

activity administrators archiving available backup behaviour business capability cluster communications content create data
directorate electronic **email** exchange file folders information items limits mail
mailbox **management** message needs network number organisations personal policy pst public receive
records research restore risk sent server service size storage store study **system** tasks total
user

Why preserving email is harder than it sounds...

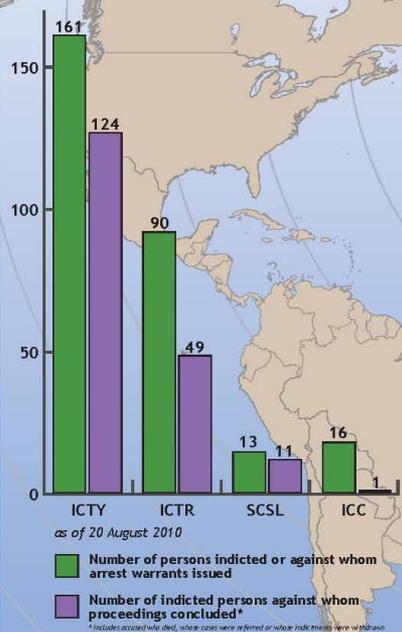
Stephen Howard

Information Management Officer

Special Tribunal for Lebanon

GLOBAL SPREAD OF INTERNATIONAL CRIMINAL JUSTICE

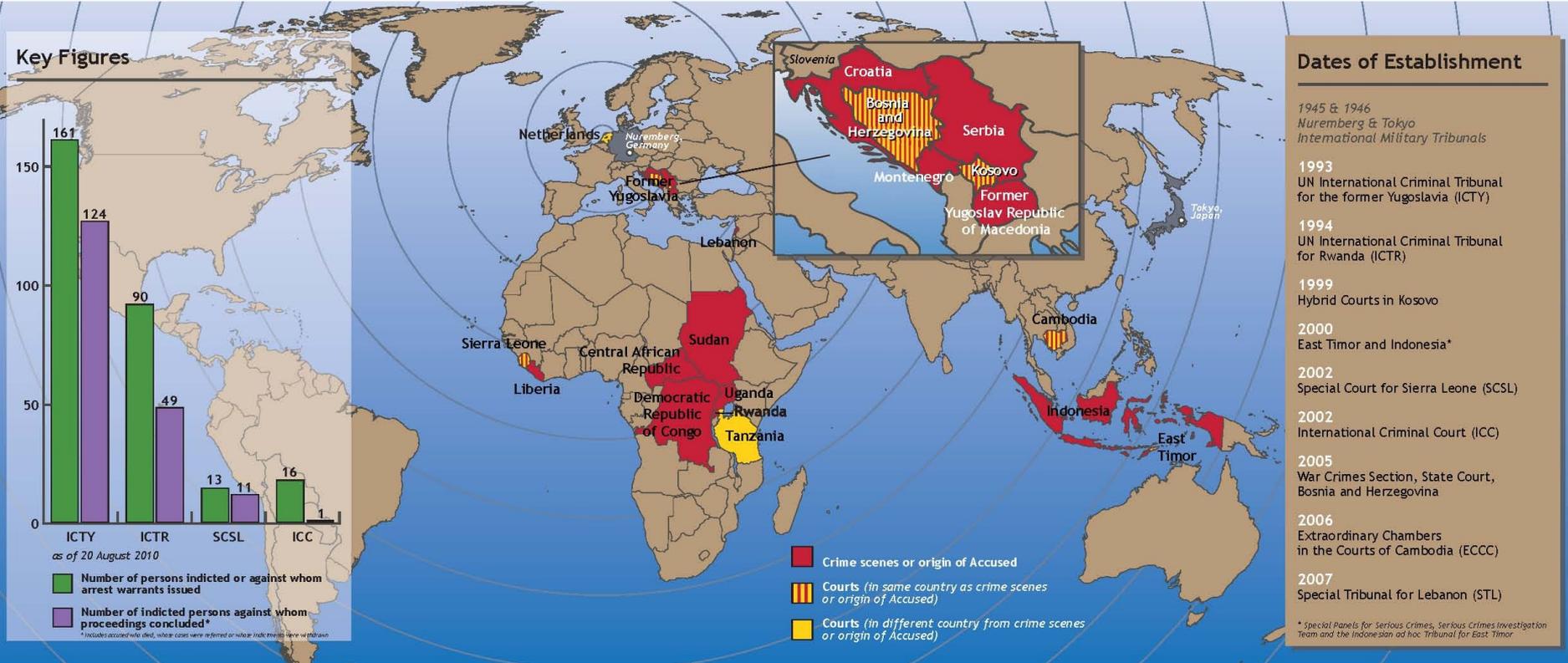
Key Figures



Dates of Establishment

- 1945 & 1946
Nuremberg & Tokyo
International Military Tribunals
- 1993
UN International Criminal Tribunal for the former Yugoslavia (ICTY)
- 1994
UN International Criminal Tribunal for Rwanda (ICTR)
- 1999
Hybrid Courts in Kosovo
- 2000
East Timor and Indonesia*
- 2002
Special Court for Sierra Leone (SCSL)
- 2002
International Criminal Court (ICC)
- 2005
War Crimes Section, State Court, Bosnia and Herzegovina
- 2006
Extraordinary Chambers in the Courts of Cambodia (ECCC)
- 2007
Special Tribunal for Lebanon (STL)

* Special Panels for Serious Crimes, Serious Crimes Investigation Team and the Indonesian ad hoc Tribunal for East Timor



