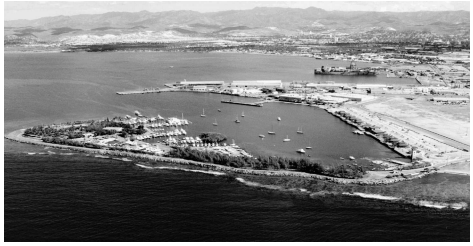
Towanda's Email Consideration



Boundary Model

Ways of looking at email within the organization

- Risk-based (managing areas of exposure)
- System-based (reviews IT resources, knowledge, and human capital)
- Content-based (looks at discipline/programs to establish priorities)

Basic Decision Tree Model

Is it a record? Non-records can be deleted and include: personal email, junk mail, general advertising, non-official news group messages, employee club messages, CFC messages, retirements, holiday parties, promotions, etc.

If record, is it temporary or permanent?
- If permanent?
  - Is it permanent by NARA?
    - Scan at 300 dpi or higher; simple PDF or PDF/A format or otherwise maintain complete/original paper records
  - Is it long-term by agency's program needs (long-term agency interest)?
    - Classify accordingly (example: destroy 10,000 years from date)
- If temporary?
  - Is it transitory?
    - Use 180-day delete rule
  - Is it "open" ?
    - Flag "open" (until proper determination / 200 years from date)
  - Is it "fiscal"?
    - Start date = 09/30/01/present year
  - Is it "calendar"
    - Start date = 12/31/present year
  - Is it issuance-based?
    - Apply appropriate disposition
  - Is it undetermined?
    - Solicit assistance from "TRIP" staff

Sample Functional Requirements

- Can the system retain the user's email folder structure?
- Can the system impose a default folder(s) on all users?
- Can the system filter content to predetermine folders?
- Can the system absorb content outside the email system such as home or share drive content?
- Can the system provide journaling information?

Conversion

The following questions apply to the transfer of content from email to a separate archival system or RMA

- Can the system retain the user's email folder structure?
- Can the system impose a default folder(s) on all users?
- Can the system filter content to predetermine folders?
- Can the system absorb content outside the email system such as home or share drive content?
- Can the system provide journaling information?

Retention Assignment

- Can the system match retention policies with user-profile metadata from the email application?
- Can an email thread be recognized, marked, and treated as a single record entity/series?
- Can the system provide a metadata-driven retention drop-down list?
- Can retention value be set at a moment other than the time of sending or receiving a message?

Retention Assignment

- Can retention be set to “fiscal” or “calendar” year?
- Can the system be set to auto-classify email based on email keyword content detection?
- Can email records be flagged with a transfer designation (records identified for system extraction at future date)?
- Are there any limitations in the creation of retention policies within the system?
- Are there functions not available to the user if he/she uses a portable communications device?

Enterprise-wide Functions

- Can the system implement disposition rules on its content?
- Can the system allow enterprise-wide searches of content that meet combined search criteria?
- Can the system support an enterprise-wide search that focuses on a single site or a selected group of sites?
- Can the system provide sorting and selection functions to the output list/window resulting from a search operation?
- Can the system provide suspension of destruction rules to multiple records resulting from a search request?
- Can email information and metadata be extracted from the system in an XML or other non-proprietary format?

Waiting for the System?

If Towanda cannot move forward until FY-11 or so...

- Consider metadata content sorting
  - Based on subject keyword context
  - Based on author
  - Based on domain
- Consider present email functions
  - Email expiration date
  - Email rules
- Consider function-specific email IDs