

FUTURE-PROOF APPROACHES FOR MANAGEMENT AND PRESERVATION OF LONG-TERM EMAIL RECORDS

E-RECORDS CONFERENCE – NOVEMBER 16, 2018

BRIAN THOMAS AND BONNIE ZUBER

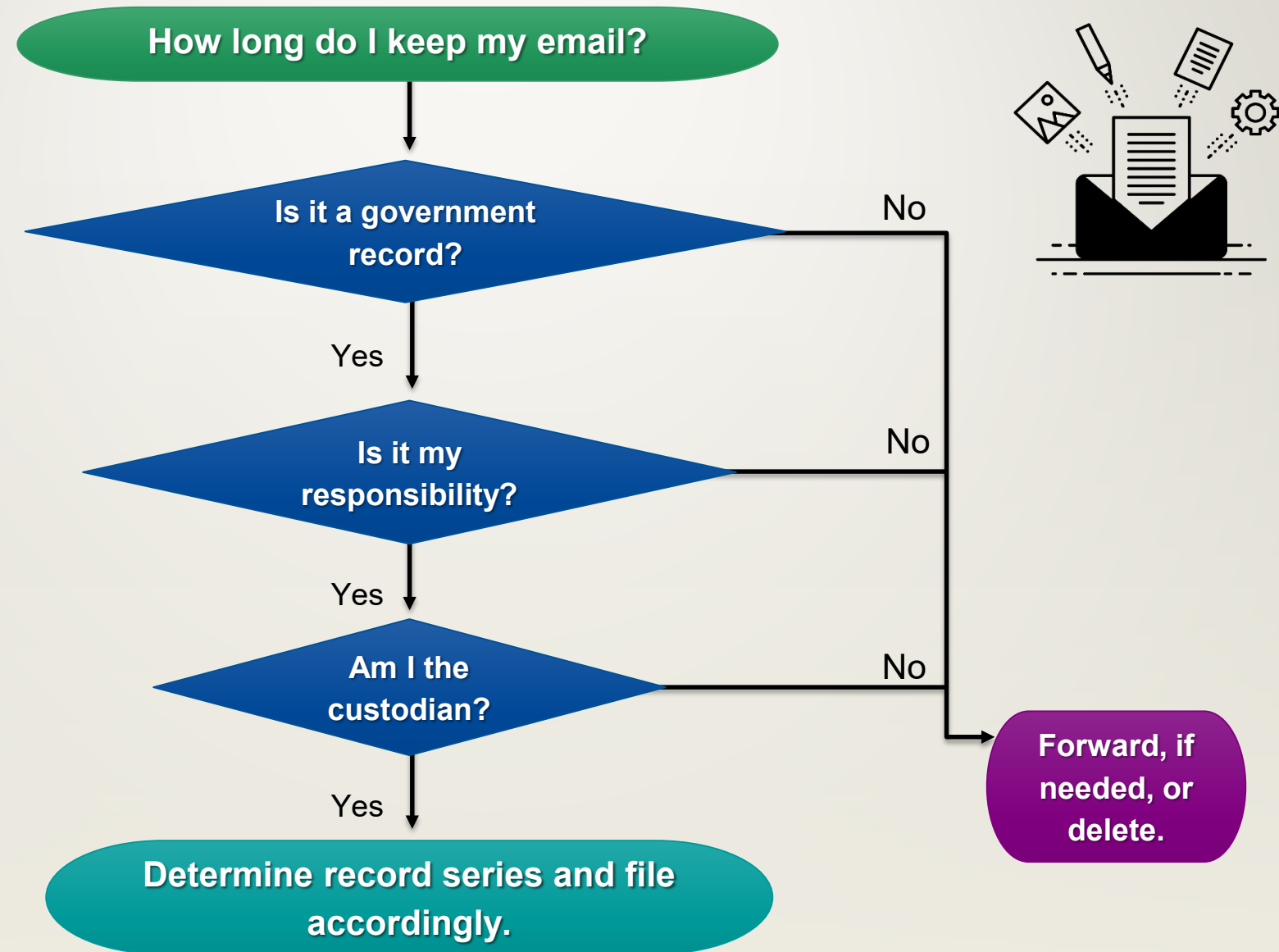


THE UNANSWERABLE FAQ

- “How long do I keep emails?”
 - ヽ_(ツ)_/
 - Best answer so far: “It depends.”
- Depends on the content of each email:
 - Is it conducting government business?
- Email is a format – like paper or film – in which records are saved.
 - If you printed out the email, how would you file it?



SIMPLIFIED FLOWCHART FOR MANAGING EMAIL



EXAMPLES OF POTENTIAL LONG-TERM EMAIL RECORDS

Administrative Correspondence

- 4 years (review for archival value)

Meeting Minutes – Supporting Documentation

- 2 years; archival for state, potentially archival for local

Legislative Appropriation Requests

- AC + 6 (AC = September 1 of odd-numbered calendar years.); archival





TSLAC outreach project

Dear TBP, ARIS and SLRM colleagues,

Some of you may be aware that we are developing outreach project that will seek to promote agency services across the state. Some folks in the agency that are involved with training and outreach have expressed interest in the program so I am writing to let you know what this project is about, our plans to move it forward, and how it might impact your programs.

For some time, Gloria and I have been discussing how we could better coordinate our various training and outreach projects. Our efforts are somewhat siloed. We have outreach positions in various divisions, but those efforts are not coordinated. We have an impressive array of information, but we don't have any way to blend that information into a useful demonstration of the value of our services. We might have a records management training in a particular area, but we don't have any way to promote TBP or provide library services to one area and generate public value.

With this in mind, we are working on a project to create a more coordinated outreach vehicle. I have long thought that a tech-mobile, training-mobile would be the perfect vehicle (pun definitely intended) to provide a way to add public value and gain users for our services. And it would be a real asset for our agency and our services. We are living in an era where libraries are building very creative services on the old bookmobile model. In Texas, Houston Public, New Braunfels Public, and others are creating vehicles that would also like to create a vehicle that could do double duty as disaster-relief for libraries in times of crisis.

So the basic plan is that we are working on specifications for a vehicle. Gloria met a few days ago with representatives of each division who contributed ideas to how they might use such a vehicle. With those ideas in mind, and using specs borrowed from several other libraries, we hope to have a set of specifications by the end of August. We are also working on a project charter with an intention that will be done by the end of August as well. With some luck and stars aligning, we'd like to have the vehicle purchased by mid-FY 2019. Meanwhile, we have also put in our LAR an exceptional item for about \$550,000 to hire a driver, a project coordinator, and to pay for other related costs for this project. If we don't get that funding, we will have to be creative about how we staff this project.

We are tentatively calling this Project InfoPower to have a working name, though I am very open to other suggestions. In FY 2019, for administrative reasons, this will be largely an LDN-focused project. But in subsequent years, this will take its full shape as a statewide effort.

