

E-MAIL, MESSAGING & ELECTRONIC COMMUNICATION

NEW CHALLENGE FOR OPRA & SECURITY

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WHAT ARE THE NEW CHALLENGES?

- It's not just E-Mail – it is also
 - ✓ text messaging
 - ✓ the municipal web site
 - ✓ Third party web sites such as Twitter, FaceBook, Nixle, etc.
 - ✓ On-line Auctions
 - ✓ Audio and Video
 - ✓ Spam & Viruses join the archive
- An almost overwhelming volume of electronic communication
- Managing the records retention and deletion?

E-MAIL CHALLENGES

- Use of private email accounts.
- The Volume: A small town with 30 – 50 employees typically generates 2,500 – 3,500 emails per month.
- In-house and net-based mail servers do not automatically create archives for records retention.
A server backup is not an archived record.
- Attachments. Opening the door to Viruses, Worms and other bad things.

E-MAIL ARCHIVING

- **In-House** – Best Answer but most expensive. Expand the server to include central repository management and conversion of e-mail to permanent storage. The problem is that these systems can cost \$50,000 - \$100,000 or much more.
- **Cloud** (Internet) Archive Solutions must be viewed as a TEMPORARY SOLUTION. Gmail Docs is a prime example. Two years and then what?

E-MAIL SOLUTIONS

(CONTINUED)

- **An inexpensive alternative** – not perfect, but will do the job and can meet State Requirements.
 - Create a central email account to receive an original copy of all incoming and outgoing e-mail.
 - Download the archived mail to MS Outlook.
 - Use a tool such as Adobe Acrobat Professional to create a comprehensive PDF Portfolio that retains all information including addressing, subject, message content, and attachments in their original form.
Password Protect (at least 12 characters) the archive.

E-MAIL SOLUTIONS

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The screenshot displays an email client window with a menu bar (File, Edit, View, Window, Help) and a toolbar containing icons for Create, Edit, Layout, and Files. A search bar and a 'Share' button are also visible. Below the toolbar, it indicates 'Showing all items (ignoring folders)' and '1840 items'.

From	To	Subject	Date	Attachments	Size
Pamela Dandrea	Michael Novellino	FW: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/5/2011 8:47:47 AM		107.4 KB
Pat Hynes	Pamela Dandrea	Re: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/4/2011 6:12:44 PM		106.8 KB
Novellino, Michael	'John Haines', 'p-dandrea@mill...	RE: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/4/2011 12:49:41 PM		104.7 KB
Pamela Dandrea	Pat Hynes	FW: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/4/2011 12:35:50 PM	1	1.513 MB
John Haines	Novellino, Michael, 'p-dandrea@...	RE: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/4/2011 11:54:29 AM	1	1.512 MB
Pamela Dandrea	'John Haines'	FW: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/3/2011 9:45:07 AM	1	102.0 KB
Novellino, Michael	'John Haines', 'p-dandrea@mill...	RE: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/3/2011 8:26:01 AM		100.4 KB
John Haines	p-dandrea@millstone.nj.us	RE: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/2/2011 6:45:58 PM	1	103.5 KB
GWVESQ@aol.com	jhaines@thinkcentric.com	Re: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/2/2011 4:27:27 PM		88.08 KB
John Haines	GWVESQ@aol.com	RE: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/2/2011 4:16:55 PM	2	1.291 MB
Pamela Dandrea	Matt Shafai	FW: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/2/2011 2:24:05 PM		51.08 KB
Pamela Dandrea	GWVESQ@aol.com	RE: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...	5/2/2011 2:00:47 PM		53.74 KB

The selected email is titled 'FW: Application Z10-08 Amended Resolution of Z...pdf'. The detailed view shows the following information:

From: [Pamela Dandrea](#)
To: [Michael Novellino](#)
Cc: [mtarchive@millstone.nj.us](#)
Subject: FW: Application Z10-08 Amended Resolution of Zoning Board of Adjustment (mee...
Date: Thursday, May 05, 2011 8:47:47 AM

FYI

E-MAIL SOLUTIONS

(CONTINUED)

PDF DEMO ARCHIVE

- Still requires hands-on management. Roles & Responsibilities. Municipal Staff vs Vendors
- If you want mail sorted into special folders for Transient, Intermediate and Permanent storage, it must be added before conversion to PDF.
- As with any electronic media, PDFs must be periodically updated or saved as an image.
- www.njarchives.org/links/circular-letter-03-10-st.html

TEXT MESSAGING

- Text messages also need to be retained if they are discussing official municipal business.
- Currently there is no solution for comprehensive capturing of text messaging for record retention available to municipalities.
- Text messaging discussions relating to official municipal business should be discouraged.

THE MUNICIPAL WEB SITE

(INCLUDES TWITTER, FACEBOOK, NIXLE ETC.)

- The challenge is to archive copies of web pages as they change and are deleted. Consider the use of a product such as "SnagIT" to capture web page screens and convert them to electronic images with date captured information.
- When publication of notices on the municipal web site replaces publication in newspapers, archiving the notice will take on new importance. Again use a product such as "SnagIT" to produce a jpg or tiff image of the web page and notice.
- Web Site content retention is an open question and has not adequately been addressed by NJDARM.

AUDIO AND VIDEO

- Audio and video records of meetings are not considered permanent records. But why not leave them if the cost is not too high.
- Audio and Video electronic quality will degrade over time and must be refreshed.
- Preparation for long term retention is not taking place.

OTHER ELECTRONIC MEDIA

- **On-line Auctions** – the same information as for an in-person auction must be kept. Use a reputable, online company to help avoid fraud.
- In the course of planning and zoning considerations for a master plan, zoning issue or other official discussions, **electronic surveys and polls** are considered government records and all information relating to them must be retained.

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Questions and comments:

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