

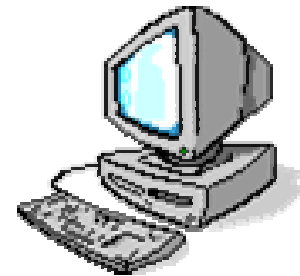
E-Mail Management Without Additional Technologies

Paul Hamill



The Problems

- Shear volume of e-mails
 - Externally generated e-mail
 - Internally generated e-mails
- Access to e-mails
- Freedom of information
- Storage & management of e-mails
- E-mail as evidence



Electronic Working Practices (EWP)

- Policy documents re use of e-mail
- Electronic working practices often missing
 - Procedures for people sending e-mails
 - Procedures for people receiving e-mails
 - Procedures for management of e-mails
 - Storage location, Access control, Retention etc.

Best practice procedures from information management can be applied

Senders of Internal E-Mail

- Is an e-mail necessary?
 - Phone the person
 - See them, etc.
- What is the purpose of the e-mail?
- Who can action the request?
- Who should receive the e-mail?
- Is the e-mail evidence / a record?

Goal - Reduce number of internal e-mails

EWP Applied to Internal E-Mail

To... George Martin

Cc... Steve Burgess

Bcc...

Subject: Rankings of the company website in Sitemorse report for Jan 07 - 1000x-07-05

Attachments:

George,

The company's website rating has dropped in the recent Sitemorse report as a result of a reported failure in web accessibility. The report identifies that we have 100% failure against the accessibility standards on all pages. Your highlight report dated 05/02/07 mentioned that work on the new templates had met accessibility standards to the AA standard. Please can you report back on why this is not reflected in the Sitemorse survey and what corrective action is required to ensure that our ranking is not further impacted for the next period?

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Reducing External E-Mails

- Offer customers alternatives
 - Access to information via the web
 - Web forms integrated to back office systems
 - Integrated service requests
 - Online status tracking

Remaining e-mails need to be managed

EWP for Recipients – The 4 D's

- 1 – Delete junk e-mails
 - Same as white mail management, delete straight away – Stats show 56% is junk e-mail
- 2 – Delegate the e-mail
 - Nothing to do with you, forward e-mail and delete from your in box
- 3 – Do it
 - 30% of e-mails can be dealt with in less than 2 minutes. Do it and delete
- 4 – Defer until later
 - Hold the e-mail for action later

EWP - E-Mail Management

- Does the e-mail need to be filed?
 - Envelope e-mails, CC'ed e-mails
 - Availability e-mails, Notification e-mails
 - Nothing to do with me e-mails
 - Deadline e-mails, Social e-mails
 - A record / audit trail

Manage e-mails as any other information type

Managing E-Mail Records

- File with other case file material
- Originator responsible for filing internal e-mails
 - Apply convention to show filed & where
- File “ping-pong” e-mails at end of volley
- Manage both “in box” and “sent items”

Control the whole case file

E-Mail Storage

- Able to drag and drop e-mails to file stores
- Check file format (.MSG MS Outlook)
- Subject of e-mail becomes the file name
- Ensure search enabled for e-mails
 - Search retrieves
 - Title, Addressees, Body, Attachments Name, Attachment text


E-Mail as Evidence

- Filed record
- Not obvious records – HR, Performance etc.

The Hutton Inquiry

Home	Contacts	FAQ	Times & Witnesses	Hearing Transcripts	Evidence	Report & Rulings	Biographical Details	Press Notices
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Evidence

 To read documents in PDF format you will need a copy of the freely available [Adobe Acrobat Reader](#).

Evidence referred to on 13 October 2003 - morning

Subject	Inquiry File reference
Minute: Dominic Wilson/Personnel Director 08/07/03	MOD/1/0044
	MOD/1/0045
Email: Godric Smith and drafting suggestions for statement 08/07/03	CAB/1/0070
	CAB/1/0071

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Summary

- Establish electronic working practices
- Reduce number of internal e-mails
- Do not manage e-mails separately
- Manage case files
- Train, support and monitor users

Disciplines same for enhanced technologies

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