That's as much as I know right now. We will keep you all aware of our progress as we move forward. And please share with me any questions or ideas you have as we move forward.

Thank you,

Mark

Mark Smith, Director and Librarian | Texas State Library and Archives Commission
512 463.5460 | fax 512 463-5436 | msmith@tsl.texas.gov | <http://www.twitter.com/tslac> | <http://www.facebook.com/tslac>



TSLAC OUTREACH PROJECT CORRESPONDENCE



- Correspondence – Administrative
 - “... pertaining to the formulation, planning, implementation, interpretation, modification, or redefinition of the programs, services, or projects of an agency/local government...”
- If the bus idea stalls? 4 year minimum retention (w/ archival review).
- If the bus is wildly successful? Likely to be retained permanently.
- How do we do that?!



HOW DO WE PRESERVE
EMAILS LONG-TERM?



WHAT IS DIGITAL PRESERVATION?

Typical backup

- The point: Secure redundancy
- Involves
 - Duplicate copies of records
 - Geographically disperse
 - Rolling versions
 - **NOT** a R.M. copy



WHAT IS DIGITAL PRESERVATION?



The point: keeps things accessible over time

- Retention/disposition as dictated by the retention schedule
- Policies in place for keeping files accessible

NORMALIZATION

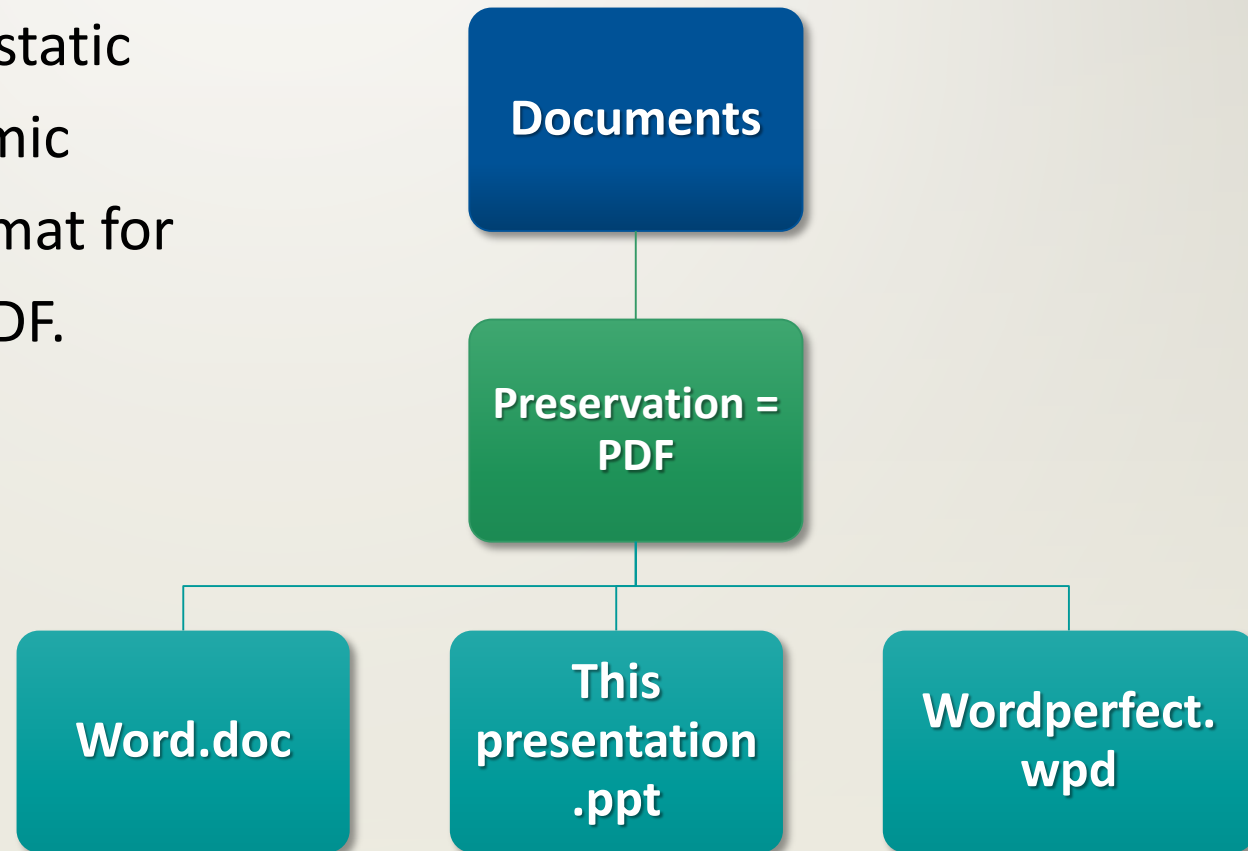
Involves:

- Typical backups
- Format migration when needed
- Monitoring and actively maintaining accessibility



NORMALIZATION EXAMPLE IN TEXAS DIGITAL ARCHIVE

- Policy: For every text-based static document that has no dynamic elements, the long-term format for access and preservation is PDF.



ON TO THE HOLY GRAIL... EMAIL



Source: <http://www.fanpop.com/clubs/monty-python-and-the-holy-grail/images/591549/title/camelot-screencap>



TEXAS STATE LIBRARY
AND
ARCHIVES COMMISSION

WHAT IS IT YOU ARE TRYING TO KEEP?

- Email is a transmission and content standard set by the Internet Engineering Task Force (IETF).
- Standards that apply include:
 - [RFC822](#) (Internet Text Messages)
 - [RFC2822](#) (Internet Message Format)
 - Multipurpose Internet Mail Extensions ([MIME](#))
 - [RFC821](#) (SMTP)
 - [RFC5321](#) (SMTP)
 - [RFC2821](#) (SMTP)
 - [RFC3501](#) (IMAP)
 - [RFC1939](#) (POP)
 - etc...
- Which means.....it is really all about the content and how it was sent.