- 25.05.1993**
The International Criminal Tribunal for the former Yugoslavia (ICTY) is established by the UN Security Council to sit in The Hague, The Netherlands.
- 07.11.1994**
First ICTY indictment (Dragan Nikolic), for crimes in Bosnia and Herzegovina.
- 08.11.1994**
The International Criminal Tribunal for Rwanda (ICTR) is established by the UN Security Council to sit in Arusha, Tanzania.
- 07.05.1996**
The first ICTY trial begins (Duzko Tadic).
- 29.11.1996**
First ICTY judgement (Drazen Erdemovic, "Srebrenica").
- 17.07.1998**
Adoption of the Rome Statute, providing for the establishment of the permanent International Criminal Court (ICC).
- 02.09.1998**
First-ever conviction for rape as a crime against humanity, and first ICTY conviction for genocide, in the ICTR case of Jean-Paul Akayesu.
- 24.05.1999**
The ICTY issues the first indictment by an international court against a sitting head of state: Yugoslav President Slobodan Milosevic is charged with crimes in Kosovo.
- 22.02.2001**
First-ever convictions for enslavement as a crime against humanity, and first ICTY convictions for rape as a crime against humanity in the case of Kunarac et al.
- 10.06.1999**
The United Nations Interim Mission in Kosovo (UNMIK) is created to oversee the re-establishment of Kosovo's justice system, including courts with both local and international prosecutors and judges to hear war crimes cases.
- 06.03.2000**
Special Panels with local and international judges open in East Timor, established by the country's UN administration to work in parallel with the ad hoc Human Rights Court in Indonesia to prosecute those persons responsible for the atrocities of the 1999 conflict.
- 29.06.2001**
Slobodan Milosevic is transferred into the custody of ICTY.
- 16.01.2002**
The Special Court for Sierra Leone is established in Freetown by agreement between the UN and the country's government, with a mixed international and local bench.
- 12.02.2002**
The Trial of Slobodan Milosevic begins at the ICTY.
- 01.07.2002**
The ICC - the world's first permanent war crimes court - begins operating in The Hague.
- 19.04.2004**
First ICTY conviction for aiding and abetting genocide in the case of Radislav Krstic (Srebrenica).
- 09.03.2005**
The War Crimes Chamber in the Court of Bosnia and Herzegovina starts adjudicating war crimes cases by mixed panels of international and national judges. Its establishment was advocated by the ICTY as a vital legacy endeavour needed to further strengthen the rule of law.
- 18.01.2006**
The Extraordinary Chambers in the Courts of Cambodia (ECCC) begin operating. The joint Cambodia-UN court prosecutes those most responsible for the 1975-1979 Khmer Rouge mass murders.
- 17.03.2006**
First arrest of an ICC accused: Thomas Lubanga Dyilo, Democratic Republic of the Congo.
- 30.05.2007**
The Special Tribunal for Lebanon is created by the UN Security Council as agreed with the Lebanese government, to punish those responsible for the assassination of Prime Minister Rafik Hariri and others.
- 04.06.2007**
The Trial of Charles Taylor, former President of Liberia, begins before a Trial Chamber of the SCSL, sitting in The Hague.
- 20.06.2007**
First-ever international court conviction for conscripting child soldiers in the SCSL case against three leaders of the Armed Forces Revolutionary Council.
- 30.07.2008**
Bosnian Serb leader Radovan Karadzic is transferred to the ICTY to face trial for genocide and other alleged crimes committed in Bosnia and Herzegovina.
- 25.02.2009**
First-ever conviction for forced marriage as a crime against humanity in the SCSL case against three Revolutionary United Front leaders.
- 26.02.2009**
An ICTY Trial Chamber sentences five senior Serb politicians, military and police officials to a combined total of 84 years' imprisonment for crimes committed against Albanians in Kosovo during the 1999 conflict.
- 05.03.2009**
The ICC issues an arrest warrant for Sudan's President Omar al-Bashir for war crimes and crimes against humanity in Darfur. The charge of genocide is added to his indictment on 12 July 2010.
- 17.03.2009**
The ICTY Appeals Chamber sentences Momilo Krajinic, one of the highest-ranking wartime members of the Bosnian Serb leadership, to 20 years' imprisonment for crimes committed during the Bosnian conflict.
- 30.03.2009**
The first trial before the ECCC opens against former prison commander Kaing Guek Eav, a.k.a. Duch.
- 26.10.2009**
A Trial Chamber sentences two accused to life imprisonment for genocide and five others to a combined total of 89 years' imprisonment for crimes committed in Srebrenica in July 1995. This is the largest ICTY trial to date.

The Nuremberg Military Tribunal: the mimeograph room (1948)



ICTY: the Milosevic defence case (2004)



The Libyans of Misrata have performed a service for history

Documents can help all sides. It is vital for those caught in conflicts to grab the documentary record wherever possible



Geoffrey Nice
guardian.co.uk, Saturday 18 June 2011 21:30 BST

[A large](#) | [smaller](#)

I can express no view on how genuine or useful are the documents that the *Observer's* Chris Stephen has seen, but this much is clear: when the citizens of Misrata made the decision not to burn the archive left to them, they were certainly serving history well.

At Nuremberg, 21 Nazis were tried – most to conviction, some to acquittal – in only nine months, despite most defendants giving evidence. The trial was this short because the prosecution had all the paper exhibits it needed.

The Einsatzgruppen Trial – of 23 SS Death Squad members who killed more than a million Jews – occupied about four months, with all defendants giving evidence. But the prosecution case lasted two days because the prosecutor, Benjamin Ferencz, had all the documents he needed. All 23 defendants were convicted.

Prosecutors of the more recent Yugoslav trials started with little access to documents and the odd armed execution of a search warrant in Bosnia did not reveal much – many documents had been hidden. Slobodan Milosevic, the former president of Serbia, was careful, usually meeting interlocutors alone and with no visible recording of any kind. But the most important meetings of the Milosevic period – records of the supreme defence council that met between 1992 and 1998 – were stenographically and tape recorded. Until recently, the Serbs had managed to keep these records from the public, but many (not all) can now be seen. They do not present a simple picture of obvious culpability, but rather the workings of a government that was deeply in to war crimes (the prosecution would have alleged) through the agency of a functioning state. They would have contributed enormously to the integrity of any verdict on Milosevic had he not died first.

This dimension too should be borne in mind. Where no or few documents exist for a prosecutor to work with, she or he may overstate the case that comes from live witnesses. This is alleged in another case before the ICC in which documents, if they come to light, may correct that overstatement. Documents can help all sides.

We now leave paper trails of emails and texts behind so complete that the intending criminal, unlike Milosevic in his private meetings, may find it ever harder to destroy all records, or to leave none behind. In their zeal to preserve the records of their plight, the citizens of Misrata may have also performed the service of alerting others caught in conflicts to come to see the post-conflict value of grabbing the documentary record when you get the chance.

