

IM Month 2021: Declutter Challenge



Challenge 08: Broadcast Messages

April 13



Declutter Challenge – Broadcast Emails

Broadcast emails can quickly fill-up your Inbox. Emails such as those received from the broader organization but are available on the intranet (e.g., Public Service Network (PSN) are transitory records and can be routinely deleted because the official copy is maintained on the [PSN Intranet](#)).

Some other examples of broadcast messages that contain information managed in a system, that are considered transitory and that can be routinely deleted include:

- notifications from OCIO’s Service Desk that your email was received;
- notifications from OCIO’s Request for Service (RFS) system that a ticket has been created;
- notifications from RFS that a ticket has been completed;
- confirmation notices from an employee self service portal such as leave approvals, push backs, etc.; and
- read receipts from emails sent.

Committee/Group emails and attachments should be placed on your organization’s intranet as News Posts, Calendar Events and/or Library Items so that copies of emails in a recipient’s account can be routinely deleted.

Remember that the corporate email sent today is not available to new staff that start after your message is sent. So consider also posting it to your organization’s intranet so that current and new staff can access and review this history and knowledge.

When we know there is a single managed space for the information which is easily accessible, should we need the information again, the decluttering of broadcast messages becomes a quick and effective manner of managing your email clutter.