From Catherine Frazier <catherine.frazier@governor.state.tx.us>☆

Reply

Reply

Followup

Forward

More

Subject Press Phone Log / Tom Abrams / KTRK Hou / 281-798-7142

9/26/2008 1:18 PM

To Andrew Barlow <andrew.barlow@governor.state.tx.us>☆, Allison Castle <allison.castle@governor.state.tx.us>☆,
Lucy Nashed <lucy.nashed@governor.state.tx.us>☆, Catherine Frazier <catherine.frazier@governor.state.tx.us>☆,
Katherine Cesinger <kcesinger@governor.state.tx.us>☆, Mark Miner <mark.miner@governor.state.tx.us>☆

Date Fri, 26 Sep 2008 13:18:26 -0500

Message ID <5B62462D5D5EEE48A255351BF26A36AD231025B9@Tioga.oog.governor.state.tx.us>

Received from Tioga.oog.governor.state.tx.us ([130.1.1.9]) by Tioga.oog.governor.state.tx.us ([130.1.1.9]) with mapi; Fri, 26 Sep 2008
13:18:27 -0500

Content-Transfer-Encoding binary

Thread-Topic Press Phone Log / Tom Abrams / KTRK Hou / 281-798-7142

Thread-Index AckgBEQrt94pYFemQl6Ywg/Cuc34eA==

Accept-Language en-US

Content-Language en-US

X-MS-Exchange-Organization-SCL -1

X-MS-TNEF-Correlator <5B62462D5D5EEE48A255351BF26A36AD231025B9@Tioga.oog.governor.state.tx.us>

Content-Type multipart/mixed;boundary="----7w23UvqJTzyx-VDfeH3nMvgDwZ1hYsbVwwHeWOwQ5df3IU9J=_33_"

MIME-Version 1.0

Header

needs clarification on how non-profs and churches can get ice from FEMA to hand out to people still in need. He can't get a straight answer from locals or FEMA...

Message

EXAMPLES OF DIFFERENT FORMATS

PLAIN TEXT FILE

File Edit Search View Encoding Language Settings Tools Macro Run Plugins Window ?

Sen Wear Perry an "Innovator in action," Libertar - 9/37/46 eml 23 Press Phone Log Tom Abrams KTRK Hou 281-79-9374-333 Press Phone Log Tom Abrams

1 Received: from Tioga.gov.governor.state.tx.us ([130.1.1.9]) by
2 Tioga.gov.governor.state.tx.us ([130.1.1.9]) with mapi; Fri, 26 Sep 2008
3 13:18:27 -0500
4 Content-Transfer-Encoding: binary
5 From: Catherine Frazier <Catherine.frazier@governor.state.tx.us>
6 To: Andrew Barlow <andrew.barlow@governor.state.tx.us>, Allison Castle
7 <allison.castle@governor.state.tx.us>, Lucy Nashed
8 <lucy.nashed@governor.state.tx.us>, Catherine Frazier
9 <catherine.frazier@governor.state.tx.us>, Katherine Cesinger
10 <kcesinger@governor.state.tx.us>, Mark Miner
11 <mark.miner@governor.state.tx.us>
12 Date: Fri, 26 Sep 2008 13:18:26 -0500
13 Subject: Press Phone Log / Tom Abrams / KTRK Hou / 281-798-7142
14 Thread-Topic: Press Phone Log / Tom Abrams / KTRK Hou / 281-798-7142
15 Thread-Index: AckgBEQrt94yPFemQI6Ywg/Cuc34eA==
16 Message-ID: <5B62462D5D5EEE48A255351BF26A36AD231025B9@Tioga.gov.governor.state.tx.us>
17 Accept-Language: en-US
18 Content-Language: en-US
19 X-MS-Exchange-Organization-SCL: -1
20 X-MS-TNEF-Correlator: <5B62462D5D5EEE48A255351BF26A36AD231025B9@Tioga.gov.governor.state.tx.us>
21 Content-Type: multipart/mixed; boundary="-----7w23UvqJTzyx-VDfEh3nMvgDw2lhYsbVvwHeWOWc5df3IU9J=_33_"
22 MIME-Version: 1.0
23
24
25 This is a multipart message in MIME format.
26
27
28 -----7w23UvqJTzyx-VDfEh3nMvgDw2lhYsbVvwHeWOWc5df3IU9J=_33_
29 Content-Transfer-Encoding: base64
30 Content-Type: text/plain; charset="utf-8"
31
32
33 kmV12HmgY2xhcmlmaWNhdGlvbiBvbiBob3cgbm9uLXBib2ZzIGFuZCBjaHVyY2hlcysBjYW4gZ2V0
34 IGljZSBmcm9tIEZFTUEgdG8gaG9uZCBvdXQgdG8gcGVvcGx1IHNoaXsIGluIG5lZ2V0eHlIGNh
35 bid0TGdlCDBhIHNoCmFpZ2h0IGFuZ3dlciBmcm9tIGxvY2FscyBvciBGRU1B4oCm
36
37

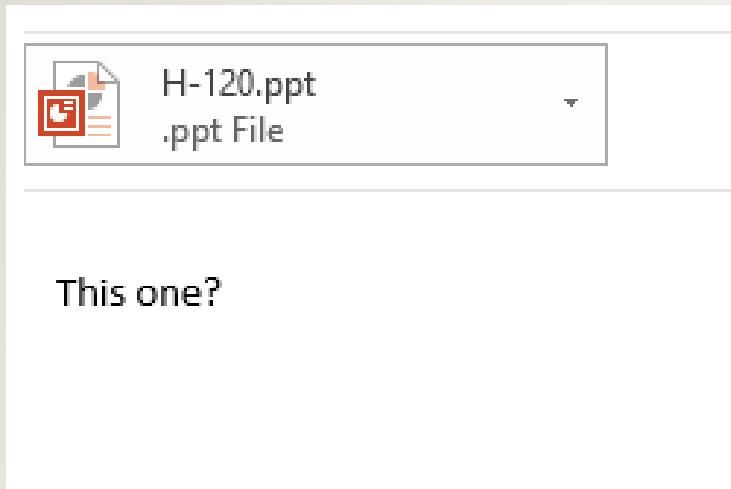
Normal text file length: 1,682 lines: 39 Ln: 26 Col: 1 Sel: 0 | 0 Windows (CR LF) UTF-8 INS

MSG FILE

[illegible]

THINGS TO CONSIDER WHEN MAKING POLICIES...

