Managing email

In the context of the rise of Microsoft Teams, in the environment of Microsoft 365 and with the coming of AI/Machine learning

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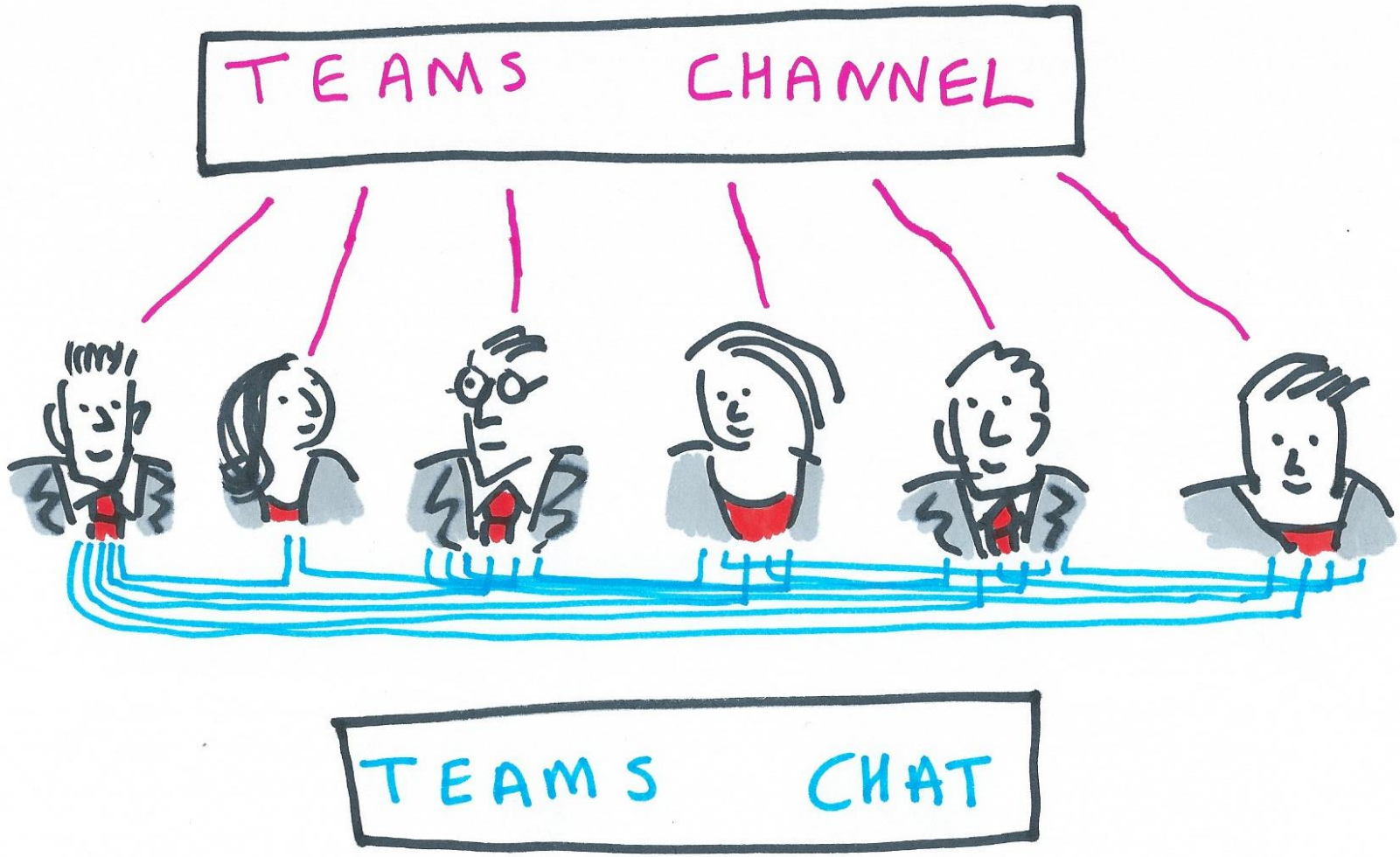
ISKO UK Meetup