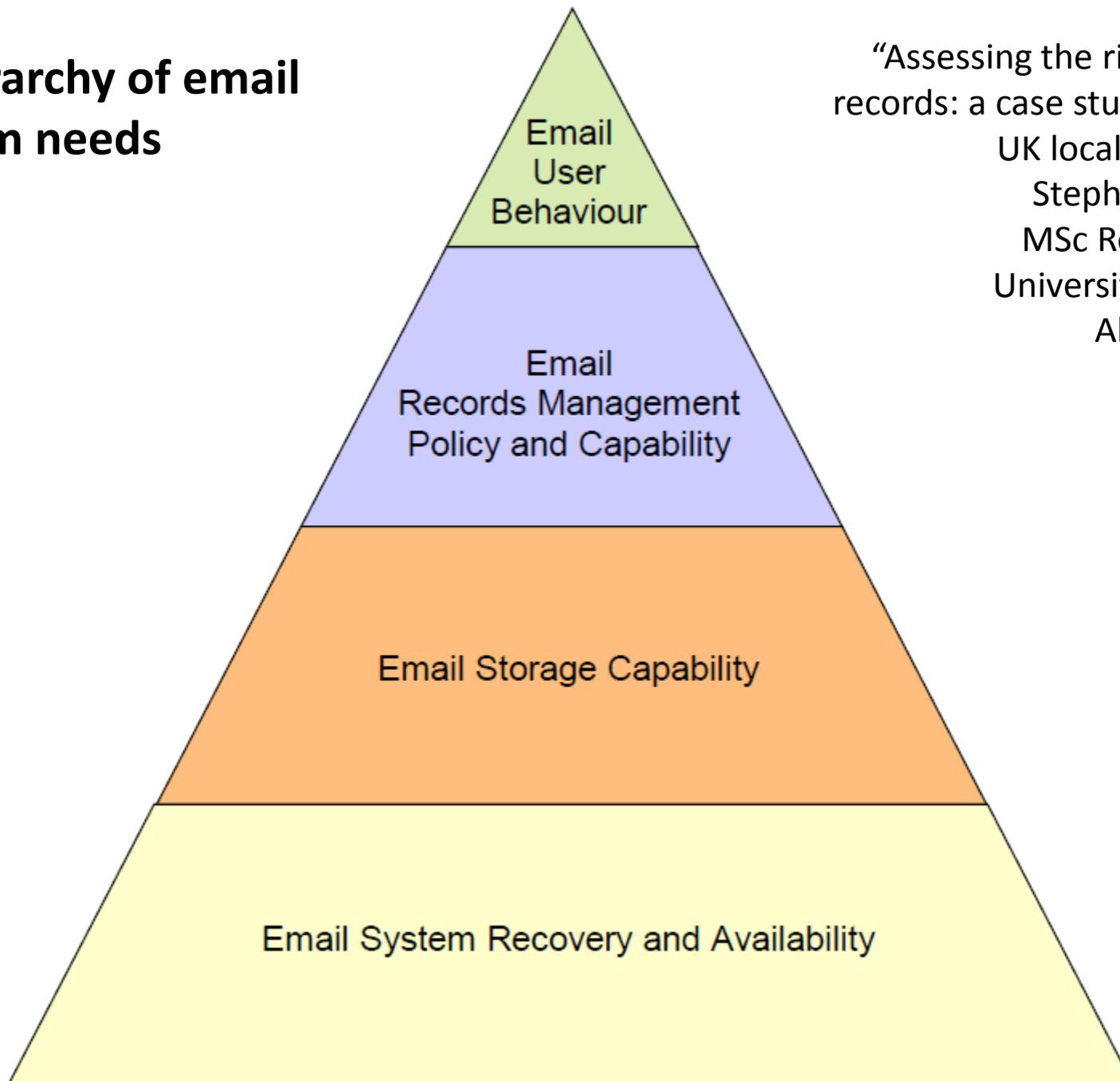
We now leave paper trails of emails and texts behind so complete that the intending criminal, unlike Milosevic in his private meetings, may find it ever harder to destroy all records, or to leave none behind. In their zeal to preserve the records of their plight, the citizens of Misrata may have also performed the service of alerting others caught in conflicts to come to see the post-conflict value of grabbing the documentary record when you get the chance.

Sir Geoffrey Nice QC was the lead prosecutor in the trial of Slobodan Milosevic

Digital preservation strategies

- Selecting storage media most appropriate for long-term data retention
- Converting data to standard formats to facilitate its processing on a variety of computing platforms
- Migrating data to new technology platforms when the computing environment is upgraded
- Preserving systems documentation required to process the data
- Copying or recopying the data into new storage media at regular intervals
- Taking steps to store and maintain these media properly, and the systems that support them

A hierarchy of email system needs



“Assessing the risk to email records: a case study within a UK local authority”