ATTACHMENTS



EMBEDDED CONTENT



A SUMMARY OF OPTIONS

**DISCLAIMER: THIS LIST
IS A START AND
SHOULD NOT BE
CONSIDERED YOUR
ONLY OPTIONS**



Maintain in
current email
system



Interfile based
on record type



Convert to a
non-email
format, such as
PDF



Convert to a
plain-text
readable email
format such as
.EML or .MBOX

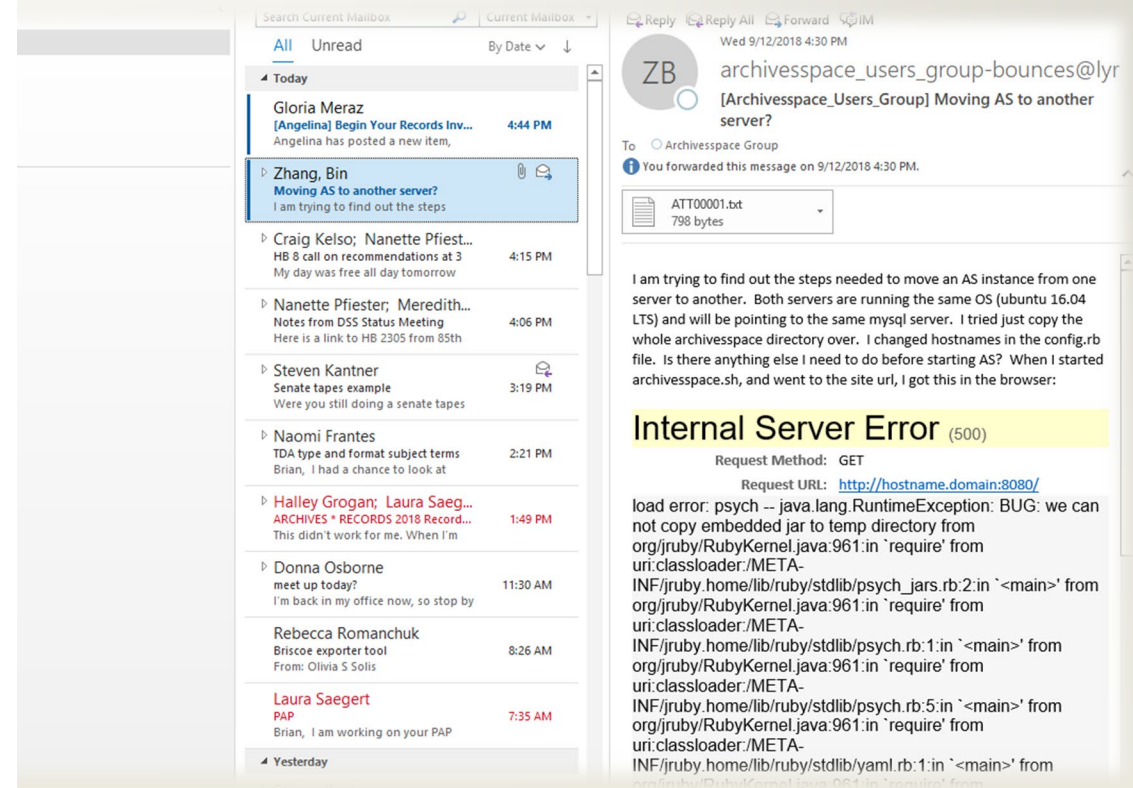
OPTION 1: KEEP IN CURRENT EMAIL SYSTEM

Pro

- No additional time investment
- Email automatically moves to newest format

Con

- Maintaining large email inboxes
- Need to maintain email system long-term
- Reliant on 3rd party to maintain their records management functionality



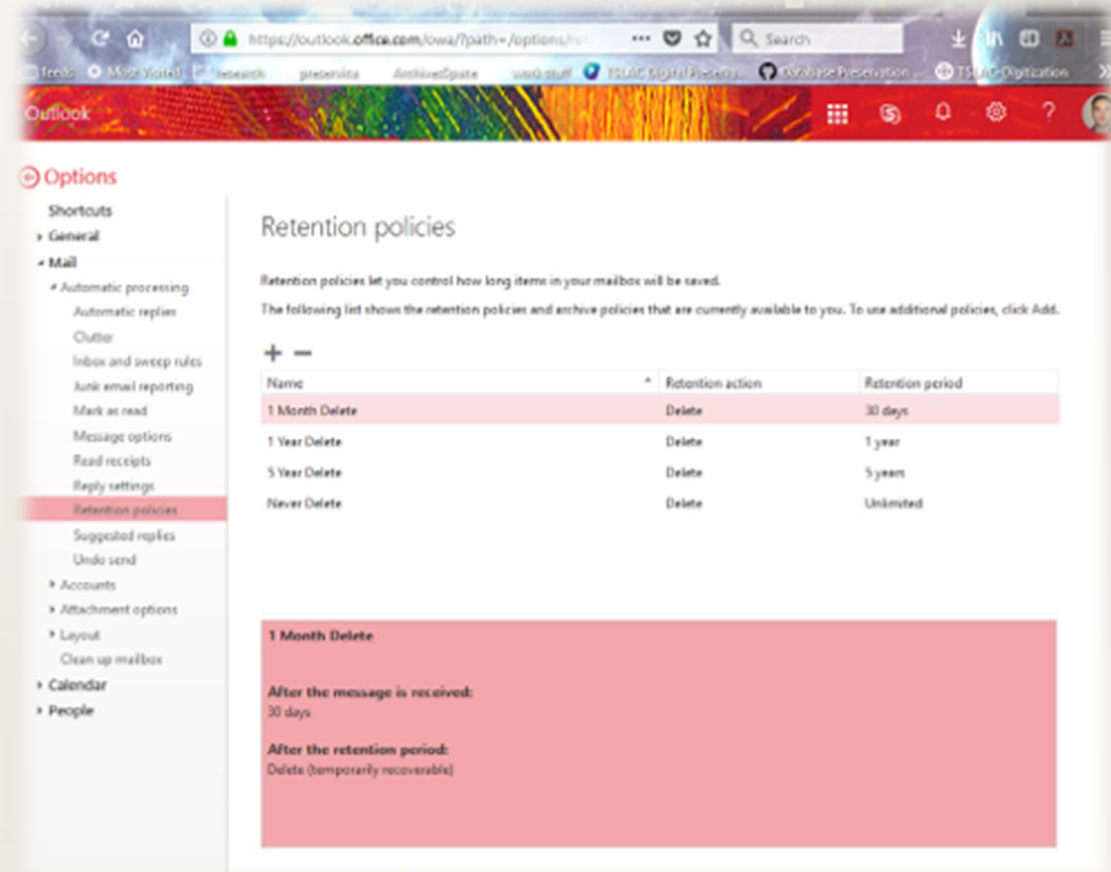
FUNCTIONS FOR A OFFICE 365 SHOP

Automatic retention policies

- Right-click on a folder and select properties
- Go to the Policy tab and select from available options
- May be possible to set custom retention schedules

Auto-Archiving

- Right-click on a folder tab and select properties
- Go to AutoArchive tab and select best option.
- NOTE: Emails are moved into a Microsoft PST file...



