

IM Month 2021: Declutter Challenge



Challenge 12: Manage Instant Messages

April 19

Worth Repeating



Declutter Challenge – Manage Instant Messages

Instant messaging is a form of real-time, direct communication between two or more parties using personal computers or other devices such as smart phones or tablets. While instant messaging can facilitate the flow of business, it is not an appropriate medium for recordkeeping.

For the most part, instant messages tend to be transitory records with short-term value and do not need to be stored and managed in a records management system. Occasionally, an instant message conversation will evolve into a discussion that has business value and must be managed as a government record. It is the responsibility of the information owner to transfer instant messages to a proper government recordkeeping format where required.

Instant messages are subject to legal, audit and responsive to access to information requests and must be managed appropriately.

Check out the below supporting materials for further information.

[Webpage – Instant Messaging](#)

[Directive – Instant Messaging](#)

[FAQ – Instant Messaging](#)

[FYI – Instant Messaging](#)

[Quick Reference – Transitioning to Recordkeeping Format](#)