

공공기관의 이메일기록 관리 방안 연구

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- 1.
- 2.
3.
 - 1)
 - 2)
 - 3)
 - 4)
 - 5)
 - 6)
 - 7)
- 4.
- 5.

[국문초록]

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가

1.

(Electronic Mail)

가

가

.1)

1) , 『 』, 2002

가
 가
 . 2006
 ISP
 가
 , 2005 50
 32 24 ‘
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 .’ 7 , ‘ .’ 23
 가 가
 . 가,
 가

<<http://www.mogaha.go.kr/warp/webapp/board/notice/view?id=225713>>

가
가 PC
가

2.

가

5)

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6)

가

(e-mail transitory records)

가

가

가

가

5) NAA, "Managing Electronic Messages as Records"

6) Library and Archives Canada "E-mail Management in the Government of Canada"
 <http://www.collectionscanada.ca/information-management/06040403_e.html>

7) .

가 , 가

가 (ephemeral value)

가

가

3.

1)

7) Natural Resources of Canada. "NRCan Guidelines on Managing Electronic Mail Messages", 2000. 1, pp.3-5 <http://www.nrcan.gc.ca/em-ce/emgd_1-e.htm>

『 (guidelines on developing a policy for managing email)⁸⁾ 』

『 (Managing Electronic Messages as Records)⁹⁾ 』

『 (NRCan Guidelines on Managing Electronic Mail Messages)¹⁰⁾ 』

『 (Managing Electronic Mail Guidelines for State of Ohio Executive Agencies)¹¹⁾ 』

8) Russell, Eleanor, "guidelines on developing a policy for managing email"
9) NAA, "Managing Electronic Messages as Records"
10) Natural Resources of Canada. "NRCan Guidelines on Managing Electronic Mail Messages"
11) Ohio Electronic Records Committee, "Managing Electronic Mail Guidelines for State of Ohio Executive Agencies" 2000
<<http://www.ohiojunction.net/erc/email/emilguidelines.html>>

』 (Managing e-mail polices)¹²⁾

(E-mail Policy Manual for Local Government)¹³⁾

(Q&A)

(NARA) 『 (Part

1234: Electronic Records Management/ Standard for managing electronic mail records)¹⁴⁾ , (recordkeeping) ,

"ISO 15489¹⁵⁾

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- 12) South Carolina Archives and History Center, "Sample e-mail policies" *public records information leaflet* no. 21, 1998 <<http://www.state.sc.us/scdah/21.pdf>>
South Carolina Archives and History Center, "Managing e-mail polices", *public records information leaflet* no. 23, 1998 <<http://www.state.sc.us/scdah/23.pdf>>
 - 13) Oregon State Archives, "E-mail Policy manual for local government" <<http://arcweb.sos.state.or.us/recmgmt/train/erm/email/emailman405.pdf>>
 - 14) NARA, "NARA Code in Federal Regulation: Subpart C-Standards for the Creation, Use, Preservation, and Disposition of Electronic Records National Archives and Records Administration", 2004 <<http://www.archives.gov/about/regulations/part-1234.html#partc>>
 - 15) ISO 15489 "ISO 15489 : (Information and documentation: Records management)"

. ISO 15489

.16) ISO 15489

가

2)

<표1> 획득 기능 비교표

	영국	호주	캐나다	미국(NARA)
		()	-	
			-	

16) , 『 ISO 』 , 가
 , 2001, p.15

(NAA)

(electronic recordkeeping system)

가

가

(evidence of business activity) 가

Records Management System : ERMS)

(Electronic
ERMS

ERMS

.msg 17)

가 가 . ,

가

17) msg.