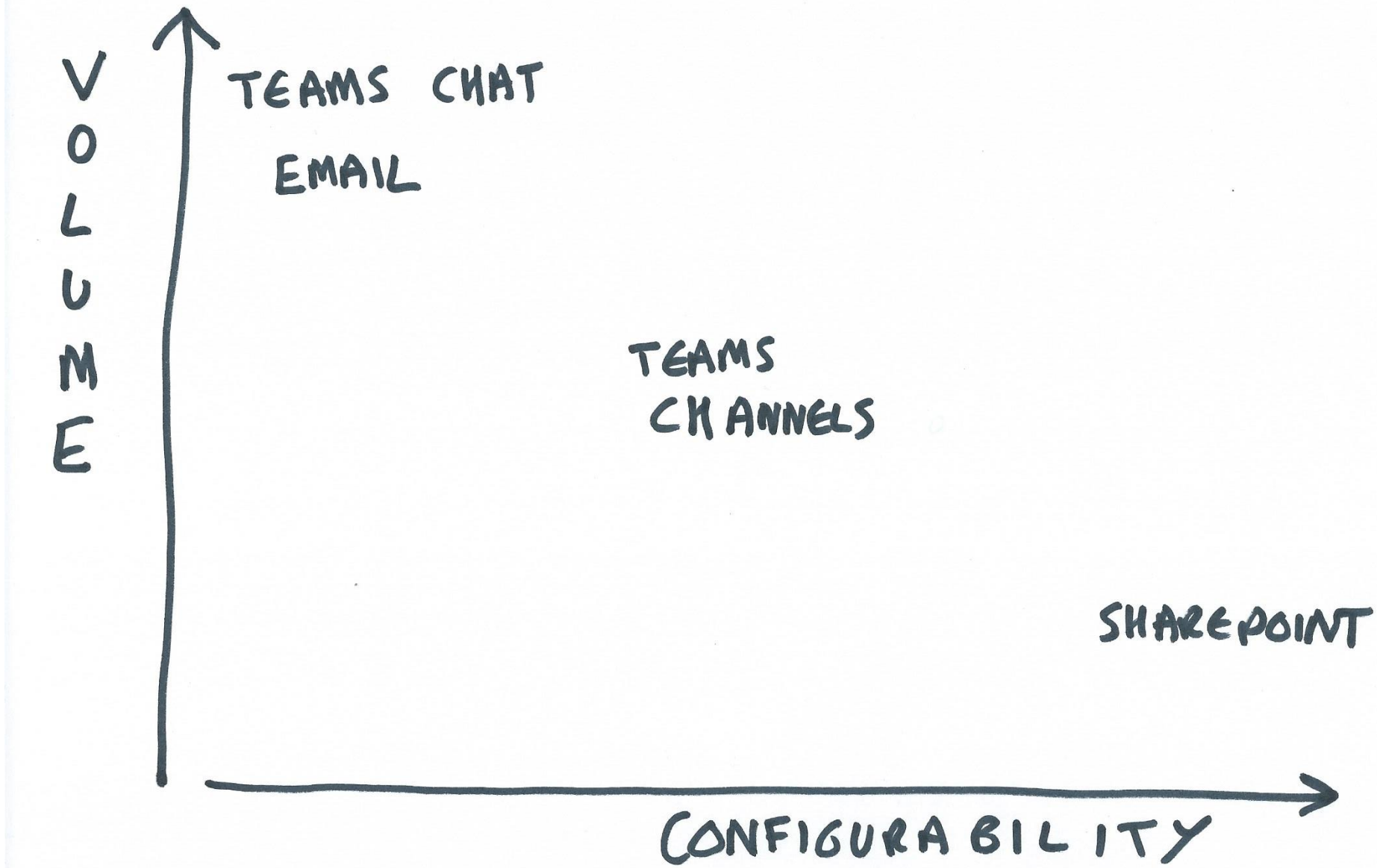
IS AN EMAIL SYSTEM....

