

MESSAGING ARCHIVING: WHAT YOU NEED TO KNOW

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Agenda

- What is a Message
- What is an Archive
- Why Bother Archiving
- What are the Benefits of Archiving
- What's Next

What are Electronic Messages?

- Messages are business records
- Messages replace other communication
 - Telephone conversations
 - Water cooler conversations
 - Memorandum
 - Correspondence
- Messages can be e-mail, IM,

What is a Message Archive?

- A repository with formalized management
- Generally repositories have
 - Audit trails
 - Well defined policies and procedures
 - Refined access control
 - Structured destruction of the messages
- A Message Archive is NOT
 - A backup tape
 - Messaging software

Why Bother Archiving?

- Regulatory
 - SEC 17a-4
- Defensive
 - Identify and resolve embarrassing or problem communication
- Business Value
 - Extract customer service value

What are the Benefits of an Archive?

- Mitigate risk
 - Limits the scope of discovery
 - Makes tape backups “non-discoverable”
- Increases productivity
 - No more “lost” messages
- Change the nature of e-mail communication
 - Reduction in improper message usage

What's next?

- Records management
 - Messages are NOT a document function
 - Messages have a multitude of different functions
 - Records management manages documents by their business function
- Classification of emails
 - Automatic
 - Manual
 - Work context leads to classification



Thank You

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