Managing email in Office 365

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Retention policies

Create a policy to retain what you want and get rid of what you don’t.

**Settings**

- **Name your policy**
- **Choose locations**

**Review your settings**

<table>
<thead>
<tr>
<th>Status</th>
<th>Location</th>
<th>Include</th>
<th>Exclude</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Exchange email</td>
<td>All</td>
<td>Exclude recipients</td>
</tr>
<tr>
<td></td>
<td>SharePoint sites</td>
<td>All</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>OneDrive accounts</td>
<td>All</td>
<td>Exclude accounts</td>
</tr>
<tr>
<td></td>
<td>Office 365 groups</td>
<td>All</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>Skype for Business</td>
<td>*</td>
<td>None</td>
</tr>
</tbody>
</table>

The policy will apply to content that’s stored in the locations you choose.

- Apply policy only to content in Exchange email, public folders, Office 365 groups, OneDrive and SharePoint documents.
- Let me choose specific locations.
Retention labels
The process for creating a **Retention policy** is (almost) identical to the process for creating a **Retention label**.

Picture from: https://docs.microsoft.com/enus/office365/securitycompliance/labels
## Retention policies versus Retention labels

<table>
<thead>
<tr>
<th>Retention policies</th>
<th>Retention labels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply to SharePoint sites</td>
<td>Apply to content within SharePoint sites</td>
</tr>
<tr>
<td>Apply to email accounts</td>
<td>Apply to emails</td>
</tr>
<tr>
<td>Apply to OneDrive accounts</td>
<td>Apply to content within a OneDrive account</td>
</tr>
<tr>
<td>Apply to Office 365 groups</td>
<td>Apply to content within an Office 365 group</td>
</tr>
</tbody>
</table>
Rival views on the value of email

DON LEUDERS

• Very few emails actually hold any real long term value... in reality, all but an extremely small number of emails at almost any given organization are worthless soon after they are sent. Yep, worthless.

• ...people tend to write really stupid stuff in emails. Far more idiotic stuff then they would write anywhere else.

ANDREW WAUGH

Evidence of the value of email systems as record systems can be found in any modern governance or accountability investigation, such as a royal commission, audit report, ombudsman’s investigation, or even in investigative journalism.

Without exception, emails form the key planks of a modern investigation and feature prominently in the final report.

Quoted in ‘The Defensible deletion of government email’ (Lappin et al)
BEFORE EMAIL

AFTER EMAIL

DISINTERMEDIATION

DECOMPOSITION

VOLUME