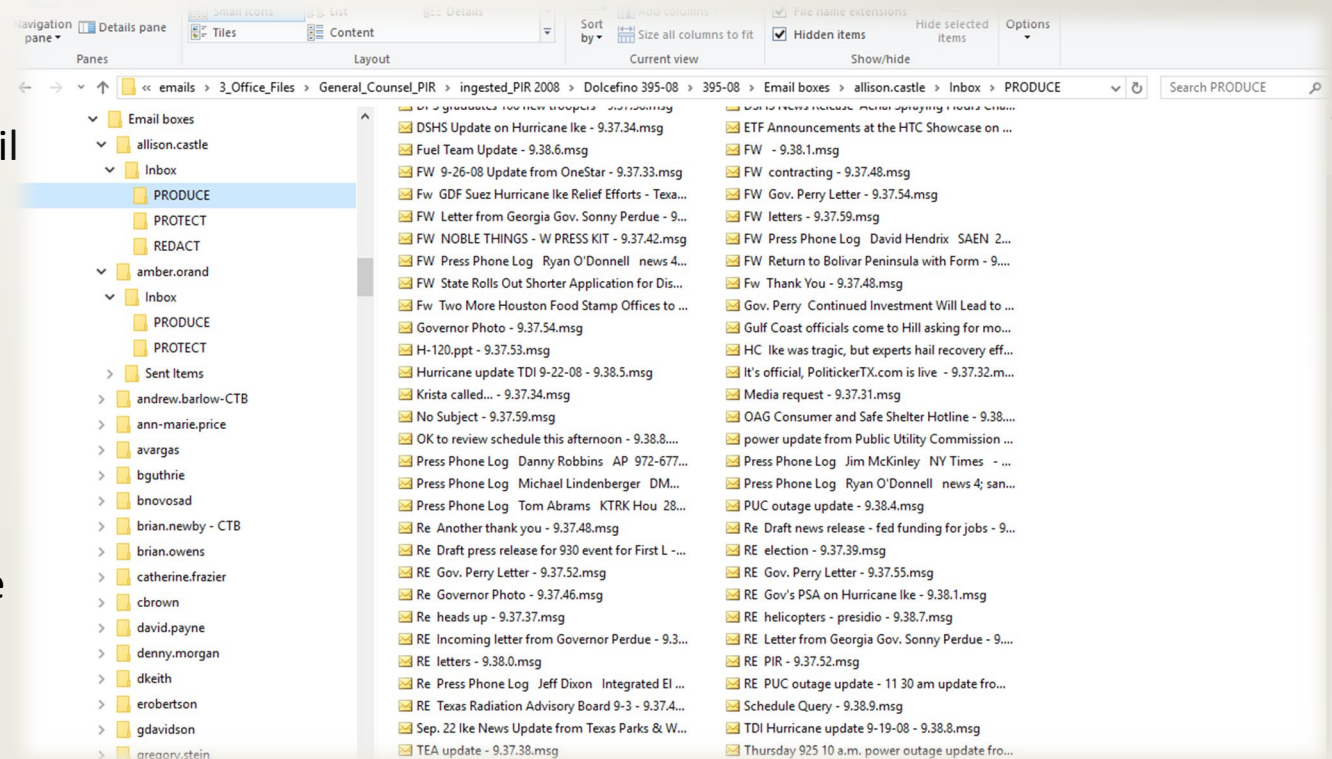
OPTION 2: INTERFILING IN NATIVE FORMAT

Pro

- Maintenance based on retention schedule
- May be able to view the email in original email program
- Alternate viewer programs may be available
 - Example: freeviewer.org/msg and freeviewer.org/pst

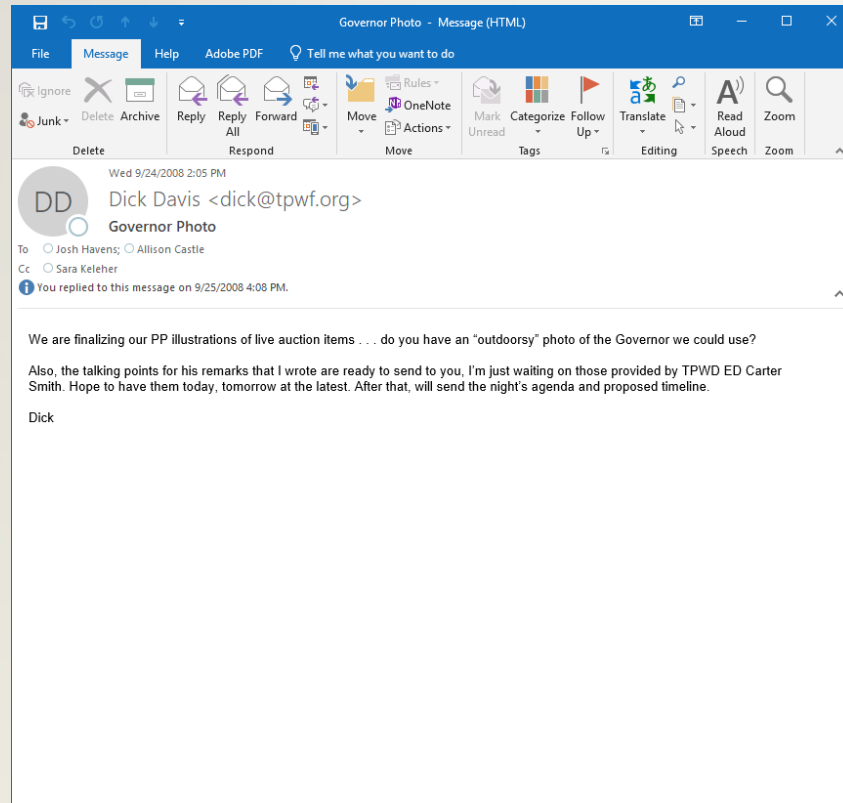
Con

- If email program changes records can become inaccessible
- Proprietary encoding (MS Outlook?)

