

In This Issue: How to organize electronic information – Part 2 email archiving
Updates on Records, ELNs and Archiving.

eOrganizedWorld
the Online Information Management Newsletter
for Information Professionals
from Charlie Sodano

How to Organize Electronic Information – Part 2 email archiving

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Last month, I promised to address email archiving among other things. Because email is an ever increasing issue that is unaddressed in many companies, this EZine will be devoted completely to this topic.

Nearly a quarter of U.S. employers have had employee email subpoenaed in the course of litigation or regulatory audits, and another 15 percent of companies have gone to court to battle lawsuits specifically triggered by employee email, according to American Management Association/ePolicy Institute research. This statistic alone should be sufficient to spur the development of better systems to manage email records. Need more incentive?

It was recently found that 66 percent of IT organizations have referred to e-mail archives or backup **tapes** to support their organization's innocence in a legal case. And 63 percent of organizations have been ordered by a court or regulatory body to produce employee e-mail. This is not surprising when you consider that e-mail is just as admissible in court as paper-based documents and can be requested for legal discovery at any time. In fact, e-mail evidence has been the smoking gun in numerous cases of illegal corporate activity.

At first glance email appears to have unique characteristics compared to other type of records. This is not the case. Standard records management methodology can be applied. I'll explain without being too boring. A policy should be in place that specifically addresses how email records should be identified and dealt with appropriately. An email is a record if it is created or received as part of a business transaction. Email messages that are records include policies and directives; correspondence or memoranda related to official business; work schedules and assignments; agendas and minutes of meetings; documents that initiate, authorize, or complete a business transaction; and final reports or recommendations. Emails that are not records include general messages, spam, broadcast messages received by staff, and personal messages. People must be trained to identify and classify email records. It is not self evident

Email records should be moved to specified archive folders as soon as possible. This simplifies the removal/destruction of non-records. Whatever is not in a folder is not a record. In the absence of policies and instructions, there are things you can do to organize your records.

My email is organized into 6 folders. Each is organized further by year and has an assigned retention as shown below.

Clients – (correspondence with existing customers) 5 years

General business – (maintenance) 5 years

Potential clients – 3 years

Orders – (invoices, receipts) – 7 years
Family & Friends – 2 years
Conferences - (correspondences with organizers) 3 years

The retention time is actually a review period. Records are either destroyed or reassessed and assigned to different folders.

I keep my Sent Mail for 2 years, and then review monthly beginning with the oldest entries. Most of the older sent mail is destroyed. About 5% is moved to one of the 6 other folders. This is not as tedious as it sounds. I have the job scheduled on my calendar and it takes about 30 minutes per month. Another approach is to immediately review sent mail and either trash it or move it. I like having the 2 years. It helps give me some historical perspective.

Microsoft Outlook has a decent search engine. I usually find what I am looking for, but often turn to Xobni which has much more sophisticated search options and results displays.

Next month I'll talk about what's the best way to find items in your archive and the pros and cons of metadata versus full text searching. Tune in next time.

Please pass on this EZine to those in your network.

To leave list or change email address, scroll to bottom.

A link to the EZine is also found at www-eorganizedworld.com

Contact us (consultants@eorganizedworld.com) for additional information about getting your records management program started. We'll give you more free advice and explain how we can continue to work together.

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What's new?
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Organizing

In *Agular v. U.S. Immigration and Customs Enforcement Division*, a New York federal judge ruled that companies must produce metadata in litigation, noting that metadata associated with e-mails and electronic documents should be preserved, maintained, and produced for discovery.

Mimosa Systems announced its comprehensive end-to-end solution for proactive eDiscovery. The Mimosa NearPoint(TM) eDiscovery application suite offers a full set of capabilities designed to automate information management for the active identification, collection and preservation of user-generated content based on policies. With powerful archiving features, combined with value-add applications that optimize eDiscovery, including Retention and Classification, Tiered Storage and File System Archiving, Mimosa NearPoint speeds up the discovery process while reducing information collection and storage costs.

Archiving

Procedo, a pioneer in data archive migration, unveiled Procedo's Archive Migration Manager (PAMM) version 3.0, an 'any-to-any' data archive migration tool that supports automated data movement between all of the industry's most popular storage, archive and cloud computing platforms and applications. It supports the seamless migration of critical archives between on-

premise storage systems, as well as supports migrating on-premise storage to the cloud. The PAMM suite is a methodology automated by software that maintains the ever-critical chain of custody required to meet the business and regulatory demands on today's businesses.

ELN

STARLIMS Technologies Ltd. announced that it is adding Electronic Laboratory Notebook (ELN) functionalities to its comprehensive offerings for laboratory informatics. STARLIMS(r) Electronic Notebook will be launched at the upcoming Pittsburgh Conference (PITTCON 2009, McCormick Place, Chicago, March 9-13).

Amphora Research Systems announced the introduction of the new PatentSafe Personal Edition. This edition is aimed at small, early phase companies of up to 5 researchers who until now have been underserved by an ELN market traditionally focused on Blue-chip companies

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