(NARA)

가

(§1234.24: a-1,4)

가

. ISO15489

(ISO 1:9.3) 4

가

가

.18)

-
- 18) Chief Information Officer Committee, "Australian Government Email Metadata Standard (AGEMS)" Version 1.0, National Archives of Australia, 2005, p.4 [cited 2005.12.19]
<http://www.naa.gov.au/recordkeeping/control/agems/Email_Metadata_Standard.pdf>

〈표2〉 이메일 메타데이터 요소

	Element name	RFC2822 Field	가 Value components	Obligation
AGENT METADATA	<i>Originator</i>			
	CREATOR/AUTHOR	From:		M
	SENDER	Sender:		O
	REPLY TO	Reply to:		O
	<i>Destination Addressees</i>			M
	PRIMARY/ACTION ADDRESSEE	To:		C
	INFORMATION ADDRESSEE	CC:		C
	BLIND COPY ADDRESSEE	BCC:		C
RIGHTS MANAGEMENT METADATA	SECURITY		Security Classification	D
			Codeword	C
			Source Codeword	C
			Sepecial-Handling Caveat	C
			Encryption Details	C

			Copyright	O
	USE CONDITION		Intellectual Property	O
			Embargo	O
IDENTIFICATION METADATA	ID	Message-ID:	-	M
		Subject:	-	D
		Keywords:	-	O
HISTORY METADATA	/	Orig-date:	-	M
	/	Trace:	-	M
	/	-	-	O
	/	-	-	C
RELATIONSHIP METADATA	In Reply to	In-reply-to:	ID	C
	In Reference to	References:	ID	C
		-	ID	C
	My File Reference	-	-	D
	Your File Reference	-	-	D
	PRECEDENCE	-	-	O
	IMPORTANCE	-	-	O

M= (Mandatory), D = (Desirable), C = (Conditional),

O = (Optional)

: Chief Information Officer Committee, "Australian Government Email Metadata Standard (AGEMS)", pp.15-17

3)

ISO 15489 (classification)

(ISO 1:9.5)

<표3> 분류 기능 비교표

				NARA, Ohio, Oregon
	-	-		
		-		-

NARA (Recordkeeping system)

(§1234.24: b-1)

가 가

, “2003 ”

.19)

.20)

(titling)

4가

(flag)

가

21)

.22)

4)

ISO 15489

-
- 19) Oregon State Archives, "E-mail Policy manual for local government", p.21
 - 20) Natural Resources of Canada, P.6
 - 21) Russell, Eleanor, "guidelines on developing a policy for managing email", pp.33-34
 - 22) Natural Resources of Canada, "NRCan Guidelines on Managing Electronic Mail Messages", P.19

(ISO 1:9.6)

(migration, emulation)

.23)

<표4> 저장 기능 비교표

				SC, Oregon	Ohio	NARA
		EDMS	(ERMS)			
		MS				
					-	

가

23)

(filing)

가

가

5가

(Electronic Document

Management System: EDMS)

. EDMS

(electronic work spaces)

가

가

가

가

3가

5)

(access)
 가 가
 , ' , , 25)

< 5 >

				SC, Oregon	Ohio	NARA
가						
		-				-
						-
		-				

25) (access control) ' (security)'

· (accountability)

가

가

.(ISO 1:9.7)

가

가

.26)

(Head of Department)

IT

26)

. Subject access request under the Data Protection Act, Freedom of Information request, Evidence in legal proceedings, Evidence in a criminal investigation, Line of business enquiry, Evidence in support of disciplinary action

가

4가

가

가

(Canadian Government Security Policy)

27) 가

가

27) 가

(integrity)

(authenticity)

가

가

28)

가

가

(disclaimers),

(encryption

28) , ㅍ

』 , p.22

methods), (digital Signatures), (spam filters),
(firewalls)

가 ,
.29)

,

.

6)

(disposition) . ,
가 가

가 .
(Retention period)

,

29) Russell, Eleanor, "guidelines on developing a policy for managing email", p.12

가 .30)

.31)

(NARA) ‘ (, ,)

NARA (records schedule)

NARA 가

NARA ,

가 가

가 가 . ,

. < 10>

30) Oregon State Archives, “E-mail Policy manual for local government”, p.17

31) Natural Resources of Canada, “NRCan Guidelines on Managing Electronic Mail Messages”, p.10

〈표6〉 이메일기록의 보존 방법과 메시지의 유형

		가 가
		1 ,
	(Routine correspondence);	6 ,
		1 ,
		2 ,
	:	2 ,
	:	

