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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IS AN EMAIL SYSTEM.....

AN INFORMATION BLACK HOLE

A HIGH VALUE HIGH RISK CORPORATE DATASET

OR
TEAMS CHANNEL

TEAMS CHAT
Administrators use THE COMPLIANCE CENTRE to set up retention policies and retention labels.

Retention policies are applied by administrators to:
- Email accounts
- SharePoint sites
- Team chat accounts
- Team channels
- One Drive accounts
- Yammer communities

Retention labels are applied by end users to:
- Messages
- Documents

To set a default retention rule on each aggregation, some exceptions to the policy set on their aggregation may be made.
OUTLOOK
TEAMS CHAT
TEAMS CHANNELS
SHAREPOINT
ONE DRIVE
FOR BUSINESS

MICROSOFT GRAPH

DE LVE
PROJECT CORTEX

RECOMMENDATIONS

REFERENCES

SIGNS

SIGNS

SIGNS

SIGNS

SIGNS
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

NON-BUSINESS

BUSINESS

CORRESPONDENCE THAT IS PERSONAL TO THE INDIVIDUAL

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

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.
Give end-users a chance to flag up personal email to them.
③ Ask end-users for their consent to allow their successor-in-post to access their non-personal emails
Train machine models to distinguish between correspondence that has arisen from matters outside of the sphere of action of the individual and the business correspondence of the individual.
Train a machine model to distinguish between different types of business correspondence within the same e-mail account.
Assign the different sub-groups within email accounts to a corporate business classification scheme.