Stephen Howard

MSc Records Mgt

University of Wales

Aberystwyth

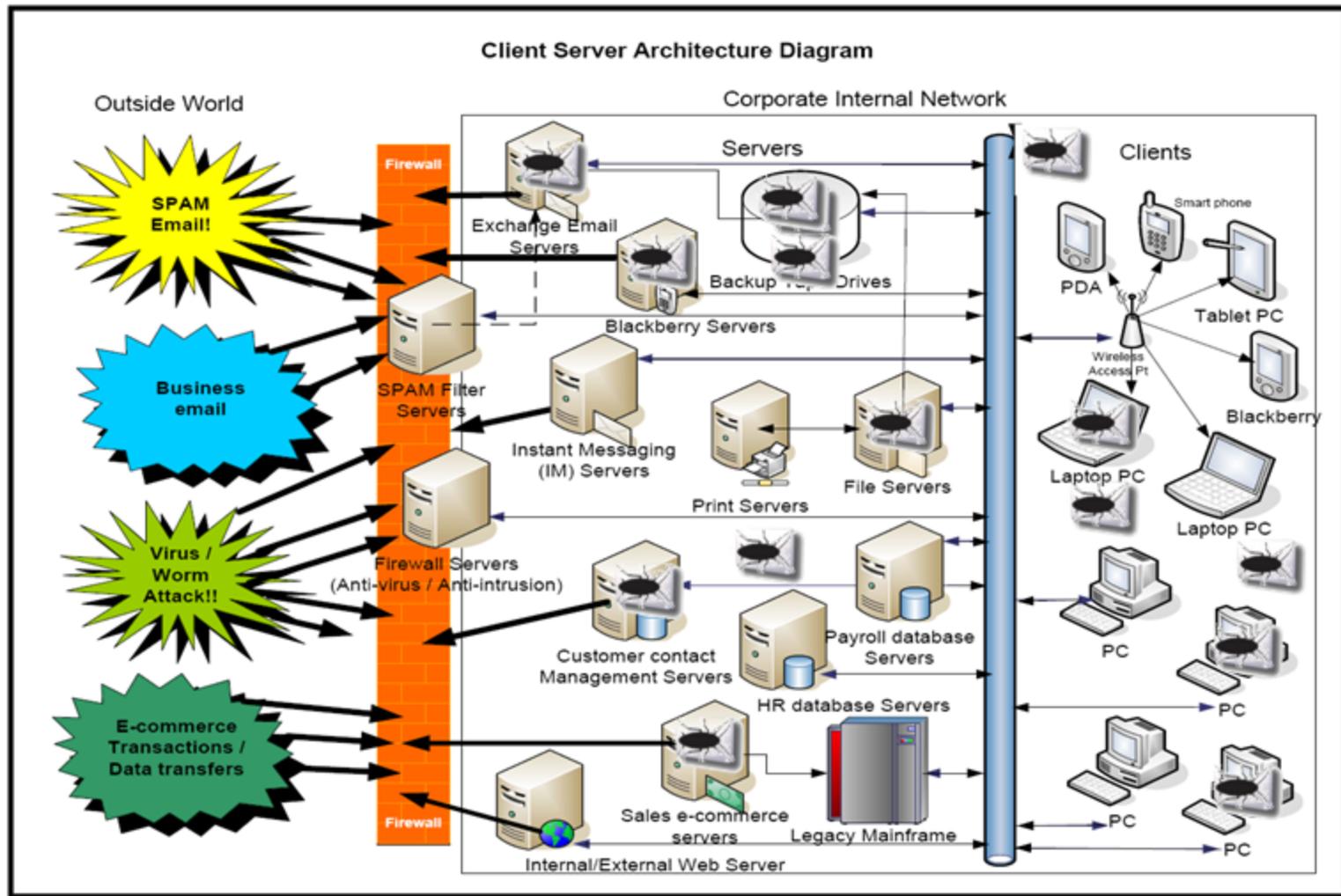
2005

Assessing the risk to email records

Questions	% YES 2005	% YES 2011
1. Do you think your email system has the ability to make reliable email backups?	91%	84%
2. Do you think that your email system can perform email backup and restore operations within strict time limits?	73%	63%
3. Can your email system remain available for the uninterrupted periods required by the business?	55%	69%
4. Do you think you can accommodate your rising email data storage requirements?	68%	59%
5. Do you have an audited policy for managing email records?	27%	22%
6. Do you think that your ICT infrastructure and applications permit you to capture, manage and preserve email records in practice?	32%	38%
7. Do your users understand your policies and implement rules on email etiquette, housekeeping and records management?	23%	38%

Informal survey of RECORDS MANAGEMENT-UK Jiscmail listserv members in Feb 2005 (22 responses) & Jul 2011 (32 responses) from academic, commercial, health & government sectors.

Corporate Email Infestation



Posted by Greg Buckles

<http://ediscoveryjournal.com/2011/03/custodial-email-preservation-%E2%80%93-email-infestation/>

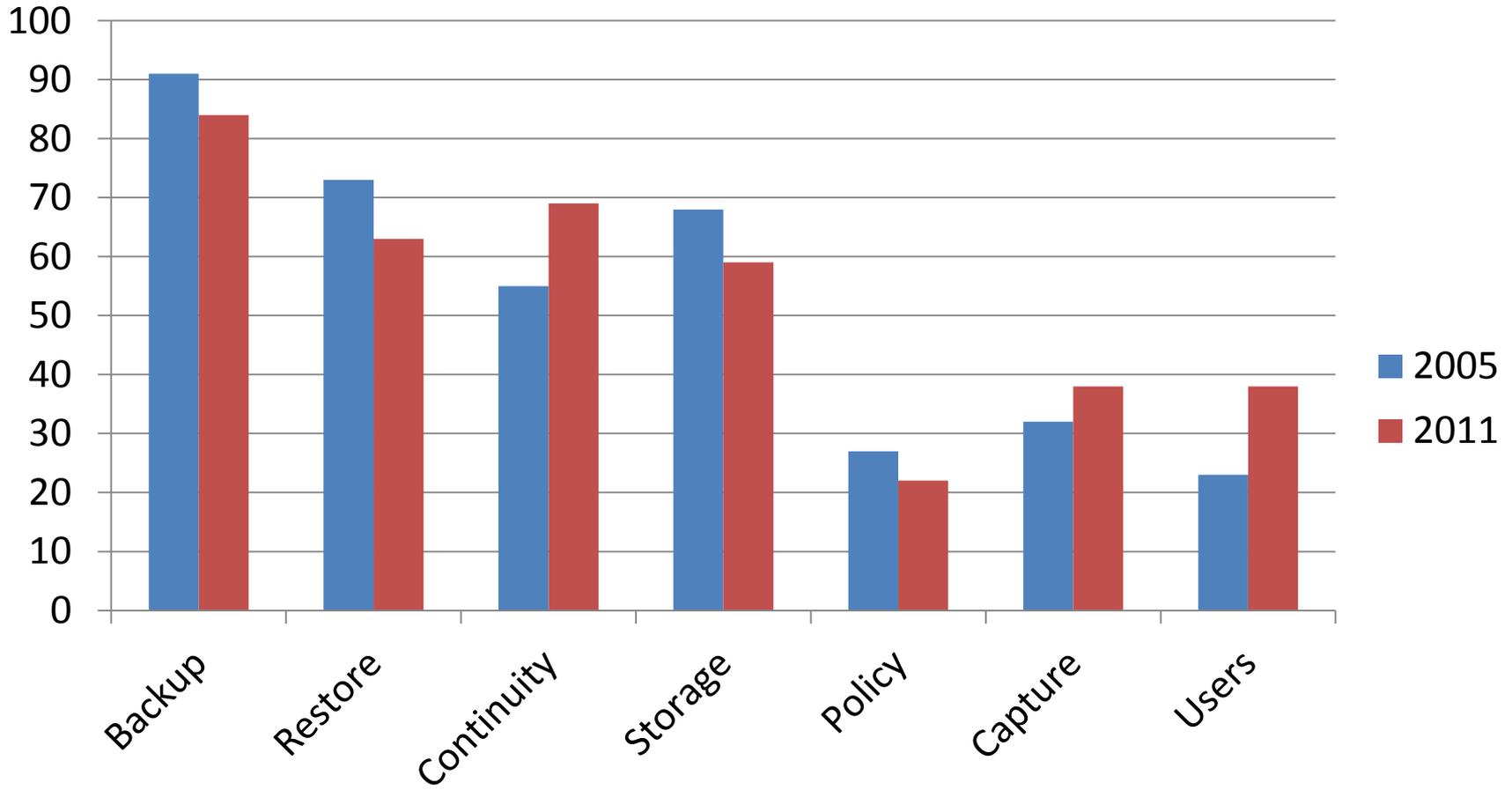
What were the conclusions of the Suffolk case study?

- Purchase suitable monitoring tools
- Implement consistent service level agreements for backup and restore
- Consider dedicated backup and restore infrastructure
- Implement server quota management
- Limit the size of emails that can be sent
- Provide business continuity
- Install the latest proven anti-virus technology
- Apply mailbox limits consistently (e.g. 100MB limit)
- Turn off PST functionality
- Improve the leaver process
- Consolidate guidance and policies and audit compliance
- Provide extensive email induction programmes and user training and support
- **Resist the pressure to implement third party email archiving products, given their inherent weaknesses, until proper EDRM tools are available.**
- **Preparatory work for EDRM implementation should be brought forward.**

The conventional wisdom

- Focus on mail, not mailboxes or systems
- Email records (and the rest...)
- Policies that define appropriate business use
- Restrictions on forwarding to personal accounts or devices
- Attachments
- Who saves what? (Creator/Primary Recipient)
- Print or declare?

Are will losing our grip?



What kind of email user are you ?

