

# Records Management Considerations for Office 365

 <p>OneDrive is a cloud-based <i>My Documents folder/U Drive</i>. Use it to store your 'me' documents, like early drafts or documents which don't need to be shared.</p>	 <p>OneNote is a digital note-taking application. Great for reducing paper use.</p>	 <p>Teams is great for collaboration. It combines chat, team notebooks, video &amp; audio meetings, and documents in the one workspace. When a Teams team is created an associated SharePoint site is also created.</p>	 <p>SharePoint is used as a document management system and as a collaboration area between staff, students and external parties.</p>	 <p>Sway creates interactive digital presentations that can be shared on the web.</p>	 <p>Forms allows staff to create quizzes, surveys and questionnaires for collecting non-sensitive data.</p>	 <p>Planner enables staff to create work plans, and also allows you to organise, assign and track work tasks.</p>	 <p>Outlook is used to send and receive emails.</p>
<p><b>TIP 1:</b> Teams and SharePoint offer similar functionality for document management. It is generally advisable for each area/team to determine whether they will use SharePoint or Teams for their document library. This will help to reduce the number of places where documents are stored, allowing for more efficient processes when accessing, securing, version controlling and complying with GIPAA and legal discovery requests. If a team/area decides to use Teams for their document library, they may still choose to have a SharePoint site for their news and events.</p>							
<p><b>TIP 2:</b> For areas/teams that would like to move from using SharePoint to using Teams, entire libraries can be moved from current SharePoint sites to Teams' channels. SharePoint sites can then be deleted. For more information please contact the IT Service Desk.</p>							
<p><b>TIP 3:</b> Documents, files and discussions stored in Office 365 (O365) applications are classed as University records as they support and document University functions and activities.</p>							
<p><b>TIP 4:</b> O365 is a great place to collaborate, plan and communicate with internal and external staff however, it is <b>not an approved Recordkeeping system</b> and currently lacks compliance requirements.</p>							
<p><b>TIP 5:</b> For communication, Teams is better suited to general chit-chat, whereas Outlook is more appropriate for more important matters and official liaison.</p>							

## Common Record Groups

 <p><b>Correspondence</b> Records that document internal communication between employees, and external communication between employees and other organisations or community members. E.g. formal emails and letters.</p>	 <p><b>Core Business Docs</b> Records that document the outcomes of core business processes such as reports, briefing notes, plans, strategies, projects, business cases, agendas, minutes and more.</p>	 <p><b>Financial Records</b> Documentation of financial activity, such as financial reports, budgets, estimates, receipts, contracts, tenders, invoices, statements and more.</p>	 <p><b>Events &amp; Resources</b> Records of events hosted or attended by UON may be required as a record. All content produced, published, and/or circulated by UON are records.</p>	 <p><b>Social Media</b> All content and communication (including reactions to posts, comments, tweets, etc.), published/transmitted via these platforms are records.</p>	 <p><b>Personnel</b> Records pertaining to the function of managing all employees in the organisation such as recruitment, appointment &amp; service, attendance &amp; leave, misconduct &amp; grievances, and performance management.</p>	 <p><b>Student &amp; Teaching</b> Records relating to the administration of students from application for admission to completion or discontinuation of course, and teaching records such as curriculum development &amp; approval and course delivery.</p>	 <p><b>Research</b> Records related to the administration of research such as research reports, grants, ethics committee and intellectual property ownership records.</p>
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Records tell us **what**, **where** and **when** something was done or **why** a decision was made. They also tell us **who** was involved and under what authority. In other words, records provide evidence of organisational and individual activity.

## Your Recordkeeping Responsibilities in Office 365

 <p><b>Use Official Systems for Storing Records</b> Storing records in OneDrive where they will be inaccessible to your colleagues can make it difficult for staff to do their work in times of staff absences, staff movements and organisational restructures. Additionally, leaving records that provide evidence of important activities, approvals and decisions in Teams or SharePoint where they could easily be deleted or inappropriately shared is risky. Use TRIM, the University's official recordkeeping system, to store your finalised records. If you don't have TRIM access, contact Records Governance Services (RGS) or a team member who does have TRIM access and can transfer these records. RGS can create file structures in TRIM to mirror that of your SharePoint or Teams file structures so that moving records from O365 into TRIM is seamless. If you need to discuss TRIM access or custom file structures, please contact RGS <a href="mailto:records@newcastle.edu.au">records@newcastle.edu.au</a></p>	 <p><b>Create Records Routinely</b> The business you conduct in O365 is important. Records that you create are a vital information asset to the University as they support business functions and activities and provide evidence of decisions, planning, actions and outcomes. Records include: - meeting notes and other important notations made in OneNote, - meetings in Teams and notes you create as a result of a Zoom meeting, - documents in Teams and SharePoint that support business processes, functions and activities, and - important decisions, approvals and instructions provided in Teams chat channels and Zoom. <b>Note:</b> For important decisions/discussions it is recommended to use email instead of Teams chat channels. One reason for this is that it is possible to edit existing messages in Teams with no significant audit trail, hence emails are a more trustworthy record of what has occurred. In addition, emails in Outlook are much easier to register in TRIM as a record. If you do need to capture evidence in TRIM of an important discussion, activity, approval or decision that has occurred in a Teams chat channel, then the best way to do this at present is to screenshot the information using an application such as the Snipping Tool app and save it as a .jpeg or .png file, which can then easily be saved in TRIM.</p>	 <p><b>Approved Destruction Only</b> If you have processes in place for capturing your O365 records and transactions in TRIM then you may delete these from O365 when they are no longer required in the O365 environment. You may also destroy unimportant, non-essential, short-term information when it is no longer required, such as reference material, draft copies and duplicate documents, as well as material from other organisations which wasn't involved in a business transaction. Otherwise, consideration must be given to NSW legislated record retention requirements prior to deleting records stored in O365. Consult RGS if in doubt; as records retention requirements can be quite lengthy, and some records may even be required to be kept indefinitely as a State Archive.</p>
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Records are an indispensable ingredient for accountable operations. Poor recordkeeping results in inefficiencies, poor decision-making and increased risk of loss of critical business records, information and data. Loss, misuse or over-retention of records containing sensitive, confidential or personal information exposes you and the University to significant risk.