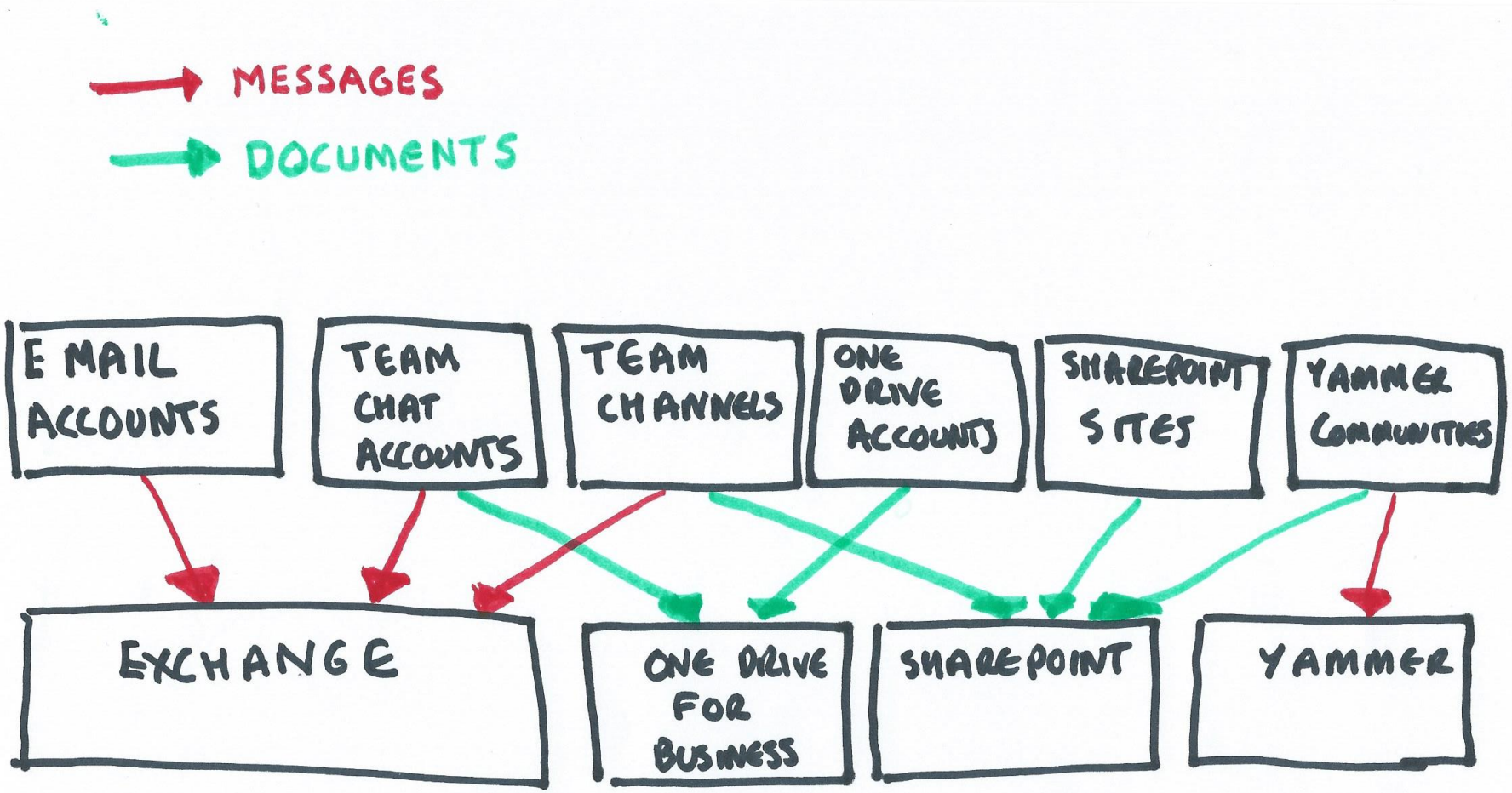
AN INFORMATION
BLACK HOLE

OR

A
HIGH VALUE
HIGH RISK
CORPORATE
DATASET


TEAMS CHANNEL
TEAMS CHAT


VOLUME
TEAMS CHAT
EMAIL
TEAMS
CHANNELS
SHAREPOINT
CONFIGURABILITY


MESSAGES
DOCUMENTS
E MAIL ACCOUNTS
TEAM CHAT ACCOUNTS
TEAM CHANNELS
ONE DRIVE ACCOUNTS
SHAREPOINT SITES
YAMMER COMMUNITIES
EXCHANGE
ONE DRIVE FOR BUSINESS
SHAREPOINT
YAMMER

ADMINISTRATORS USE

THE COMPLIANCE CENTRE

TO SET UP

RETENTION POLICIES

APPLIED BY ADMINISTRATORS TO:

