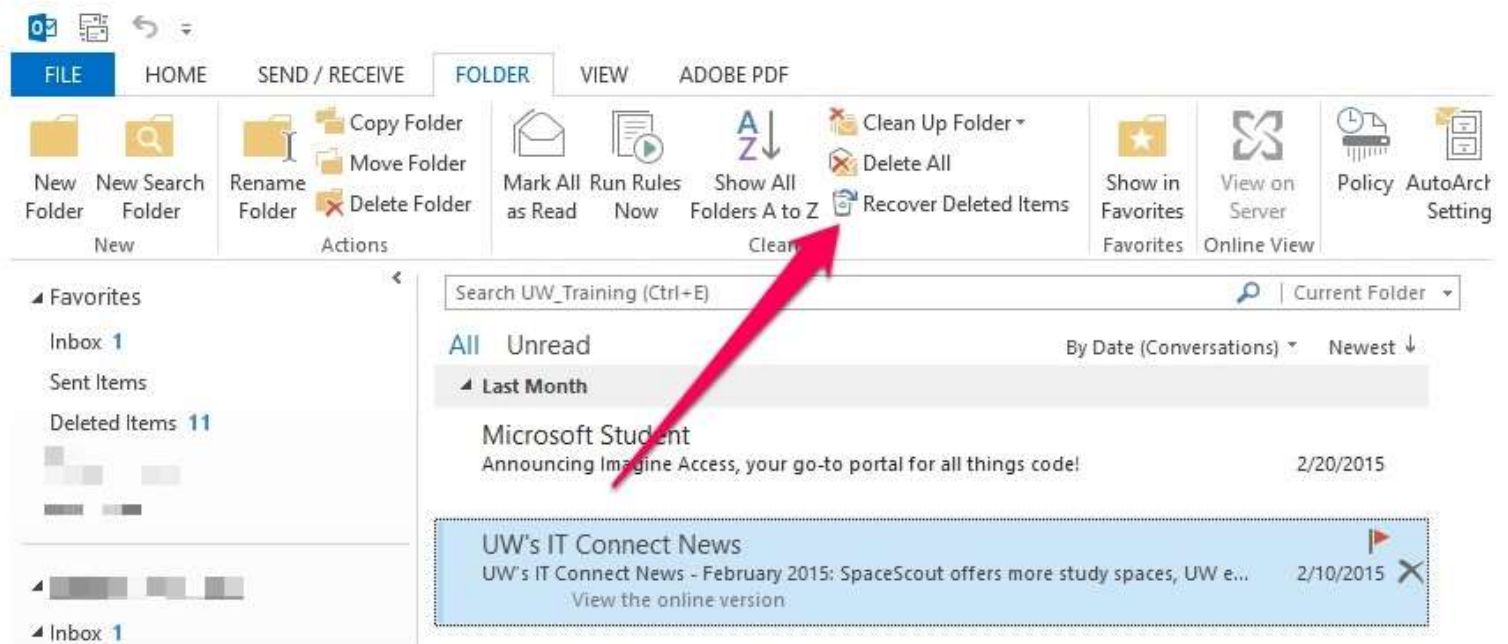
# How to Recover an Item within 14 days

## Step 1

In the Outlook ribbon, click on "**Folder.**"



