

HYDRO
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COMMITMENT

Managing Email for the Lower Churchill Project

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Introduction

- Electronic Mail System (E-MAIL) Usage
- Definitions
- Managing E-mail
- Identifying and Deleting Transitory Records
- Ten Ways to Make E-mail Effective
- Responsibility of Employees

Introduction

- Electronic Mail (E-mail) is a fascinating part of doing business today and has replaced a large number of telephone calls, memos and letters.
- Although e-mail has helped improve business communications, it is a significant contributor to the perception of “information overload”. Many people are unsure of how to manage their e-mail effectively:
 - ❖ They don’t know what to keep
 - ❖ What to delete
 - ❖ How to organize the messages they keep or where to keep them
- It made good business sense to manage e-mail records. For the LCP, it is also a legislative requirement (*The Rooms Act and The Management of Information Act*)

E-Mail Usage

- To ensure that the Hydro Group E-mail is used as a communication resource solely to support its business objectives.
- E-mail must be treated in the same manner as written documents. Any record or communication created or received within the E-mail system, is the property of the Hydro Group.
- E-mail may be subject to review and reproduction during legal proceedings. Any inappropriate comments may expose the sender and hold the Hydro Group to legal liability.
- The Hydro Group reserves the right to monitor and/or quarantine messages and to inspect and disclose the contents of all E-mail, business related or personal, in order to:
 - ❖ Locate information required for business purposes;
 - ❖ Protect health and safety;
 - ❖ Investigate suspected misuse or misconduct

Definitions

- E-mail – Messages, including attachments, sent and/or received electronically by personal computers or terminals linked by communications facilities.
- Public Record – Records created and/or received by a department in the conduct of its affairs (not including copies or records created only for convenience).
- Transitory Record – Records required for a limited duration to ensure completion of a routine action or the preparation of a subsequent record. These records are not required to control, support or document the delivery of programs, to carry out operations, to make decisions, or to account for activities of the department.

Managing E-Mail

Who is responsible to keep E-mail Public Record?

- ❑ The **Originator** (creator) of an E-mail is responsible to ensure that official E-mail public records are retained and managed.
- ❑ The **Recipient** of E-mail messages sent from external sources, where the information contained within does not exist elsewhere in the department, and it forms part of the departmental records

How do I file E-mail?

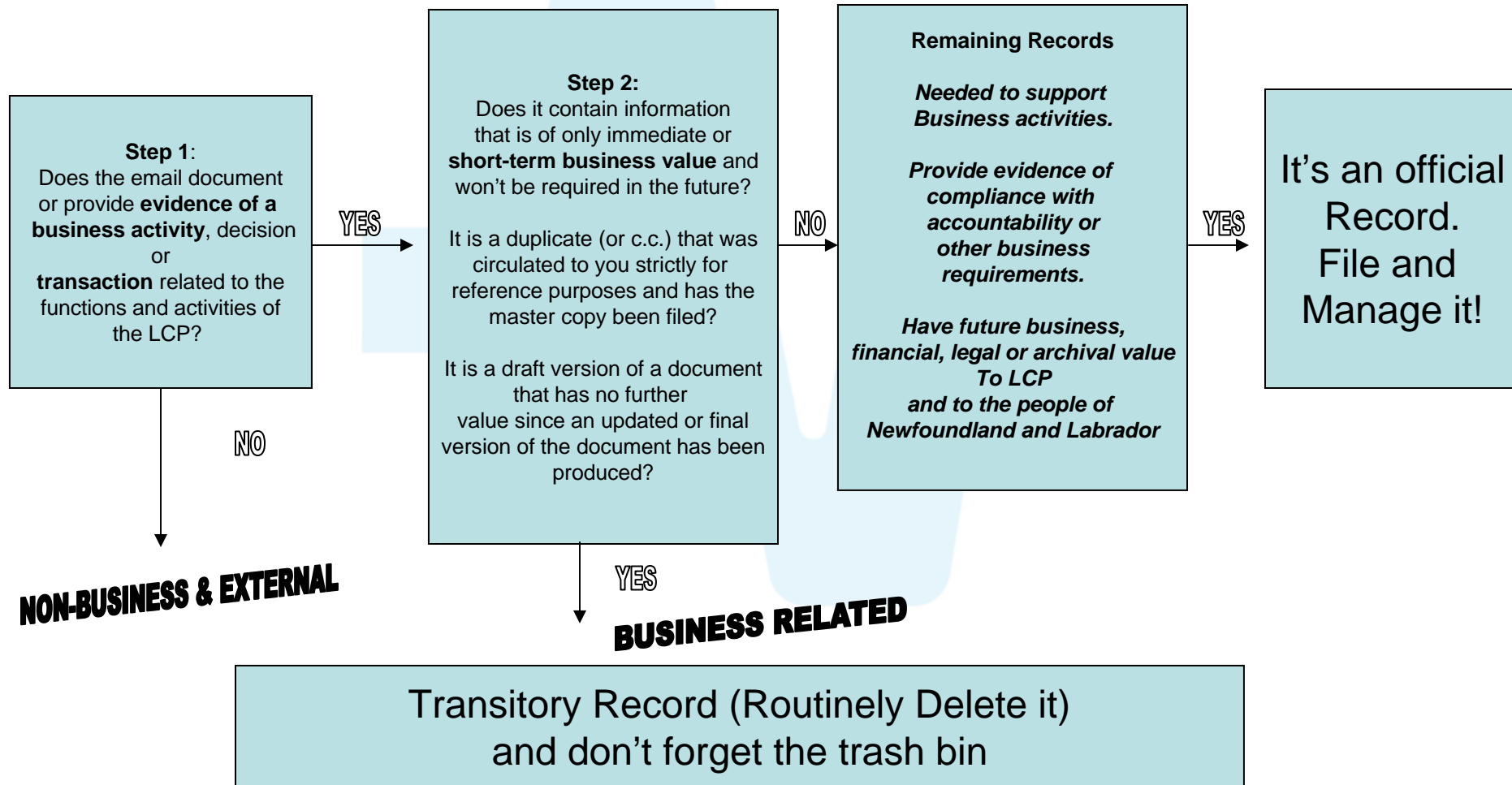
- ❑ When filing E-mail messages and attachments it is important to consider the ability to identify, retrieve and share this information, as required, Options include:
 1. Saving E-mail to TRIM
 2. C.C. the e-mail to the Document Control email address lcpdcc@nlh.nl.ca
 3. Printing and filing e-mail records in the applicable files

Identifying and Deleting Transitory Records

What information do I need to keep?

- You need to distinguish between official records that document and provide evidence of LCP's business transactions, and will have future value, and transitory records that are temporary in nature and have little administrative or operational value.
- This next diagram can help you identify records that are considered “transitory” and, thus, can be deleted.

Deciding What Records To Keep



Ten Ways to Make E-mail Effective

1. Keep the message as short as possible
2. Use a short, description subject line
3. Clearly state the primary audience
4. Clearly state the importance of your message
5. Put an “action requested” line at the top of the message
6. Avoid jargon and acronyms
7. Format messages for easy reading
8. Avoid “reply to all”
9. Don't send large attachments. Post once and point.
10. Use distribution lists sparingly

Responsibilities of LCP Employees

- Employees should always use E-mail with the assumption that messages may be read by someone other than the intended recipient.
- Users should think of E-mail as comparable to a postcard. It is not in an envelope and any system that it passes through has the ability to read its contents.
- Write E-mail records with the same professional standard that would apply to creating paper records.
- *Routinely* delete all those records that are not public records and if E-mail has been filed in TRIM the copy stored should be deleted.



Questions.....?????