- EMAIL ACCOUNTS
- SHAREPOINT SITES
- TEAM CHAT ACCOUNTS
- TEAM CHANNELS
- ONE DRIVE ACCOUNTS
- YAMMER COMMUNITIES

TO SET A DEFAULT RETENTION RULE ON EACH AGGREGATION

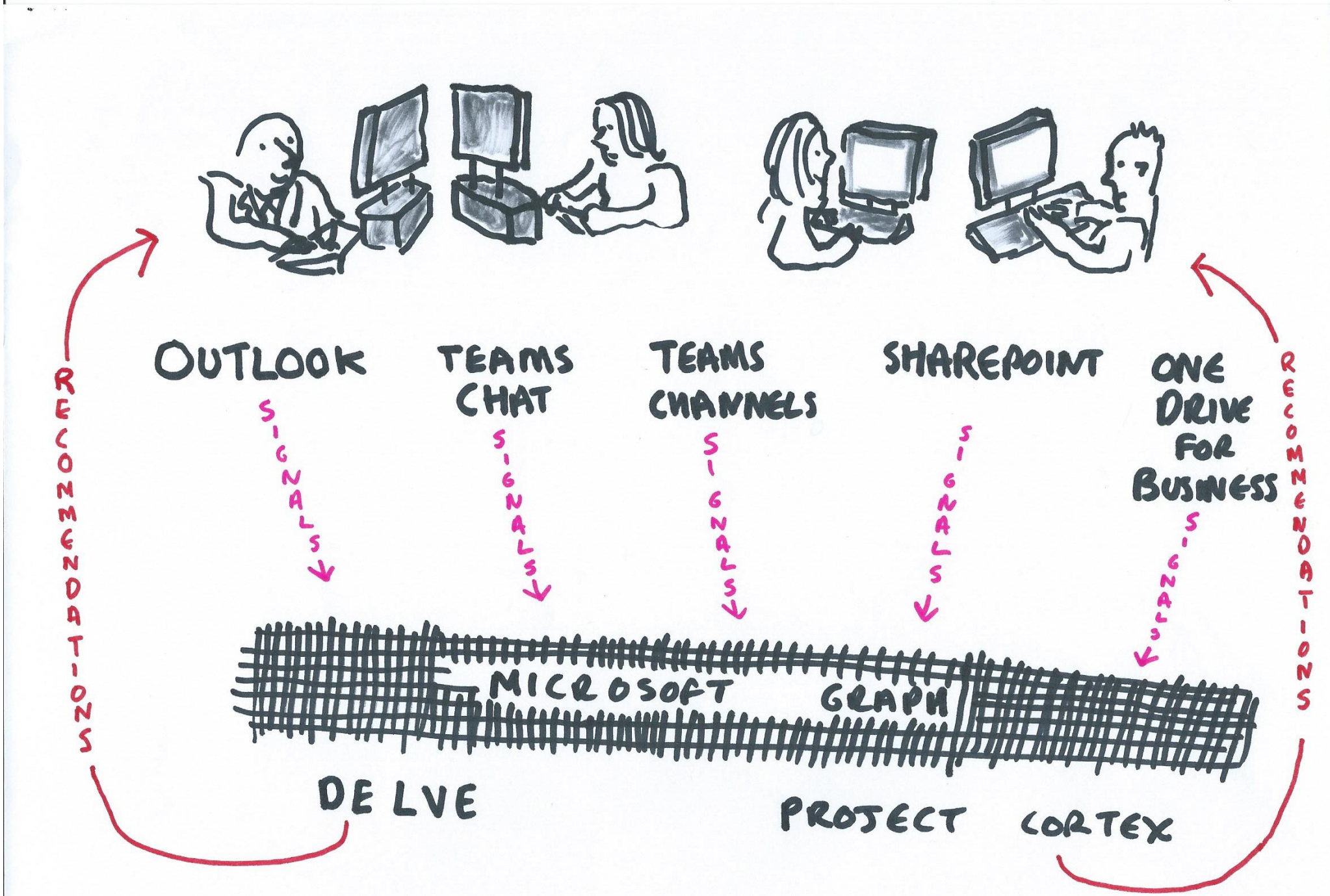
RETENTION LABELS

APPLIED BY END USERS TO:

MESSAGES

DOCUMENTS

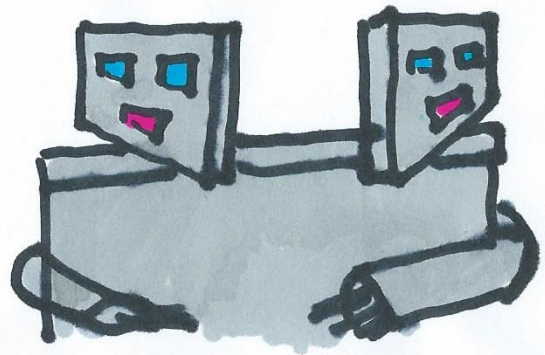
THAT NEED TO BE MADE EXCEPTIONS TO THE POLICY SET ON THEIR AGGREGATION


