

Emails as records

Emails which have ongoing value as evidence of University business activities should be registered into Content Manager.

Who is responsible for capturing and filing e-mail correspondence?

- If you are the first named recipient of an email originating from outside the University it is your responsibility to ensure that it is kept as a business record.
- If you are the sender of an email relating to University business to an outside party, it is your responsibility to ensure that the document is kept as a business record.
- If you are the sender of an internal email that has ongoing value it is your responsibility to ensure that it is kept as a business record.
- If you expect there to be ongoing exchanges regarding an issue, subsequent emails may be saved as decisions are made at the time or at the conclusion of the correspondence, so that all business information is captured.

Emails should be registered into Content Manager using the appropriate Flinders University Business Classification.

Any e-mail that carries a business risk with it because of:

- its contents, or
- is classified 'Restricted' or 'Highly Confidential', or
- contains business decisions that are being made in the e-mail exchange, must be stored in Content Manager or a hard copy file.

Keeping an important e-mail only in your own Inbox is not good records management practice, as the e-mail may be deleted prematurely, and is not accessible to others who might also need the information for their work.

Recent advances in Microsoft integration (including Outlook) ensures that entering emails into Content Manager is a quick and easy process.

If you have any questions, or need advice on where to store e-mails, contact the Central Records Office by submitting a Content Manager / Central Records Support request via Service One.