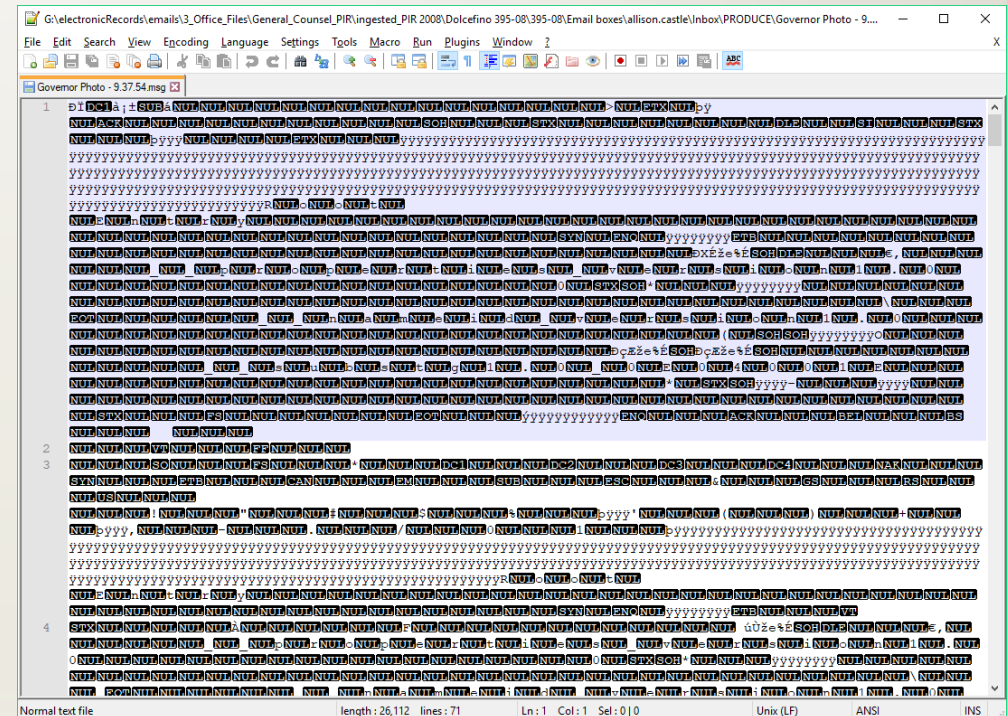


NATIVE FORMAT EXAMPLE

IN OUTLOOK



IN TEXT EDITOR



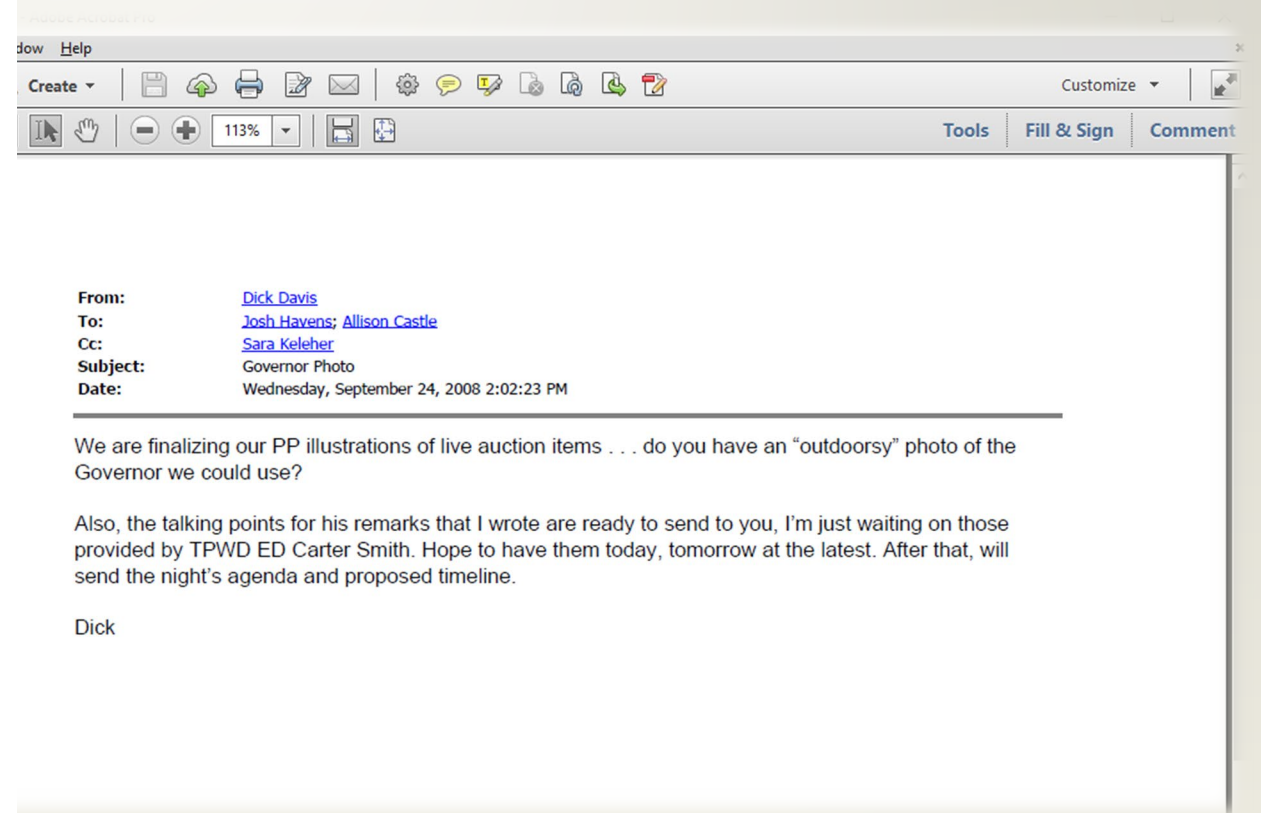
OPTION 3: INTERFILING IN NON-EMAIL FORMAT

Pro

- Filing based on retention schedule
- Formats consistent with other decisions (e.g. normalization)
- Example: Convert all emails to PDF format

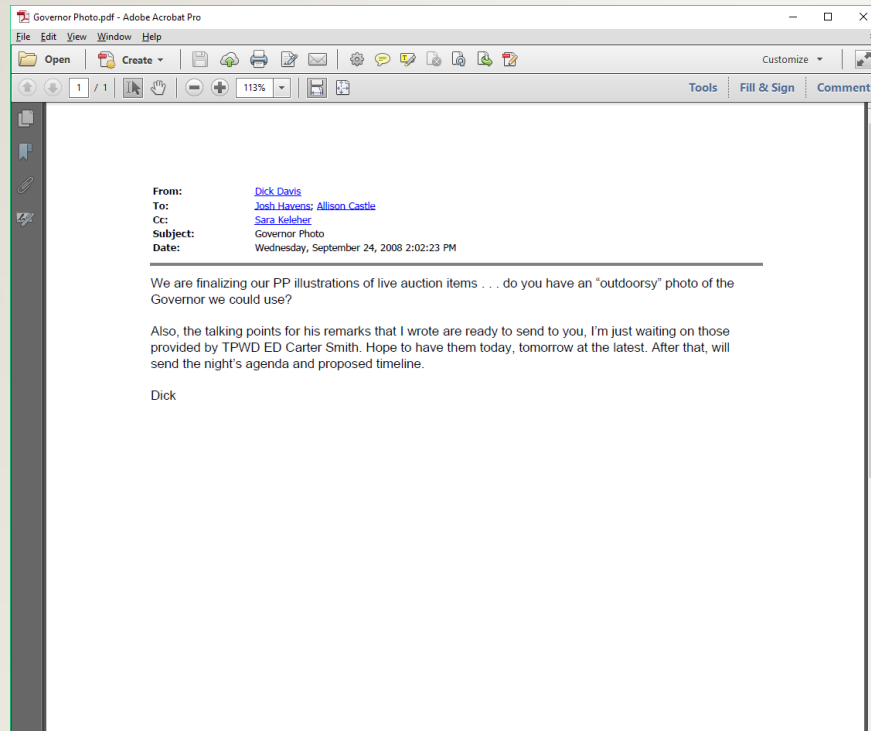
Con

- Loss of header information?
- Loss of other functionality?