# Step 2

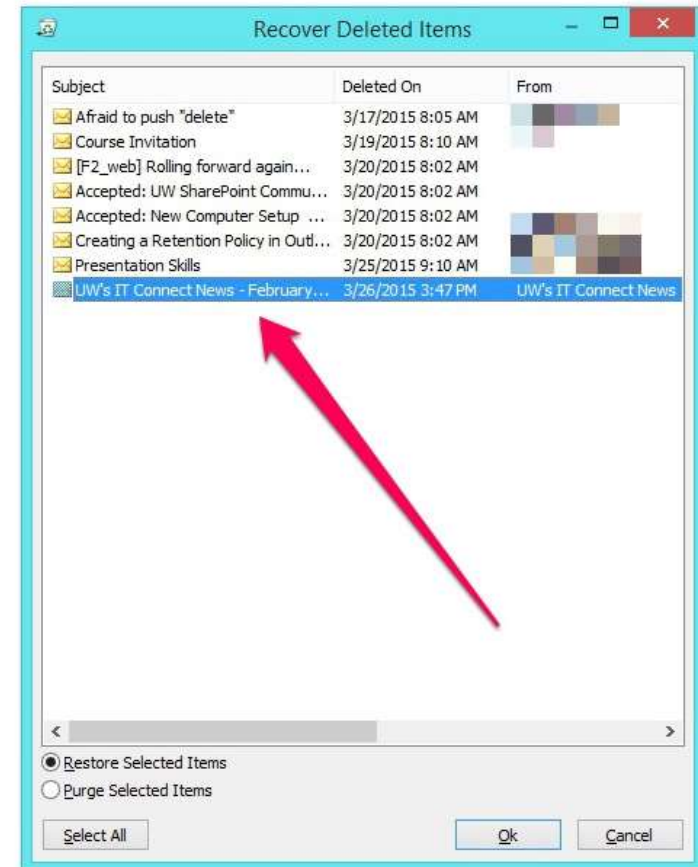


Click on  
**"Recover Deleted Items."**

# Step 3

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

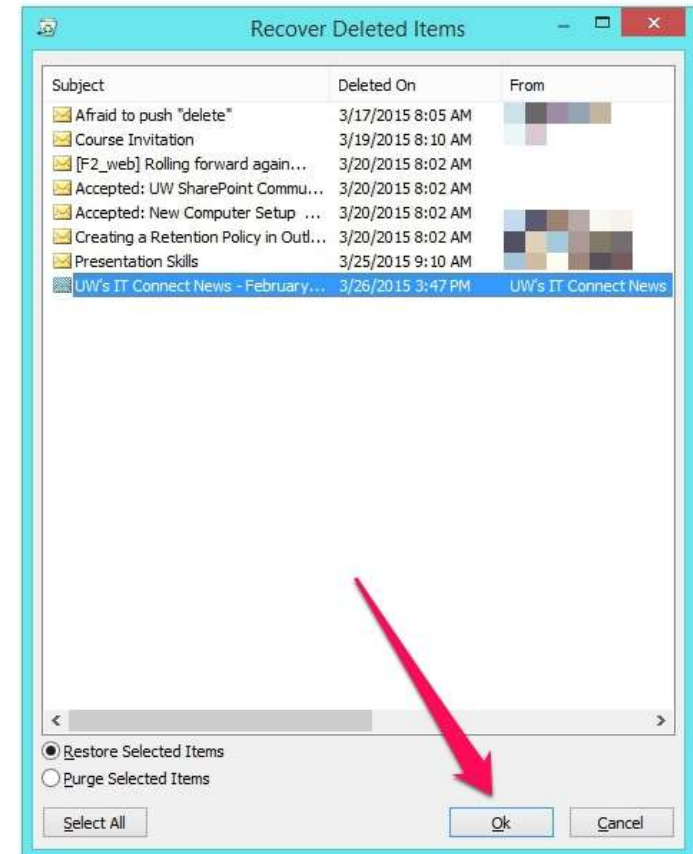


# Step 4

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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

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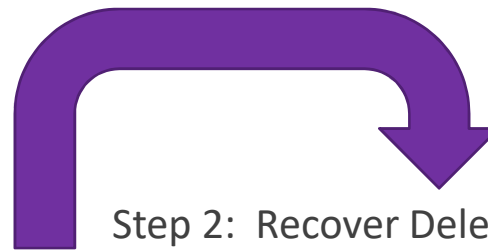
Step 1:

Empty Trash

Right Click on your Deleted Items folder

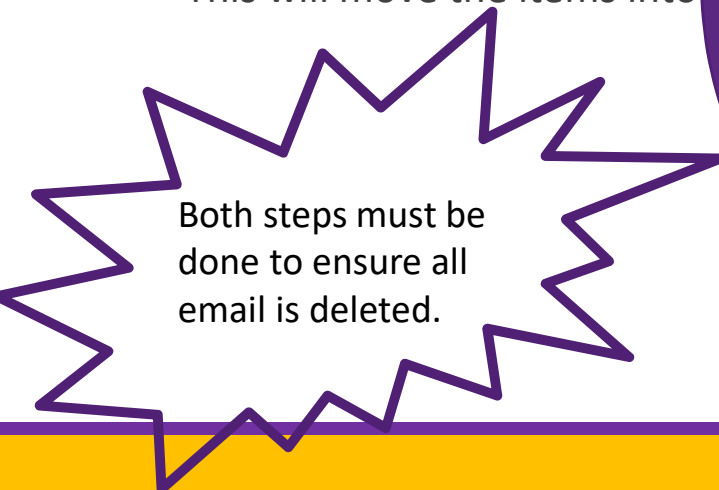
Select Empty Folder

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

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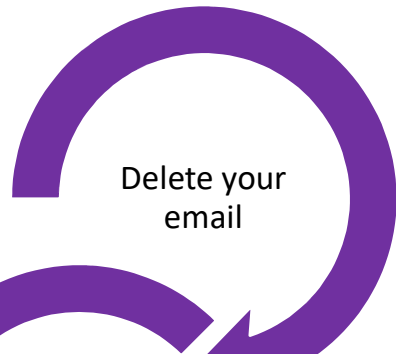
Deleting the record places it into the inside trash can



Emptying your Deleted Items Folder takes your office trash out to the dumpster



Daily



Weekly



Weekly



**NOW the email is gone**

**It cannot be retrieved**

**Similar to being physically shredded**

## QUESTIONS?

Contact us by phone,  
email or web

Barbara Benson	Cara K. Ball	Albert Ybarra
<a href="mailto:bbenson@uw.edu">bbenson@uw.edu</a>	<a href="mailto:ballc2@uw.edu">ballc2@uw.edu</a>	<a href="mailto:aybarra@uw.edu">aybarra@uw.edu</a>
206-543-7950	206-543-6512	206-543-0573
<a href="http://f2.washington.edu/fm/recmgt/">http://f2.washington.edu/fm/recmgt/</a>		