



Recorded Information Management & You

Are You Managing Your E-mail?

Issue 10

What do I have to keep?

If an e-mail message relates to government business, it is a public **record**, and you must keep and manage it in the same way you would manage records in other forms, such as paper. In some cases, calendars and task lists might also be official records.

What do I do with e-mails that are NOT records?



Personal e-mails and other content not related to the business activities of GNB should be deleted as soon as possible.

Who is Responsible for Filing E-mail?

If you are the originator or creator of a message, it is **YOUR** responsibility to ensure it is kept and filed.

If you are the primary recipient of an e-mail message from an external source, or if the record does not exist elsewhere in your department, then **YOU** must keep it and file it.

Do I have to file each part of an e-mail thread separately?

While the entire exchange should be captured, you only need to keep the **final** e-mail containing all of the messages as a record of the business transaction. All other preceding e-mails may be deleted.

How do I file my e-mail messages?

Messages should be saved in the **.msg** format on a network shared drive within a structured file plan, or within your departmental electronic records management system. Remember to use meaningful and informative titles. You should also abide by any naming conventions employed by your organization.

For more information concerning email management consult with your Records Manager or see E-Mail Policy AD-7109.

Should I use **.pst** format and the **auto-archiving** option?



NO! These **Personal Storage Tables (PST)** use up bandwidth, and up to three times more space than the same data in Exchange. For example, a 100mb of e-mail can equal 300mb in a .pst! Their size makes .psts more prone to corruption which may render the information irretrievable. As well, there is a greater risk of losing the information as psts are not supported over LANS.



*If you are not sure what to keep or delete, ask your departmental **Records Manager**.*

ALL e-mail must be managed!

Inbox, Sent Items, Deleted Items, Drafts and any other folders

- Since you initiated the messages in your **Sent Items** folder, it is probably the most important folder to manage.
- Empty the **Deleted Items** folder regularly. If you don't empty the folder, the records remain on the system and accessible under legislation. Did you know you can set your computer to empty the deleted folder automatically?
- Set aside time to **regularly** manage your e-mail records.



Should I use Attachments or Hyperlinks?

To keep duplication to a minimum and to use less space, whenever possible send a hyperlink to a document rather than attaching the document in an e-mail.