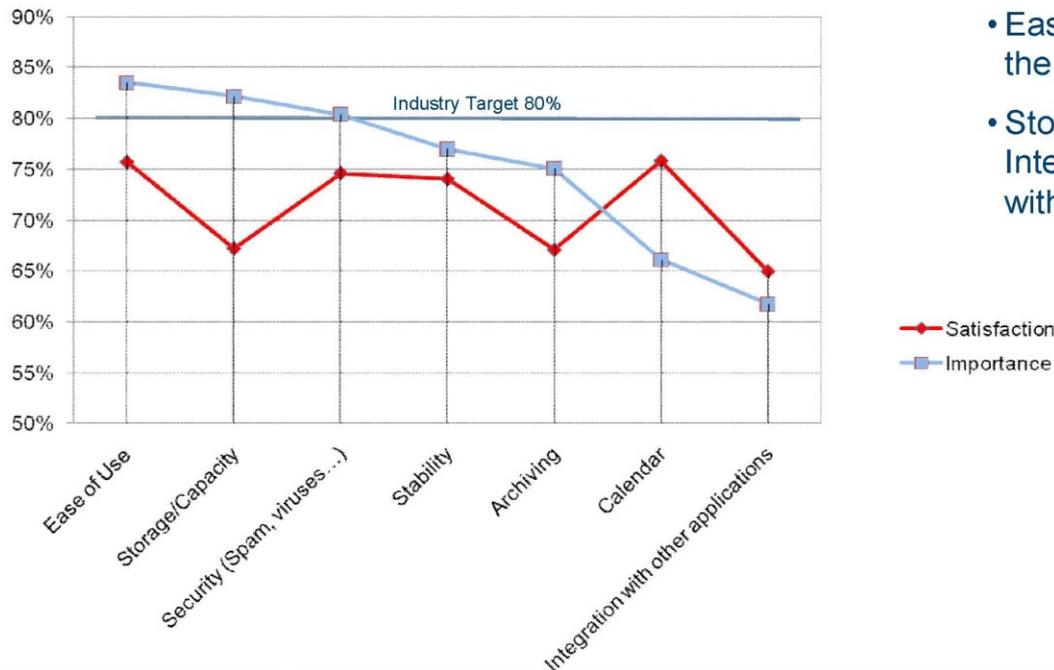
- No filers
- Frequent filers
- Spring cleaners
- Prioritizers
- Archivers
- Folderless cleaners
- Cleaners
- Keepers
- Pilers

Why are email users unhappy?



Optional Question – Email Components

4c. For additional feedback and using a scale of 1-5 where 1 is "Very Dissatisfied" and 5 is "Very Satisfied", how satisfied are you with each of the following email components and please rate their importance to your work (optional)



- Email satisfaction has dropped by 3.1%.
- Ease of use and Storage are the most important features.
- Storage, Archiving and Integration are the features with the highest dissatisfaction.

Saving email as .PST

The screenshot shows the Microsoft Outlook 2010 interface. The title bar reads "Education & Training - SJH_Professional - Microsoft Outlook". The ribbon includes "File", "Home", "Send / Receive", "Folder", "View", "Add-Ins", "Norton", and "Adobe PDF". The "Home" ribbon is active, showing options like "New E-mail", "Ignore", "Clean Up", "Junk", "Delete", "Reply", "Reply All", "Forward", "More", "Move to?", "To Manager", "Done", "Create New", "Move", "Rules", "OneNote", "Unread/Read", "Categorize", "Follow Up", "Find a Contact", "Address Book", and "Filter E-mail".

The left sidebar shows the folder structure, with "Education & Training" selected. The main pane displays a list of email items:

Size	From	Subject	Received	Created
2 KB	Howard, Stephen	NVQ Assessment	Mon 14/06/1999 17:10	Mon 14/06/1999 17:10
3 KB	Howard, Stephen	Cancellation of training courses	Wed 09/06/1999 18:10	Wed 09/06/1999 18:06
2 KB	Howard, Stephen	Archives and Records Management	Wed 09/06/1999 13:38	Wed 09/06/1999 13:38
11 KB	Howard, Stephen	RE: RE: Ideas for new publications	Wed 09/06/1999 13:06	Wed 09/06/1999 13:06
2 KB	Howard, Stephen	MSc in Records Management by Distance Learning	Wed 09/06/1999 11:37	Wed 09/06/1999 11:37
2 KB	Howard, Stephen	Training	Thu 15/04/1999 18:13	Thu 15/04/1999 18:13
5 KB	Nicholas Lewis	NVQ dissertation link	Sun 11/04/1999 10:45	Sun 11/04/1999 10:44
5 KB	Howard, Stephen	Response to Communications Bulletin Issue 6	Thu 04/03/1999 13:49	Thu 04/03/1999 13:41
6 KB	Max Morton	Re: NVQ Assessment	Tue 12/05/1998 17:58	Mon 18/05/1998 19:12

The selected email, "Re: NVQ Assessment" from Max Morton, is displayed in the main pane. The subject is "Re: NVQ Assessment" and the sender is "Max Morton <max.morton@cw.ac.uk>". The message content includes:

Dear Stephen

Congratulations! I knew that if they had any sense that they would give you the post.

I am not sure how many sessions we have had, I will have to check, but you are meant to have as many as are needed to complete your portfolio and have it assessed by me and by an internal assessor at the College and by the external assessor after that, without having to pay any more. It would certainly suit the College if we could have your portfolio ready within say two months.

The right sidebar shows a calendar for July 2011, with a notification for "Cancel Direct Debit Notre Famille" on July 29th. The bottom status bar shows "Items: 254" and the system tray with the date "19/07/2011".

Received: from IMSWWWEMM01 by pdcp_echl01.wcc.com with SMTP (Microsoft Exchange Internet Mail Connector Version 4.0.994.63)

id K6FCDDG9; Tue, 12 May 1998 16:54:43 +0100

Received: from darkstar.cwc.ac.uk (unverified [194.82.145.131]) by
imswwwemm01.westminster.gov.uk

(Integralis SMTPRS 2.04) with SMTP id <B0000025547@imswwwemm01.westminster.gov.uk>;
Tue, 12 May 1998 16:48:01 +0100

Received: from holly.cwc.ac.uk (194.82.144.200) by darkstar.cwc.ac.uk
(EMWAC SMTPRS 0.81) with SMTP id <B0000007020@darkstar.cwc.ac.uk>;

Tue, 12 May 1998 16:55:41 +0100

Received: from qp1m3a0699 (194.82.147.11) by holly.cwc.ac.uk
(EMWAC SMTPRS 0.81) with SMTP id <B0000023165@holly.cwc.ac.uk>;

Tue, 12 May 1998 16:48:56 +0100

Message-Id: <B0000023165@holly.cwc.ac.uk>

From: "Max Morton" <max.morton@cwc.ac.uk>

To: "Howard, Stephen" <**showard@westminster.gov.uk**>

Subject: Re: NVQ Assessment

Date: Tue, 12 May 1998 16:52:21 +0100

X-MSMail-Priority: Normal

X-Priority: 3

X-Mailer: Microsoft Internet Mail 4.70.1161

MIME-Version: 1.0

Content-Type: text/plain; charset=ISO-8859-1

Content-Transfer-Encoding: 7bit

Saving email via listserv

JM JISCMAIL - RECORDS-MAN/ x

https://www.jiscmail.ac.uk/cgi-bin/webadmin?A2=RECORDS-MANAGEMENT-UK;d34a3be1.0301

