



InterPARES 3 Project

International Research on Permanent Authentic Records in Electronic Systems

TEAM Canada

Grabbing the Reins: Improving the Management and Preservation of E-mail in Three Different Academic Environments

Donald C. Force
University of British Columbia

SAA (Austin, TX)
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Donald C. Force

Graduate Research Assistant

Outline

- Role of E-mail
- InterPARES E-mail Objectives
- Tri-University Case Studies
- Overview of the Case Studies
- Future Work



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Role of E-mail

- 97 billion e-mails created worldwide every day (IDC, 2007)
- Necessary component for day-to-day business operations
- Business efficiency
- Legal consequences
 - *Zubulake v. UBS Warburg* (2003 & 2004)
 - *U.S. v. Arthur Anderson* (2004)



InterPARES E-mail Objectives

- Identify key weakness in e-mail management within different units
- Create resources that support and facilitate more effective e-mail management and facilitate long-term digital preservation
- Use units as test-beds for the development and implementation of e-mail management practices, guidelines, and policies



Tri-University Case Studies

- University of British Columbia (UBC)
 - School of Music*
 - Academic Department
- University of Victoria (UVic)
 - University Secretary's Office
 - Administrative Unit
- Simon Fraser University (SFU)
 - Human Rights Office
 - Operational Unit



Common Themes

- SFU and UBC lack e-mail policies and guidelines (UVic's guidelines need to be upgraded)
- No EDRMS
- None of the Archives have the capability to ingest and manage e-mails



University of British Columbia

- School of Music
 - Academic Unit
 - Provides professional preparation & qualification for music performers, composers, and teachers
 - Director's e-mail
 - 2-bucket approach (inbox and sent folders)
 - Uses search feature to find what he needs
 - Only deletes junk mail



University of British Columbia

- School of Music (Cont.)
 - Products
 - E-mail Guidelines
 - Outlines different types of e-mails
 - Do not need to save everything
 - “What If” Scenario document
 - Scare tactic for improving records management
 - Canadian Case Law as it pertains to e-discovery and e-mail/records management



University of Victoria

- Office of University Secretary (USEC)
 - Administrative Unit
 - Corporate secretariat to the governance bodies of the University
 - Responsible for university-wide and convocation elections, senior advisory committees (e.g., planning and priorities committee, executive search committees) and matters relating to the *Freedom of Information and Protection of Privacy Act*.
 - ~7 employees



University of Victoria

- Office of University Secretary (USEC) (Cont.)
 - Products
 - E-mail Guidelines
 - Formal version
 - Informal version
 - Cross-walking the University's Directory of Records with inboxes
 - E-mail attachment study
 - Best practices & guidelines



Simon Fraser University

- Human Rights Office
 - Operational Support Unit
 - Provides information about discrimination and harassment
 - One employee
 - 2-bucket approach (inbox & sent folders)



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Future Work

- University of British Columbia
 - Feedback from School of Music
 - Identify a new academic test-bed
- University of Victoria
 - Feedback on e-mail guidelines
 - Crosswalk inboxes and follow-up examination
 - E-mail attachments
- Simon Fraser University
 - Data collection & product production with the Human Rights Office



Future Work

- Analyze relationship between organizational culture and records management
- Integrate findings with TEAM Italy's "Keeping and Preserving E-Mail" General Study



Thank You

