

# Electronic Mail Policies and Management

Although each state has varying laws regarding email record retention, the overall underlying theme is basically the same...that All public officials have the to protect and guard their public records, including e-mail messages, from "mutilation, loss and destruction." Furthermore, agency administrators must develop policies and systems to ensure that e-mail records are appropriately preserved, secured, and accessible for discovery throughout their established retention periods. With this understood, implementing M+Archive into your Microsoft Exchange and/or Novell GroupWise environment will ensure compliance to each of these laws.

Below are links to each state's web site that outlines and clarifies the need for implementing M+Archive or other fully complaint email record retention solution.

For more information about [M+Archive](#), please call your authorized Messaging Architects Partner. To locate an authorized Messaging Architects partner, call 1-866-497-0101 ext 243 or visit us on the web at [www.MessagingArchitects.com](http://www.MessagingArchitects.com).

## Alabama

- **Guidelines for Managing E-Mail**  
[http://www.archives.state.al.us/ol\\_pubs/E-mail01.html](http://www.archives.state.al.us/ol_pubs/E-mail01.html)
- **Government Records News. Vol. 1 No.3**  
**Developing E-Mail Policy for Government Agencies**  
[http://www.asc.edu/archives/ol\\_pubs/govrec13.html](http://www.asc.edu/archives/ol_pubs/govrec13.html)

## Alaska

- **Email: FAQs and Rules**  
[http://www.archives.state.ak.us/pdfs/records\\_management/email.pdf](http://www.archives.state.ak.us/pdfs/records_management/email.pdf)
- **Email audit (PDF)**  
[http://www.archives.state.ak.us/pdfs/records\\_management/erecords\\_audit\\_form.pdf](http://www.archives.state.ak.us/pdfs/records_management/erecords_audit_form.pdf)

## Arizona

- **Guidelines for Managing Public Records Sent and Received Via Electronic Mail**  
[http://www.lib.az.us/records/Standards\\_and\\_Guidelines.cfm?/GuidanceAndRelatedResources/GuidelinesForManagingPublicRecordsSentAndReceivedViaElectronicMail.cfm](http://www.lib.az.us/records/Standards_and_Guidelines.cfm?/GuidanceAndRelatedResources/GuidelinesForManagingPublicRecordsSentAndReceivedViaElectronicMail.cfm)

- **Managing Electronic Mail**  
[http://www.lib.az.us/records/GuidanceAndRelatedResources/email\\_management.pdf](http://www.lib.az.us/records/GuidanceAndRelatedResources/email_management.pdf)

## California

- **Electronic Records Management Handbook: Electronic Mail**  
<http://www.documents.dgs.ca.gov/osp/recs/erm-s4.pdf>

## Colorado

- **Electronic Messaging Guidelines**  
<http://www.colorado.gov/dpa/doit/archives/rm/rmman/appndx-c.htm>

## Connecticut

- **Electronic and Voice Mail: A Management and Retention Guide for State and Municipal Government Agencies**  
<http://www.cslib.org/publicrecords/opraforms.htm>

## Delaware

- **Electronic Mail Policy Statement and Guidelines**  
<http://archives.delaware.gov/govsvcs/pdfs/Records%20Policies/Electronic%20Mail.pdf>

## Florida

- **Electronic Records and Records Management Practices, Section IV, E-Mail as a Public Record**  
<http://dlis.dos.state.fl.us/barm/handbooks/electronic.pdf>

## Georgia

- **Electronic Records Management: Checklist of Requirements**  
[http://www.sos.state.ga.us/archives/pdf/records\\_and\\_information\\_management\\_services/rims7.pdf](http://www.sos.state.ga.us/archives/pdf/records_and_information_management_services/rims7.pdf)
- **Archives Advice No. 1: Practical Suggestions for Keeping Email**  
[http://www.sos.state.ga.us/archives/pdf/records\\_and\\_information\\_management\\_services/ArchivesAdvice1.pdf](http://www.sos.state.ga.us/archives/pdf/records_and_information_management_services/ArchivesAdvice1.pdf)
- **Other publications**  
[http://www.sos.ga.gov/archives/who\\_are\\_we/rims/publications/default.htm](http://www.sos.ga.gov/archives/who_are_we/rims/publications/default.htm)

## Idaho

- **E-mail Retention: Frequently Asked Questions**  
<http://www.idahohistory.net/email.pdf>
- **"How to Manage Your E-mail"**  
[PowerPoint](#); [PDF](#)