Guardian Independent BBC News Balkan Insight Royal Netherlands ... DutchNews AccuWeather.com ... IMDb YouTube ViaMichelin Alicante Air Rotterdam Air Other bookmarks

Subscribe or Unsubscribe Post New Message Newsletter Templates Log Out Change Password

Subject: Re: Test message
From: "Howard, Stephen" <showard@WESTMINSTER.GOV.UK>
Reply-To: The UK Records Management mailing list <RECORDS-MANAGEMENT-UK@JISCMail.AC.UK>
Date: Tue, 21 Jan 2003 14:23:19 -0000
Content-Type: text/plain
Parts/Attachments: text/plain (37 lines)

WESTMINSTER CITY COUNCIL
Please refer to the disclaimer beneath this message

looks good! Have you read the Owners Manual yet? I could find our list in the index on Jiscmail, have you?

Stephen Howard
Corporate Records Manager
Westminster City Council
16th floor, 64 Victoria Street, SW1E 6QP
tel: 0207 641 6060 mobex: 03156 fax: 0207 641 2833

-----Original Message-----
From: James Lappin [mailto:j.lappin@WELLCOME.AC.UK]
Sent: 21 January 2003 14:21
To: RECORDS-MANAGEMENT-UK@JISCMail.AC.UK
Subject: Test message

Here goes!

Westminster City Council switchboard:
+44 20 7641 6000

JISCMAIL Tools

- Calendars | help
- Discussion Room | help
- Files Area | help
- Make a Meeting | help
- Surveys | help

RSS Feeds and Sharing

- RSS 1.0 feed
- RSS 2.0 feed
- Atom feed
- Bookmark/Share

Search Archives

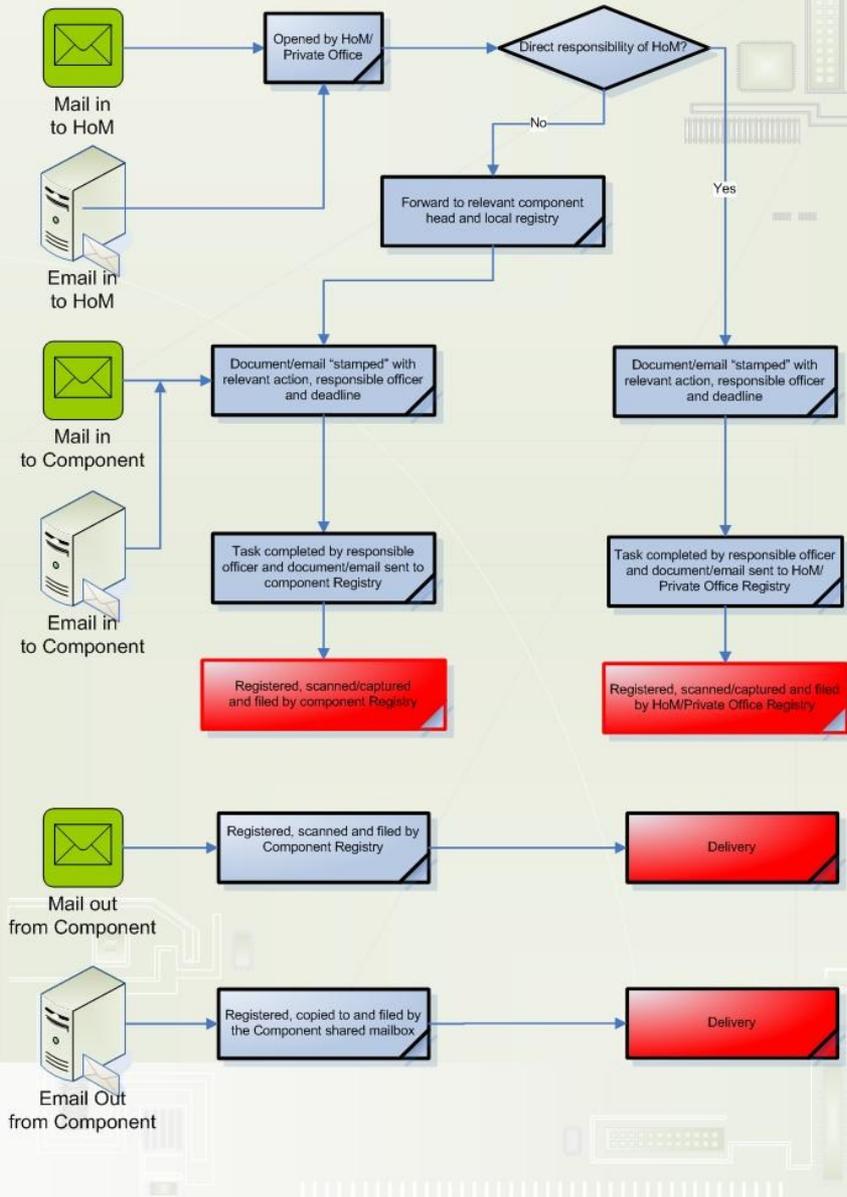
Advanced Options

Archives

- July 2011
- June 2011
- May 2011
- April 2011
- March 2011
- February 2011
- January 2011
- December 2010
- November 2010

