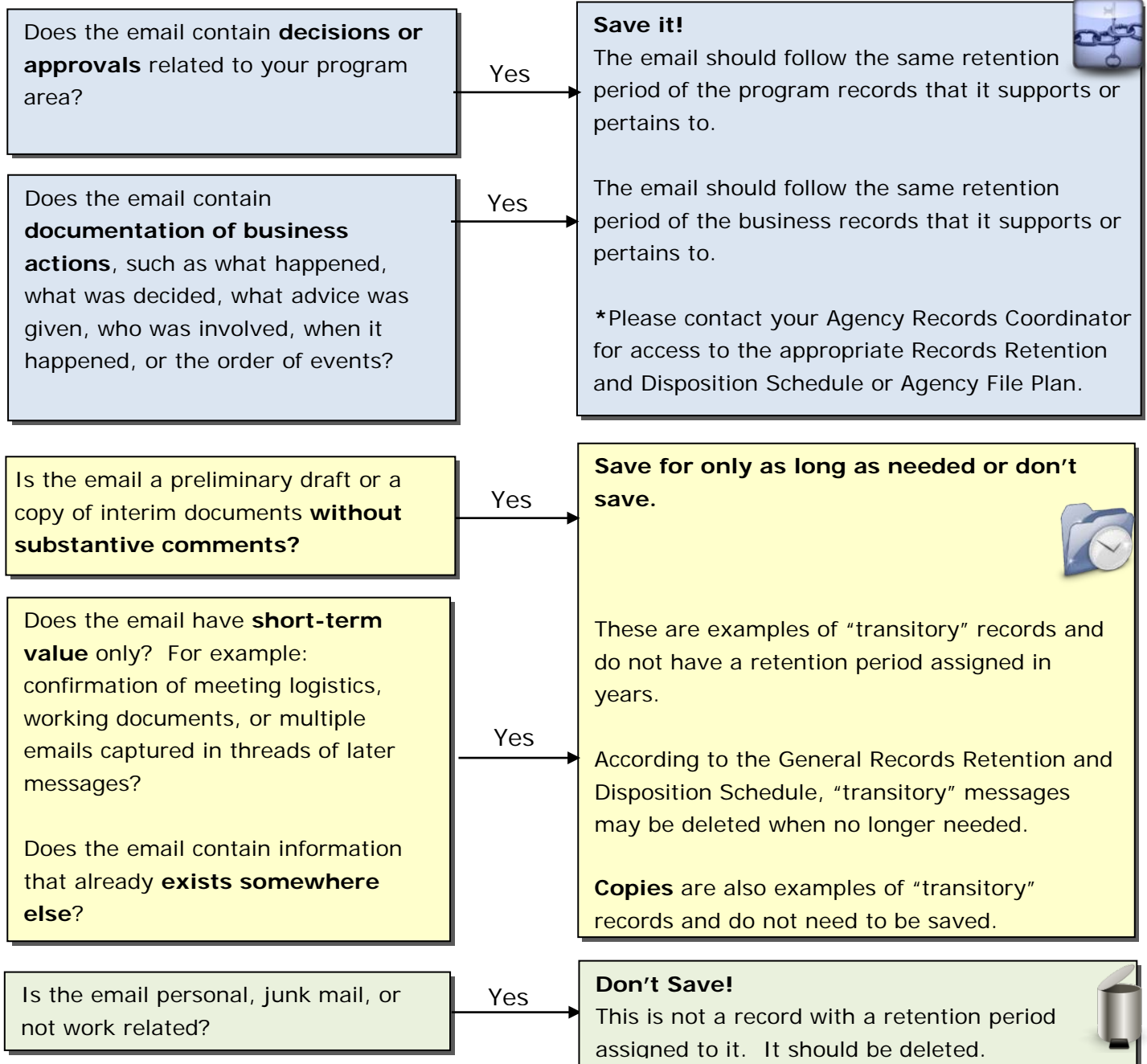




Email Decision Guide

The decision to keep an email – and for how long – is based on the **content** of the message. Deleting items you don't need makes it easier to find the items you do need. Use this guide to help you determine which emails you need to keep.



Records to Save: Examples of email messages you *need* to save because they are records with assigned retention. These could be emails you've sent or received.

- An email chain between you and a citizen that documents an external complaint against your bureau or agency.
- A meeting entry on your Outlook calendar because you've scheduled a mandatory program meeting for your employees.
- An email sent by you to the members of a committee, commission, or board which includes an official agenda for next Thursday's 10:00 am meeting in the body of the email.
- An email chain between you and the vendor discussing unexpected issues related to an executed contract between your agency and the vendor.
- An email from an agency head or bureau director providing approval to proceed with the issuance of a program policy or procedure.
- An email received documenting the results of an investigation conducted on an internal complaint that an employee has filed against their agency.

Transitory Records: Below are examples of messages you *might* save to refer to later. There is no retention period assigned in years on the General Records Retention and Disposition Schedule; the schedule states that you may delete them when no longer needed. These could be emails you've sent or received.

- An email stating that your meeting invitation request was forwarded to another individual on a specific date because it is recommended that they attend the meeting as well.
- You are cc'd as an FYI on an email from your director because it mentions that you are supposed to complete a task by a certain date in the near future.
- An email from your supervisor detailing and explaining the steps of a new procedure in your office.
- An email from your Building Manager stating that the restrooms on the west side of the building will be closed next week for needed maintenance and repairs.

Emails which should *not* be saved: Examples of email messages you should *not* save because they are not records (i.e.; they do not document a transaction or activity of your agency), or because they have no business value. These could be emails you've sent or received.

- An email from your spouse asking if you are free for lunch this afternoon.
- An email sent to you informing that a new official has been appointed as the head of an agency or department which includes a direct link to the news article.
- An email from your bureau director informing you about a retirement reception in two weeks for a co-worker.
- An email received from an outside, unknown source that you are not conducting official business with and is not relevant to your agency business.
- Emails received containing advertisements for unsolicited business.