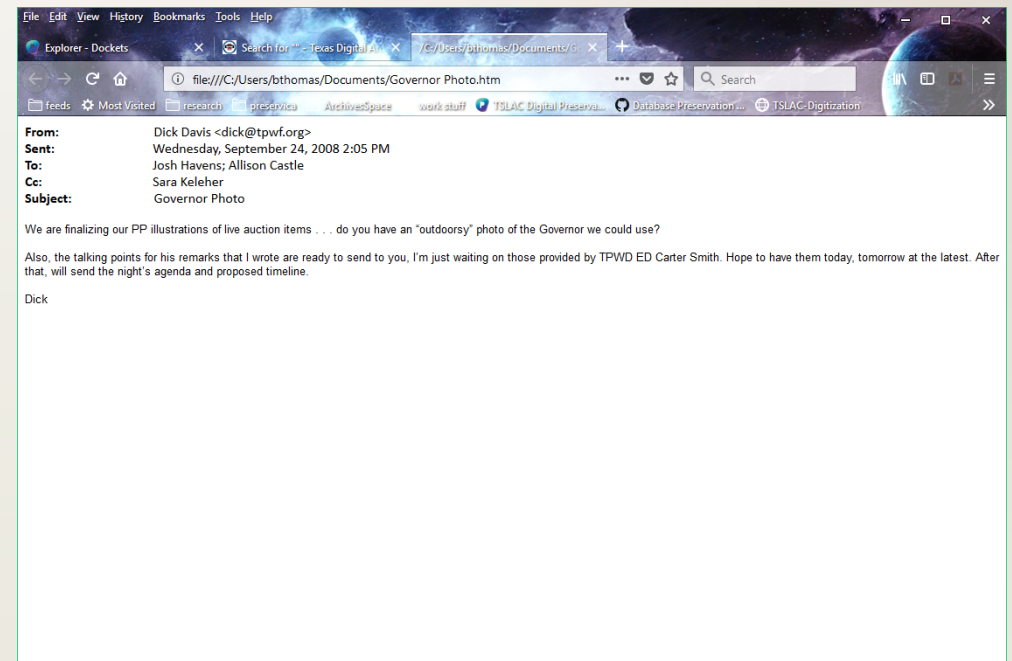


NON-EMAIL FORMAT EXAMPLES:

PDF



HTML



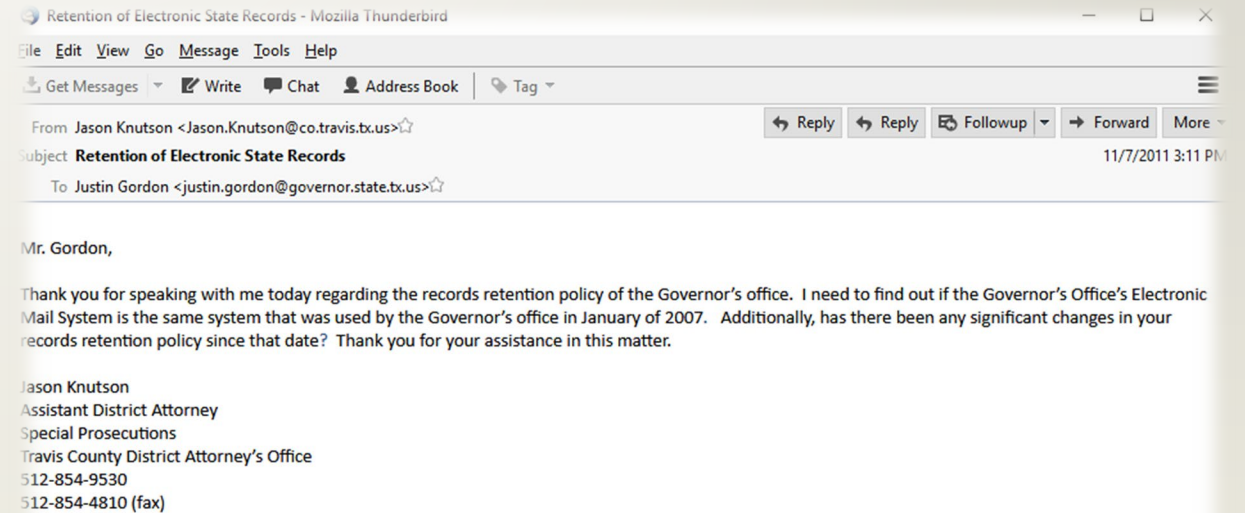
OPTION 4: INTERFILING IN OTHER EMAIL FORMATS

Pro

- Filing based on retention schedule
- Shows email records as they were intended
- Formats consistent with other decisions (e.g. normalization)
- Plain text readable
- Example: Convert all long-term files to EML format

