



Educating Attorneys on E-Mail Management

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Educating Attorneys on E-Mail Management

- ❖ Why is E-Mail Management Important

- ❖ Operational Challenges

- ❖ Management of ever larger e-mail files
 - ❖ System management and responsiveness
 - ❖ Backup issues
 - ❖ System upgrades and maintenance

- ❖ Risk Management Issues

- ❖ E-mail retention
- ❖ Retaining appropriate records

- ❖ Client Service

- ❖ Finding and Retrieving materials

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- ❖ What does email management provide to the firm?
 - ❖ Enables firms to make e-mail part of a matter file and thus a record
 - ❖ Transforms e-mail from an isolated knowledge source
 - ❖ Reduces the burden on e-mail servers
 - ❖ Brings document management back to the DMS

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❖ E-Mail Management Challenges

- ❖ Email use has exploded and continues to grow exponentially
- ❖ Attorneys tend to keep everything in e-mail, including documents
- ❖ Firms must decide where they want attorneys to store e-mail correspondence
- ❖ The solution may be different for active matters and closed matters
- ❖ Mailbox size limits are difficult to get approved as are policies for clearing deleted items, etc.

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❖❖ E-Mail Management Challenges

- ❖❖ Attorneys need to have information with them when they travel
- ❖❖ PST files are all over the places
 - ❖❖ CD's, USB Thumb Drives, USB Hard Drives & Home PC
 - ❖❖ Network Shares
- ❖❖ If an attorneys leaves the firm, the firm is at risk if information can not be found

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- Educating Attorneys on EMM – the Challenges – Its Not Just The Concept That Is Important – It is also a Matter of Doing it The Right Way for the Firm
 - Attorneys don't fully understand the importance of EMM
 - Attorneys don't always like to change the way that they work
 - Attorneys don't have the time to be educated on EMM
 - Firm Management does not adequately support or buy-in to EMM
 - Relevant Firm Policies Do Not Support and Effective EMM Approach
 - IT Management does not understand all of the reasons to move to some form of EMM