

## Records Management Addresses E-mail Challenges

What do I do with all that e-mail? This is a question that is frequently asked by many public employees. In response to that question, a section has been added to all workshops given by RMD to help people manage their e-mails appropriately. In FY07 nearly 100 workshops were given to nearly 2000 people from Departments of Commerce, Education, Forestry, Game and Fish, Health Services, Transportation, Veterans' Services and Arizona Health Care Cost Containment Systems (AHCCCS); Cities and Towns of Buckeye, Casa Grande, Flagstaff, Goodyear, and Youngtown; Maricopa County; Camp Verde, Dysart, Lake Havasu, Mesa, Murphy, Osborn, and Peoria School District; and Williams Gateway Airport Authority.

Some of the biggest challenges with e-mail come from that fact that e-mail is so ambiguous.

- Is it mail, memos, official correspondence, phone messages, or what?
- Sloppiness is encouraged by the casual, informal nature of e-mail
- Copies of e-mail that live even after the user deletes their copy
- Indiscriminate, or indiscreet, personal use

The Director of Records addressed these challenges and included the following strategies at the workshops.

- Educating the users as to what constitutes a public record
- Helping users realize that the best strategy is to deal with their e-mail as part of their normal business
- Giving strategies for sorting, filing and storage of e-mails
- Discussing legal implications associated with e-mail