

Preservation/Retention Subgroup

October 22, 2008

Discussion Items

- 1) Contents of e-mail message regarding use and handling of e-mail to be sent to all faculty and staff. Dan Rives noted that e-mail is becoming a critical part of the University Record. Part of the problem is that these documents are kept in personal accounts instead of in central accounts.
- 2) Currently there is no place to put e-mail in a central way. Dennis noted that it would be helpful to have this committee articulate this as UITS should be looking at an archive e-mail solution. Dennis says we can work from a technology perspective to meet the business requirements. As part of the '09 refresh UITS can look at delivering e-mail in a whole new way. Dennis would like to see NO quotas on e-mail for faculty and staff. The flip side of that is that the only way to implement this is by applying an archiving solution. Off-load to a less expensive environment. Can we then apply other types of institutional policies? UITS wants to investigate for technology reasons. What are the policies we need? Kip noted that it's hard to know what to keep and what to discard. How do you retain what you need when they are contained in two different types of media?
- 3) Dan noted that it's a bit of a problem to think in terms of media; used to have paper files by chronological or by subject matter. When a new person came in, they could review all of this. It is the institution's records, not the persons' records. Kip agrees it doesn't matter what the media is; everything is a record. The managerial struggle is to integrate paper and electronic.
- 4) Phyllis asked what points we could put forth:
 - a. Indiana University provides our employees and students with an e-mail account, which is primarily meant to be used for institutional business, but incidental personal use is allowed. However, be aware that **all** e-mail may be subject to open records requests.
 - b. Each e-mail record you create could be a business record of the University.
 - c. E-mail is not considered a secure environment; therefore, you should never put "sensitive" data such as SSN in e-mail communications. (wordsmith this phrase).
 - d. Treat e-mail as a postcard, not a letter. Possible thought: the e in e-mail stands for Eternal, Embarrassing, Evidence that goes Everywhere.
 - e. "Treat" your e-mail in the same way you would your paper records such that it must be managed in a similar fashion; if you would keep a paper copy, you should probably keep an e-mail record. When using e-mail, you need to ask the question, "if this were on paper, would I keep it?" If so, then you should keep it.
- 5) The discussion turned to how we manage e-mail and what happens to our e-mail if we leave or pass away. What do we do short-term, mid-term and long-term? Dennis asked if this problem was important enough that it should be left to the departments. The answer is we have to provide the guidance. We need to put together a recommendation surrounding these issues. Steve raised the point that for faculty their e-mail does NOT belong to the department, but in many instances belongs to the faculty member. There would therefore be two tracks for

guidance, faculty and non-faculty. In a nutshell, this group wants to make the recommendation that there be a central repository for keeping institutional e-mail; the other side of that is the need for policies and guidance as to what is considered institutional e-mail.

- 6) The question is how many of our business e-mails are important enough to keep. If there is a record in an institutional system of decisions made, e-mails may not be necessary. You are not required to create e-mail records unless there is an internal requirement to do so; we do not have to document all phone calls, in-person communications, etc.
- 7) We discussed the complications with e-mail relating to the fact that we get to keep our e-mail when we retire. That creates some problems with old e-mails that should be institutional records.
- 8) After much discussion regarding the elements of a policy, we talked about the need for a University archiving solution for institutional e-mails.

Action Items

- 1) Phyllis will send bullet points to Merri Beth and Mark for final drafting. This will then be sent to the committee for final approval.