

EMAIL RECORDS MANAGEMENT

OVERVIEW

NARA introduced Capstone as a new approach to help agencies simplify email records management for both permanent and temporary email records. Capstone is expected to help many federal agencies meet the Presidential Records Management Directive (PRMD) or OMB-12-18 for 2016 and 2019. Millican & Associates (Millican) has taken past lessons learned in the records management industry and is introducing an effective implementation of Capstone compliant with the PRMD 2016 directive for federal agencies. Millican's approach helps agencies maximize their investment in existing technology while minimizing expenditures for compliance with the PRMD for 2016.

THREE TIERED APPROACH LEVERAGING CAPSTONE

- **Leverage GimmalSoft** - GimmalSoft provides seamless integration between O365, SharePoint and Outlook enabling business users an easy method to manage email across these environments and automate records management processes.
- **Meet RM compliance** - Compliance does not have to be costly and, if done right, improves productivity and reduces costs.

Tier	Item	Records Description	Disposition Instruction	Approach Options
1 - Email of Capstone Officials	GRS 010	Email of officials listed in the Definition and Designation of Capstone Officials section of this schedule.	Permanent. Transfer email to NARA no sooner than 15 years, and no later than 25 years after agency determined cut off.	Approach options include leveraging Exchange/Office 365 Compliance Center and GimmalSoft Compliance Suite for automating disposition transfers to NARA.
2 - Email of Non-Capstone Officials	GRS 011	Email of officials not listed in the Definition and Designation of Capstone Officials section of this schedule. This item covers all emails not included in item 010.	Temporary. Delete when between 3 and 7 years old, but longer retention is authorized if required for business use.	Approach options include leveraging Exchange/Office 365 Compliance Center for archiving and retention.
3 - Email Related to Other Records	Agency approved record policy	As a supplement to the Capstone approach, an agency may want to associate certain email records that relate to other records, such as case files or project files.	Example, dispose 25 years after case closes.	Approach options include SharePoint email enabled document libraries, SharePoint site mailboxes and GimmalSoft Compliance Suite for drag and drop email records and event based disposition processing.

BEST PRACTICES

- » Adopt the Millican-Capstone approach for permanent and temporary records
- » Leverage GimmalSoft for email integration and records management automation
- » Avoid buying redundant technology
- » Leverage eDiscovery, data analytics and machine learning (e.g., Office 365 Clutter) for culling, responding to inquires and extracting greater value from email data
- » Contact Millican to learn more



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