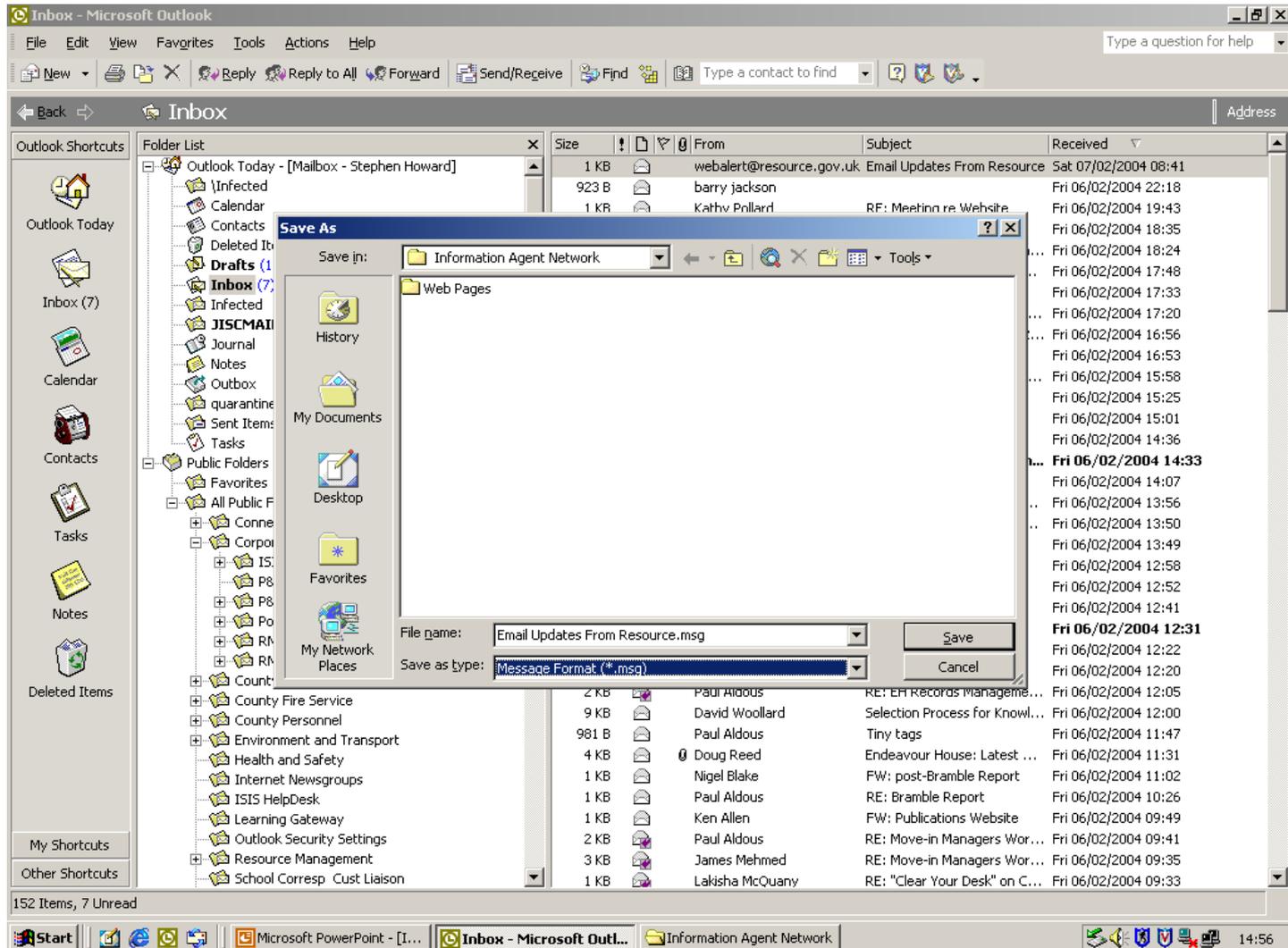
EN 21:48 19/07/2011

Proposed EULEX Post / Email Registry Workflow



Saving email
via
departmental
mailbox
registers

Saving email as .msg



Saving email as .PDF

The screenshot shows the Microsoft Outlook interface with a 'Save Adobe PDF File As' dialog box open. The dialog box is titled 'Save Adobe PDF File As' and shows the file name 'UNMIK' and 'Save as type: PDF files'. The file is being saved to a network location: 'Administration\$ on 'thermopylae' (U:'. The dialog box also shows a list of folders: ADMINISTRATION, BMS, COMMS, FINANCE, LEGAL, LOGISTICS, MTO, PERSONNEL, PROCUREMENT, REGIONS, and REGISTRY.

The background shows an email window with the following content:

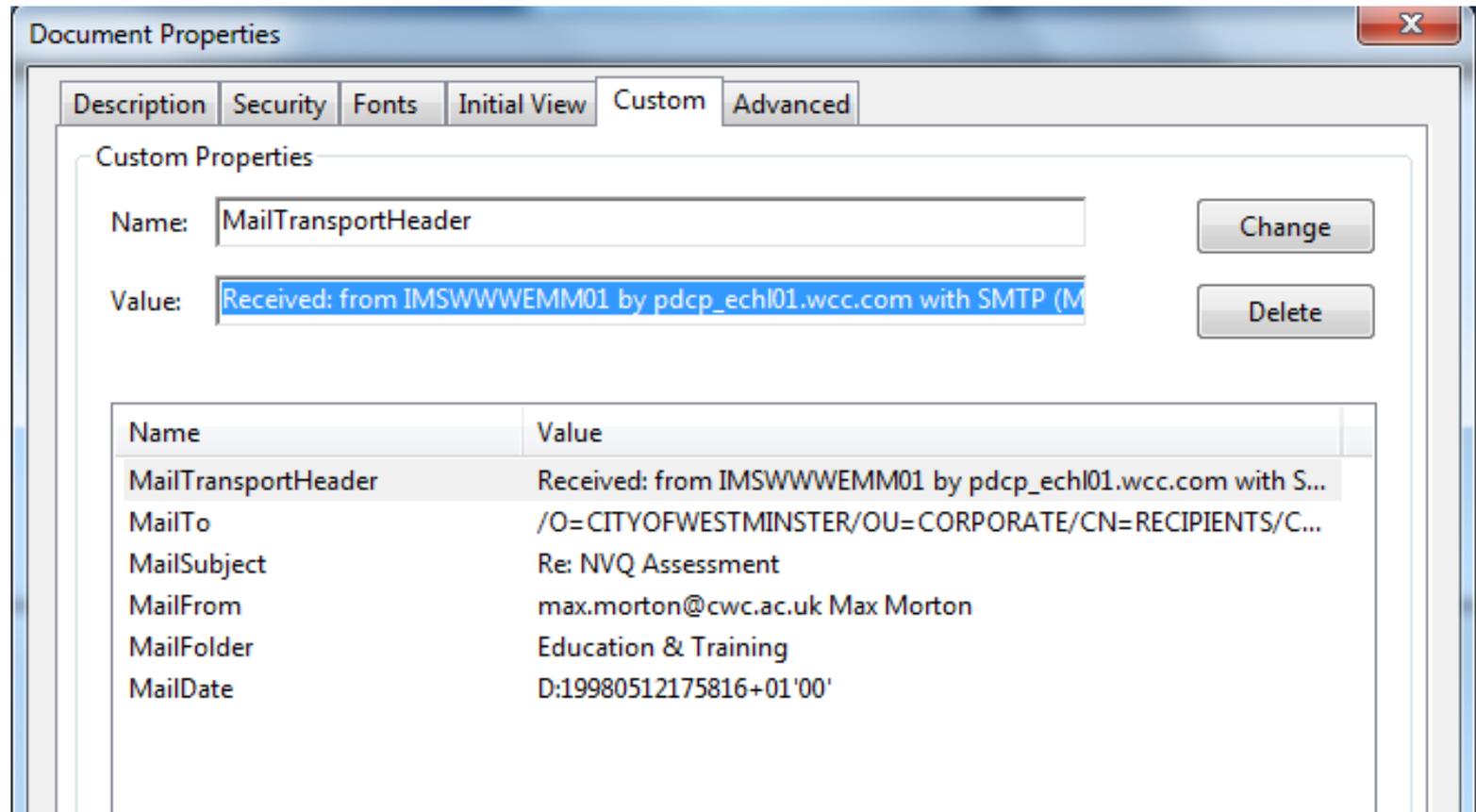
RE: UNMIK
Stephen Ho
To: Catherine H
Cc: benfell@un

Hi Catherine,
In this context
listed, boxed ;
liquidation pha
week. However
waiting for foc
probably at least another 3 months worth of copying left to do.
Regards
Steve

prepared,
s during the
boxes per
time spent
tion. There is

The Outlook interface includes a 'Mail' pane on the left with 'Favorite Folders' (Inbox, Unread Mail, For Follow Up, Sent Items) and 'All Mail Folders' (Outbox, Personal, Employment, Friends & Family, Listservs, Professional Corresponden, UNMIK, Sent Items, Search Folders, For Follow Up, Large Mail, Unread Mail). The bottom status bar shows '9 Items', 'All folders are up to date.', 'Connected', and the system tray with '5:26 PM'.