## Indiana

- **E-mail Policy Development and Retention Guidelines**  
<http://www.in.gov/icpr/about/policyemailandguidelines.pdf>

## Kansas

- **Managing Electronic Mail**  
[http://www.kshs.org/government/records/electronic/email\\_guidelines\\_final.pdf](http://www.kshs.org/government/records/electronic/email_guidelines_final.pdf)

## Kentucky

- **Understanding Records Management: E-Mail Records**  
<http://www.kdla.ky.gov/recmanagement/tutorial/email.htm>
- **Guidelines for Managing E-Mail in Kentucky Government**  
<http://www.kdla.ky.gov/recmanagement/EmailGuidelines.pdf>
- **Enterprise Architecture Standard 4060, "Recordkeeping – Electronic Mail"** provides the technical context for management of e-mail as part of the Enterprise Architecture Standards.  
<http://gotsource.ky.gov/docushare/dsweb/Get/Document-301107/>
- **Internet and Electronic Mail Acceptable Use Policy (CIO-060)**  
[http://www.gotsource.net/dscgi/ds.py/Get/File-5282/CIO\\_email\\_internet\\_policy\\_82502.doc](http://www.gotsource.net/dscgi/ds.py/Get/File-5282/CIO_email_internet_policy_82502.doc)

## Louisiana

- **Louisiana State Archives Policy, Electronic Mail (E-mail) Retention**  
[http://www.sos.louisiana.gov/Portals/0/archives/pdf/la\\_archives\\_email\\_policy.pdf](http://www.sos.louisiana.gov/Portals/0/archives/pdf/la_archives_email_policy.pdf)

## Maine

- **E-mail and Voice Mail Retention Guide**  
<http://www.maine.gov/sos/arc/forms/Email%20retention%20guidelines%202008.doc>

## Maryland

- **Email retention guidance and policies**  
[http://www.msa.md.gov/msa/intromsa/html/record\\_mgmt/email\\_policy.html](http://www.msa.md.gov/msa/intromsa/html/record_mgmt/email_policy.html)

## Massachusetts

- **Electronic Mail:** Information and requirements for the management and disposition of electronic mail sent and received by public officials  
<http://www.sec.state.ma.us/arc/arcrmu/rmubul/bul199.htm>

## Michigan

- **Electronic Mail Retention Guidelines**  
[http://www.michigan.gov/documents/E-Mail\\_Retention\\_Guidelines\\_126565\\_7.pdf](http://www.michigan.gov/documents/E-Mail_Retention_Guidelines_126565_7.pdf)
- **Frequently Asked Questions About E-mail Retention**  
[http://www.michigan.gov/documents/hal\\_mhc\\_rms\\_email\\_faq\\_161101\\_7.pdf](http://www.michigan.gov/documents/hal_mhc_rms_email_faq_161101_7.pdf)

## Minnesota

- **E-mail management**  
<http://www.mnhs.org/preserve/records/electronicrecords/eremail.html>

## Mississippi

- **Frequently asked questions about e-mail**  
<http://www.mdah.state.ms.us/arlib/sgrapfaq.html#email>

## Missouri

- **E-Mail Guidelines**  
<http://www.sos.mo.gov/records/recmgmt/E-MailGuidelines.pdf>

## Montana

- **A management guide for the retention of e-mail records for Montana government agencies**  
[http://sos.mt.gov/Records/forms/MT\\_Email\\_Guidelines\\_06.pdf](http://sos.mt.gov/Records/forms/MT_Email_Guidelines_06.pdf)

## Nebraska

- **Electronic Messaging and Electronic Mail (E-Mail) Guidelines** (March 2003)  
[http://www.sos.ne.gov/records-management/pdf/guideline\\_e\\_mail\\_march\\_2003.pdf](http://www.sos.ne.gov/records-management/pdf/guideline_e_mail_march_2003.pdf)

## Nevada

- **Policy on Defining Information Transmitted via E-mail as a Public Record**  
[http://dmla.clan.lib.nv.us/docs/nsla/records/nerc/e\\_mail\\_policy.htm](http://dmla.clan.lib.nv.us/docs/nsla/records/nerc/e_mail_policy.htm)

## New Jersey

- **Managing Electronic Mail: Guidelines & Best Practices**  
<http://www.state.nj.us/state/darm/links/electronic.html>

