Managing Email

Sending email
Initiating or responding to

Need to Retain?

Yes →

Is it a Record?
Supports a business decision; establishes policy; certifies a transaction, commits the city to action; (is it listed in records retention by-law?)

→ **Save**
To network drive or EDRM System

No →

Is it a Transitory Record?
Duplicate or convenience copies, drafts, personal messages, not supporting City business

→ **Delete**
When no longer useful

Receiving email

Are you the Sole Recipient?

Yes

No →

When there are multiple recipients, or you are copied

Are you Responsible for the email or the area of work (ie subject matter)

Yes

No →

Delete
When no longer useful