Saving email as .PDF



Saving email as .PDF portfolio

2009-05 Employment Email.pdf - Adobe Acrobat Pro

File Edit View Document Comments Forms Tools Advanced Window Help

Home / 178 Items

Folder location	From	Subject	Date	Size	Attachments
\\Mailbox - Stephen Howard\Personal\Employment	Stephen Howard	FW: Return flight home	29/05/2009 6:00:22 PM	18.87 KB	
\\Mailbox - Stephen Howard\Personal\Employment	Human Resources	Contracts Extension	28/05/2009 9:52:18 AM	18.77 KB	
\\Mailbox - Stephen Howard\Personal\Employment	Stephen Howard	RE: Emailing: 2009-04-01 Stephen Howard - EULEX Performance Evaluation Report	27/05/2009 10:53:20 AM	120.7 KB	1
\\Mailbox - Stephen Howard\Personal\Employment	S J Howard	Payments	26/05/2009 6:58:07 AM	12.88 KB	
\\Mailbox - Stephen Howard\Personal\Employment	IT Helpdesk	MOP application and password problems	25/05/2009 10:45:41 AM	51.24 KB	

FW_Return flight home.pdf

1 / 1 177%

Open

From: [Stephen Howard](#)
To: [Marianna Jalkanen;](#)
Subject: FW: Return flight home
Date: 29 May 2009 18:00:22

Dear Marianna,

In Andrea's absence, can you please look into this payment please? I forwarded the claim and boarding pass to HR soon after the flight.

Adult: 1 £193.00
Taxes and fees £78.90

start Stephen Howard - In... Microsoft PowerPoint ... Employment 2009-05 Employment ... 3:12 PM

Failure to convert email to PDF/A

The screenshot shows the Adobe Acrobat Pro interface with an email document open. The email content is as follows:

From: [Max Morton](#)
To: [Howard, Stephen](#)
Subject: Re: NVQ Assessment
Date: 12 May 1998 17:58:16

Dear Stephen

Congratulations! I knew that you the post.

I am not sure how many sessions we have had, I will have to check, but you are meant to have as many as are needed to complete your portfolio and have it assessed by me and by an internal assessor at the College and by the external assessor after that, without having to pay any more. It would certainly suit the College if we could have your portfolio ready within say two months.

When do you want to meet? Friday afternoon (15th) would be the earliest.

Max

Two preflight error dialog boxes are overlaid on the right side of the screen. The top dialog box, titled "Adobe Acrobat", contains the message: "The document has been saved, however, it could not be converted according to the selected standard profile: Convert to PDF/A. Please use Preflight with the profile 'Convert to PDF/A' in order to identify those properties of the document which prevent it from being compliant to this profile." The bottom dialog box, titled "Preflight", shows a list of errors for the profile "Convert to PDF/A-1b (sRGB)":

- Page 1 from "Checked_Issues_b.pdf"
 - Convert to PDF/A-1b (1 object)
 - Remove all alternate images (1 object)
 - Remove document structure compression (1 object)
 - Recompress LZW as ZIP (1 object)
 - Convert color to sRGB (164 objects)
 - Embed fonts (2 objects)
- PDF document is not compliant with PDF/A-1b (2005)
 - XMP property neither predefined nor defined in extension schema
 - Annotation has no Flags entry (3 matches on 1 page)
 - Annotation not set to print (3 matches on 1 page)

The bottom preflight dialog box shows a similar list of errors for the profile "Convert to PDF/A-1a (sRGB)":

- Page 1 from "Checked_Issues_a.pdf"
 - Convert to PDF/A-1a (1 object)
 - Remove all alternate images (1 object)
 - Remove document structure compression (1 object)
 - Recompress LZW as ZIP (1 object)
 - Convert color to sRGB (164 objects)
 - Embed fonts (2 objects)
- PDF document is not compliant with PDF/A-1a (2005)
 - Structured PDF: Structure tree root entry missing
 - XMP property neither predefined nor defined in extension schema
 - MarkInfo missing
 - Annotation has no Flags entry (3 matches on 1 page)
 - Annotation not set to print (3 matches on 1 page)

The Windows taskbar at the bottom shows the Start button, several open applications, and the system clock displaying 2:26 PM.

Where are we now?

- **Despite the strategies being known and systems deployed to manage the recordkeeping risks associated with email, there is significant reluctance on the part of government employees to routinely save their business related emails into their local EDRMS...**Digital recordkeeping: are we at a tipping point? Kate Cumming and Cassie Findley (RMJ, Vol. 20. No.3, 2010)
- **...even where departments have implemented an EDRMS there are always significant emails that do not make it onto the records folder. This is owing to the sheer volume of emails that individual receive, and to a lack of perceived benefit to the individual of moving email to a records folder** What will be the next records management orthodoxy? James Lappin (RMJ, Vol. 20. No.3, 2010)

Automated solutions subject to records management controls

- Print to paper unsatisfactory
- Rising ESI Costs of searching backup tapes
- Problem of reliably saving to folders
- Judges increasingly critical of user-based approach
- Preservation in native format
- Approach support by NARA bulletin
- Reliance upon information search tools

Conclusion

- Email is a simple tool used for complex activities and processes
- The volume and diverse nature of mail overwhelms end-user solutions
- Need to reconsider system approach
- Automated email archiving would appear to be the “least worst solution”
- Migration to PDF/A and XML must be made easier for organisations

How not to do it...



Reporters load boxes of Sarah Palin's emails

<http://blogs.telegraph.co.uk/news/tobyharnden/100091820/american-way-sarah-palin-email-frenzy-backfires-on-her-media-antagonists/>

activity administrators archiving available backup behaviour business capability cluster communications content create data
directorate electronic **email** exchange file folders information items limits mail
mailbox **management** message needs network number organisations personal policy pst public receive
records research restore risk sent **server** service size **storage** store **study system** tasks total
user



Stephen Howard
Information Management Officer
Special Tribunal for Lebanon
howard4@un.org
www.stl-tsl.org/