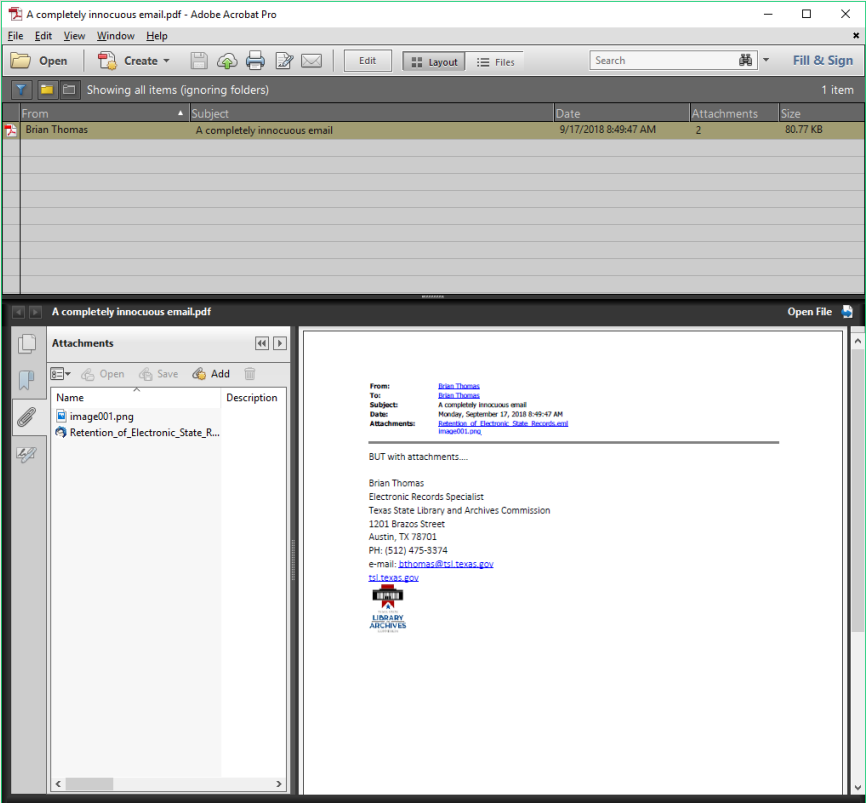
Con

- May need to forward migrate in the future

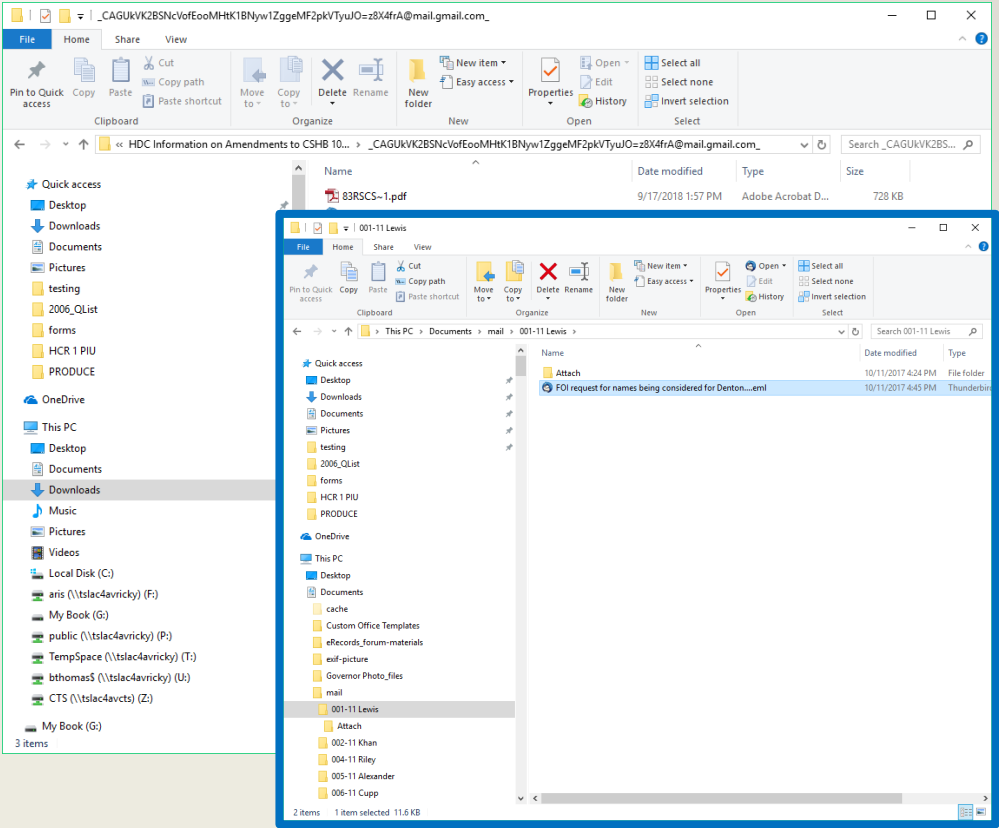


ATTACHMENTS?

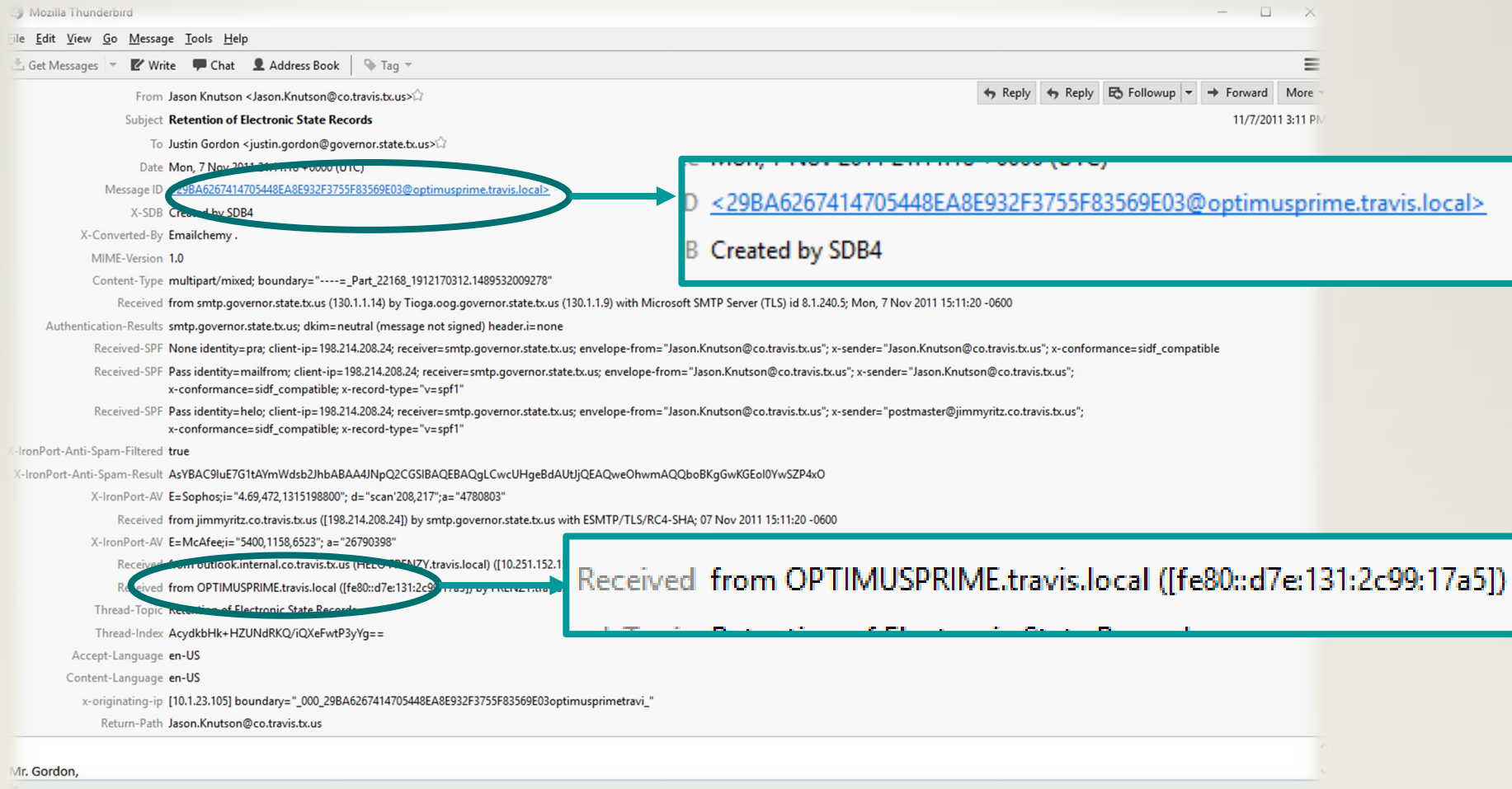
IN A PDF



SEPARATED FROM EMAIL



A LITTLE IT HUMOR



THANK YOU

Bonnie Zuber – Government Information Analyst

Contact SLRM to find your analyst:

512-463-7610 or slrminfo@tsl.texas.gov

Brian Thomas – Electronic Records Specialist

Contact: 512-475-3744 or bthomas@tsl.texas.gov