OUTLOOK
TEAMS CHAT
TEAMS CHANNELS
SHAREPOINT
ONE DRIVE FOR BUSINESS
SIGNALS
SIGNALS
SIGNALS
SIGNALS
SIGNALS
MICROSOFT GRAPH
DELVE
PROJECT CORTEX
RECOMMENDATIONS
RECOMMENDATIONS

WHAT SHOULD WE TEACH THE MACHINE TO DO?

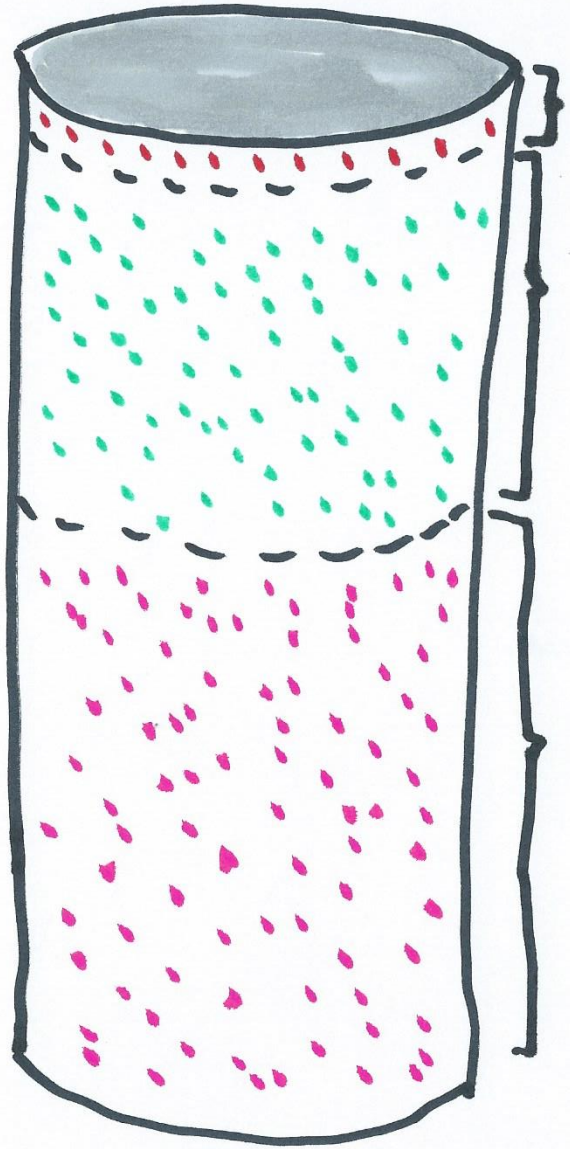
IDENTIFY BUSINESS EMAILS AND MOVE THEM TO A CORPORATE DOCUMENT MANAGEMENT SYSTEM

