

Information Management Day: IM in Motion

E-mail: Delete is not Always an Option

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Part I: Workshop Demographics

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Q1. My current job can be described as:

- Library Services
- Records Management/Archives
- ATIP
- Webmaster
- IM Manager
- IM Generalist
- Other

Part I: Workshop Demographics

Q2. The size of the workforce in my institution is:

- less than 100
- 100-500
- 501-2000
- 2001-5000
- more than 5000

Background

New *Management of Government Information Policy (MGI)* :

- *All employees are responsible*
- *Manage information to facilitate access / retrieval*
- *Ensure that information is managed to meet program, policy, and accountability requirements*
- *Document decisions and decision-making processes throughout the evolution of policies, programs, and service delivery*

Background (cont'd)

Access to Information and Privacy Act (ATIP)

Did you know that e-mails are subject to ATIP legislation and that

“...it is unlawful to delete any e-mail or document once an ATIP request relating to the subject is received”?

Background (cont'd)

National Archives of Canada specifies that transitory records may include:

- *Information in a form used for casual communication*
- *Process versions of electronic information that were not communicated outside the creating office*
- *Electronic versions of documents used for information, reference or convenience only*
- *Draft versions of documents*

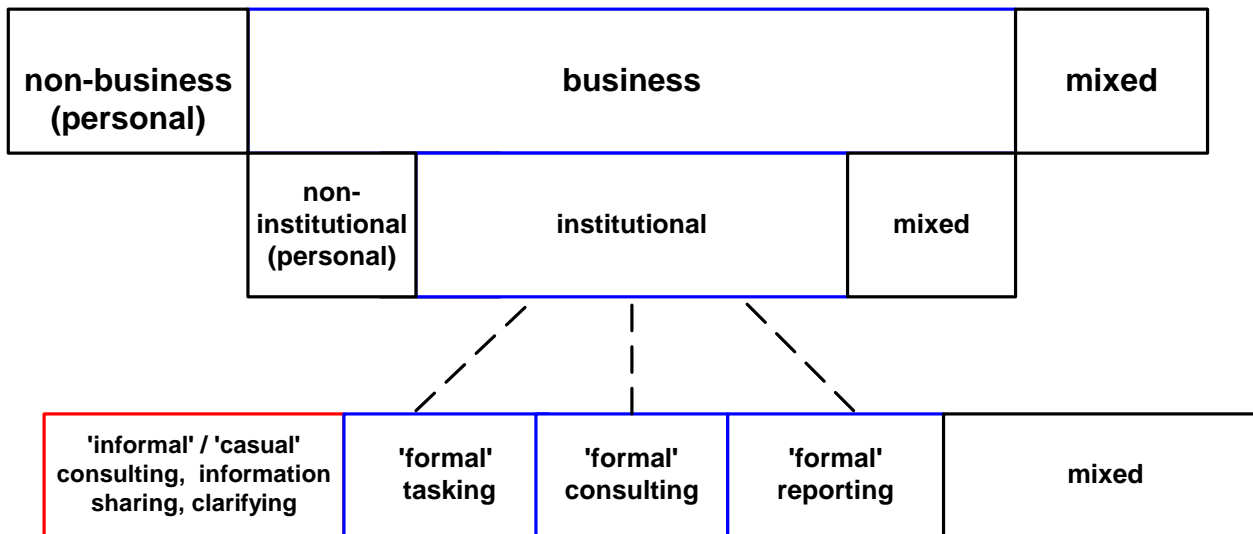
Part II: E-mail Practices

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Q3. In practical terms, institutions should retain:

- All information (exclude personal information)
- All business / operational information sent out to its public
- All information needed to support the business of the institution
- Other

Business Information



Part II: E-mail Practices

Q4. E-mails that support the business of the institution would include:

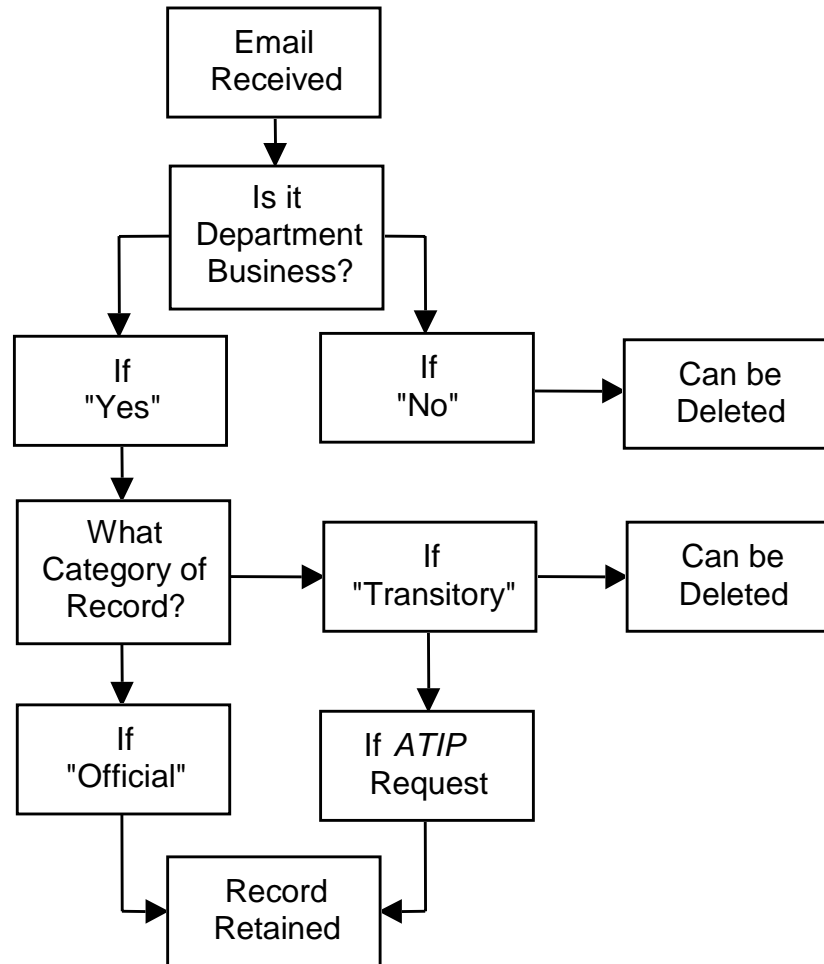
- Formal business advice, instruction or direction
- Supporting details / evidence for decisions
- Evolution of a policy, agreement, etc
- All of the above
- Other

Part II: E-mail Practices

Q5. Institutions should retain:

- All e-mails sent
- All business e-mails sent outside
- All business e-mails sent outside + formal e-mails sent within
- Other