## New York

- **Managing E-Mail Effectively** (Technical Information Series #62)  
[http://www.archives.nysed.gov/a/records/mr\\_pub62.shtml](http://www.archives.nysed.gov/a/records/mr_pub62.shtml)
- **Services for Managing Records Communicated via Electronic Mail (E-mail)**  
[http://www.archives.nysed.gov/a/records/mr\\_erecords\\_email.shtml](http://www.archives.nysed.gov/a/records/mr_erecords_email.shtml)

## North Carolina

- **E-mail Guidelines**  
<http://www.records.ncdcr.gov/erecords/default.htm#email>
  - **E-mail as a Public Record in North Carolina: Guidelines for its Retention and Disposition** (pdf)  
[http://www.records.ncdcr.gov/erecords/Email\\_8\\_02.pdf](http://www.records.ncdcr.gov/erecords/Email_8_02.pdf)
  - **E-mail User Guidelines Checklist** (pdf)  
<http://www.records.ncdcr.gov/erecords/Emailchecklist.pdf>
  - **Managing Your Inbox: Email as a Public Record** (online tutorial)  
[http://www.records.ncdcr.gov/tutorial\\_email\\_20090910/index.html](http://www.records.ncdcr.gov/tutorial_email_20090910/index.html)

## Ohio

- **Managing Electronic Mail: Guidelines for State of Ohio Executive Agencies**  
<http://www.ohiohistory.org/ohiojunction/erc/email/emailguidelines.html>
- **Managing Electronic Mail: Guidelines for State of Ohio Local Governments**  
<http://www.ohiohistory.org/resource/lgr/LGRemail.html>
- **Sample Email Policies for Local Governments**  
<http://www.ohiohistory.org/resource/lgr/erpublications.html>

## Oregon

- **Secretary of State Email Retention and Disposition Policy**  
<http://arcweb.sos.state.or.us/recmgmt/E-mailpolicy.html>
- **State agency e-mail guidelines**  
<http://arcweb.sos.state.or.us/recmgmt/train/erm/email/stateemail.pdf>
- **Local government records e-mail policy manual**  
<http://arcweb.sos.state.or.us/recmgmt/train/erm/email/emailman806.pdf>
- **"What's in YOUR Inbox?" training videos** (available for viewing online)  
<http://arcweb.sos.state.or.us/recmgmt/train/index.html>

## Pennsylvania

- **Retention and Disposition of Records Created on Electronic Mail (E-mail) Systems**  
<http://www.phmc.state.pa.us/bah/RecordsMgmt/MunicipalManual/email.pdf>
- **The Retention and Disposition of Records Created on Electronic Mail (E-mail) Systems**  
<http://www.phmc.state.pa.us/bah/RecordsMgmt/CountyManual2002pdf/email.pdf>
- **The Retention and Disposition of Records Created on Electronic Mail (E-Mail) Systems**  
<http://www.phmc.state.pa.us/bah/RecordsMgmt/MunicipalManual/email.pdf>

## South Carolina

- **E-mail Management** (downloadable PDF)  
<http://arm.scdah.sc.gov/NR/rdonlyres/1897C686-501E-4A35-A5E3-B64CD77BB264/0/ermEMM.pdf>

## Texas

- **Email Policy Model for State Agencies**  
<http://www.tsl.state.tx.us/slr/recordspubs/email.pdf>

## Vermont

- **Electronic Messages Best Practice.** Issued by the Vermont Department of Information and Innovation and the Vermont State Archives and Records Administration in 2009.  
[http://vermont-archives.org/records/standards/pdf/ElectronicMessagesBestPractice\\_Eff.20090401.pdf](http://vermont-archives.org/records/standards/pdf/ElectronicMessagesBestPractice_Eff.20090401.pdf)
- **State Policy on Electronic Communications and the Internet.** Issued by the Department of Human Resources and approved by the Secretary of

Administration in 2007.

<http://www.vermontpersonnel.org/employee/policy.php?id=pm117.htm>

## Virginia

- **Electronic Mail (E-mail) Retention Guidelines and Requirements**  
<http://www.lva.virginia.gov/agencies/records/electronic/email-management-guidelines.pdf>

## West Virginia

- **County Records Manual: Electronic Mail (e-mail)**  
<http://www.wvculture.org/history/rmpb/crmmanual11.html#email>

## Wisconsin

- **E-mail / Electronic Records Guidelines**  
<http://www.uwstout.edu/lib/arc/guidelines.html>

## Wyoming

- **Executive Branch Electronic Mail Policy**  
[http://wyoming.gov/governor/press\\_releases/execorder/1999/pre1999-4.html](http://wyoming.gov/governor/press_releases/execorder/1999/pre1999-4.html)