OR



DISTINGUISH BETWEEN BUSINESS AND NON-BUSINESS EMAILS WITHIN EMAIL ACCOUNTS

INSIDE AN EMAIL ACCOUNT



PERSONAL

CORRESPONDENCE THAT IS PERSONAL TO THE INDIVIDUAL

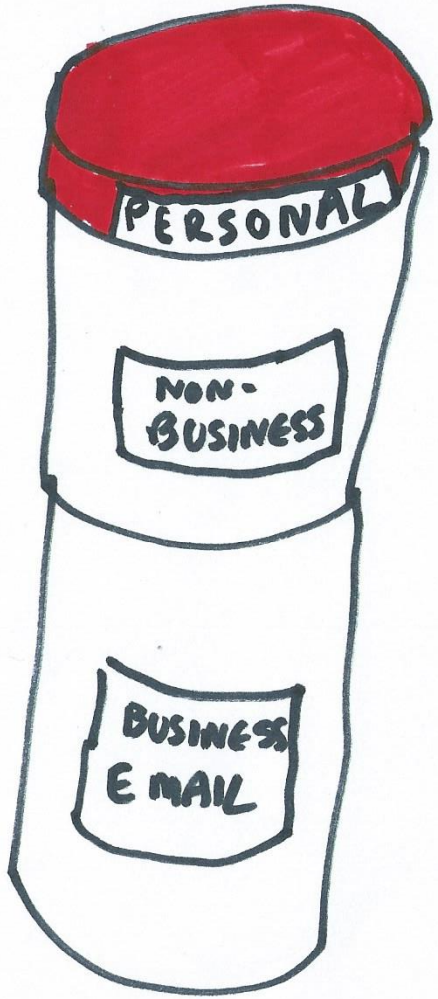
NON-BUSINESS

CORRESPONDENCE ON MATTERS THAT ARE NOT WITHIN THE REMIT / SPHERE OF ACTION OF THE INDIVIDUAL

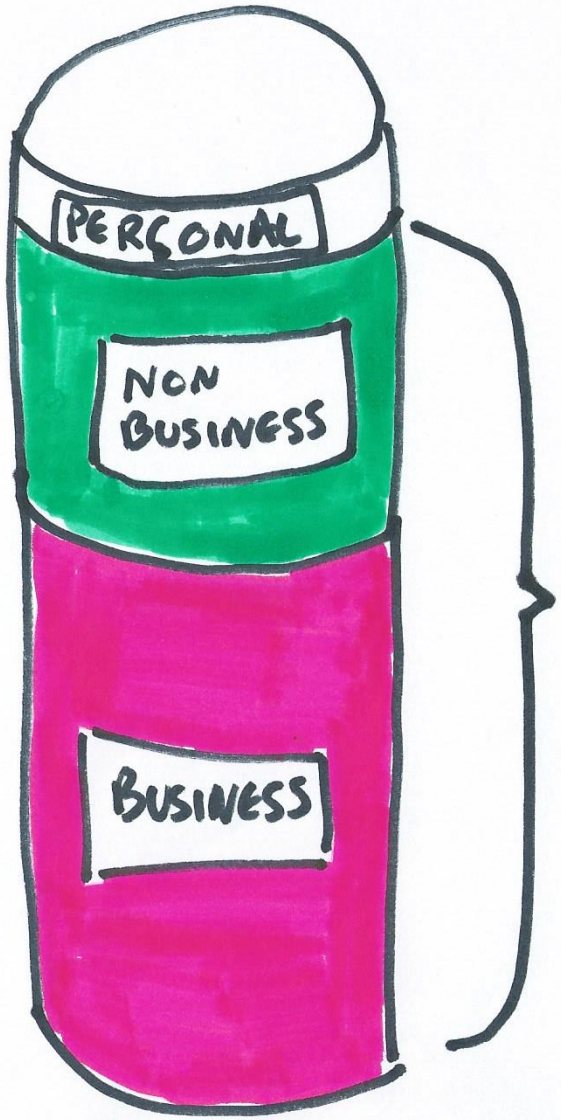
BUSINESS

CORRESPONDENCE ARISING FROM THE BUSINESS ACTIVITIES OF THE EMAIL ACCOUNT HOLDER

① SET A RETENTION RULE ON THE WHOLE ACCOUNT THAT IS BASED ON THE VALUE OF THE INDIVIDUAL'S BUSINESS CORRESPONDENCE