Decision Sequence

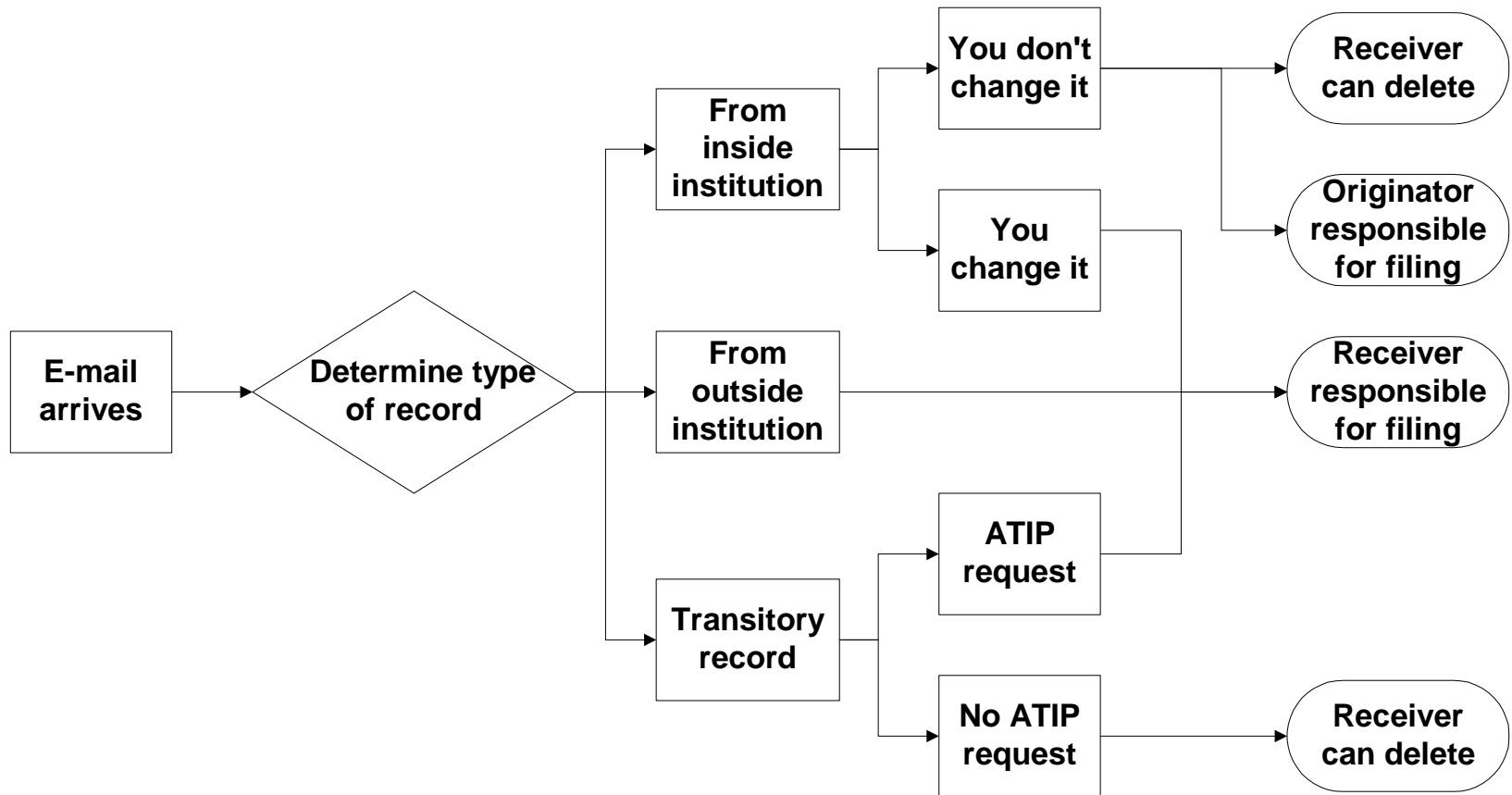


Part II: E-mail Practices

Q6. Who should be responsible for saving e-mails?

- Sender (*originator*)
- Receiver
- Both
- Other

E-mail Flowchart



Part II: E-mail Practices

Q7. In practical terms, an employee can delete:

- Personal e-mails
- E-mails which are duplicates or redundancies
- E-mails no longer needed for business or legal purposes
- All of the above
- Other, e.g. when 'mailbox full'

Part II: E-mail Practices

Q8. I would rate the IM guidelines for e-mail in my institution as:

- Good
- Average
- Poor
- Non-existent
- Don't know

Part II: E-mail Practices

Q9. Unsolicited E-mail or SPAM should be:

- Deleted without opening
- Forwarded to HELP DESK
- Replied to – tell sender how you really feel!
- Ignored

Conclusion

IM principles from MGI policy:

- All responsible
- Access/retrieval facilitated
- Information is managed to meet program, policy & accountability requirements
- Decisions are documented

Best Practices

E-mail: Delete is not Always an Option

This presentation will be posted at:

http://www.cio-dpi.gc.ca/im-gi/index_e.asp