(2) GIVE END-USERS A CHANCE TO FLAG UP EMAIL PERSONAL TO THEM



③
ASK END-USERS FOR THEIR CONSENT TO ALLOW THEIR SUCCESSOR-IN-POST TO ACCESS THEIR NON-PERSONAL EMAILS

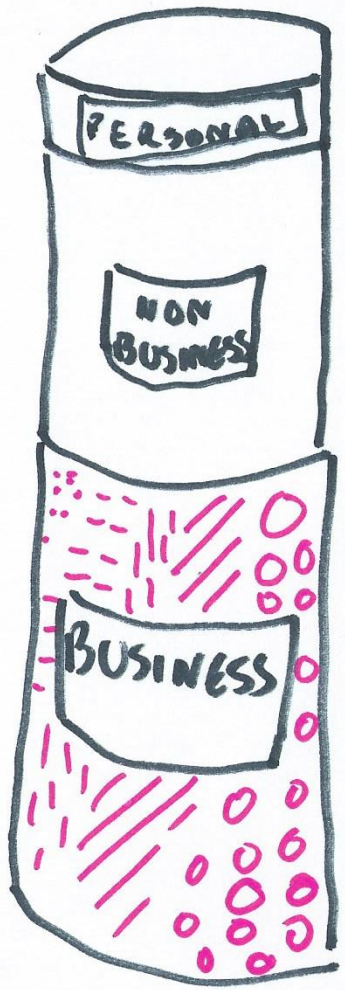
(4)

TRAIN MACHINE MODELS TO DISTINGUISH BETWEEN

- CORRESPONDENCE THAT HAS ARISEN FROM MATTERS OUTSIDE OF THE SPHERE OF ACTION OF THE INDIVIDUAL
- THE BUSINESS CORRESPONDENCE OF THE INDIVIDUAL

5

TRAIN A MACHINE MODEL TO DISTINGUISH BETWEEN DIFFERENT TYPES OF BUSINESS CORRESPONDENCE WITHIN THE SAME E MAIL ACCOUNT



6 ASSIGN THE DIFFERENT SUB-GROUPS WITHIN EMAIL ACCOUNTS TO A CORPORATE BUSINESS CLASSIFICATION SCHEME