: Ohio Electronic Records Committee, "Managing Electronic Mail Guidelines for State of Ohio Executive Agencies", pp.3-7

가 가
가 , , 가 ,

가 가
 2 ,
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7)

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(audit trail mechanism)

(Individual employees),
(RC managers), (Information system
managers), (Information service division)

-
- 32) Loughborough University, "Generic Policy for E-mail Retention and Disposal" [cited2005.11.6] <<http://www.lboro.ac.uk/computing/irm/generic-policy.html>>
33) Natural Resources of Canada, "NRCan Guidelines on Managing Electronic Mail Messages", p.10

34)

4가 , (administrators)
 (IT staff)
 ,
 ,
 (network administrators) , ,
 (records officer) 가
 35)

34) Natural Resources of Canada, "NRCan Guidelines on Managing Electronic Mail Messages", p.17

35) (Mater Copy)

" (out box)" " (in box)"
 (out box)" . (South Carolina Archives and History Center, "Managing e-mail polices", *public records information leaflet* no. 23, 1998, p.1 <<http://www.state.sc.us/scdah/23.pdf>>)

< 7 >

		,			
IT /			IT	,	
/				,	

4.

가 4 가
.
(RMS)
가
가 .

(AMS)

가

8

가 가

가

2007

,36)

, 2002 11

“

”

37)

5가

4

36) , 2005
<<http://www.mogaha.go.kr/>>
37)

』 , 2005, p.16

가
가
가, 가
가
가
가

AMS

(BRM)

가

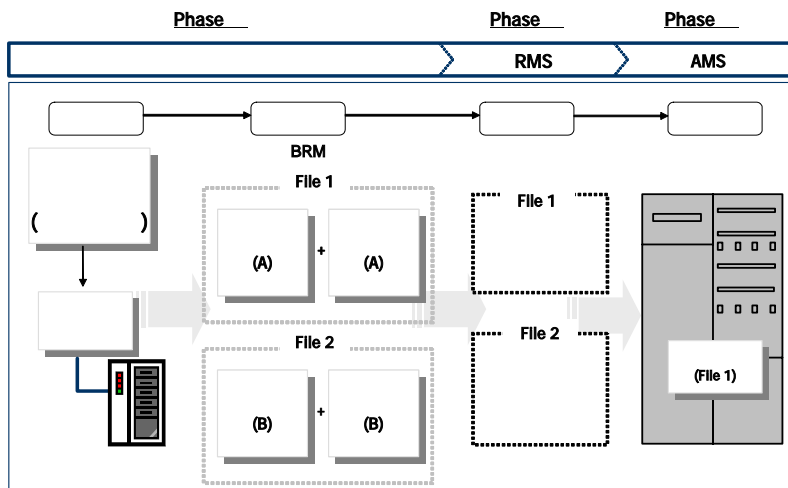
ID가 ,

ID

가

가

<그림2> 이메일기록 관리 모형



< 2 >

BRM

AMS

가 가

가

가

5.

IT

90%

IT

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가

가 .

참 고 문 헌

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『 』, : 가 ,
2004
『 (ERMS)
: ISO 15489 』, 『 』 21 3 ,
2004
『 』, 『
』 4 1 , 2004
『 ISO 』, 가
, 2001

< . >
(8025 , 2006.10.4)
(
06871 , 2003.05.15)
『2005 』, 2005
『 』, 2002
『 』, 2002

{ }
Chief Information Officer Committee, *Australian Government Email Metadata Standard (AGEMS) Version 1.0*, National Archives of Australia, 2005

<http://www.naa.gov.au/recordkeeping/control/agems/Email_Metadata_Standard.pdf>

< . >

Library and Archives Canada, "E-mail Management in the Government of Canada" <http://www.collectionscanada.ca/information-management/06040403_e.html> Loughborough University, "Generic Policy for E-mail Retention and Disposal"

<<http://www.lboro.ac.uk/computing/irm/generic-policy.html>>

NAA, "Managing Electronic Messages as Records", 1997

<http://www.naa.gov.au/recordkeeping/er/elec_messages/contents.html>

NARA, "NARA Code in Federal Regulation: Subpart C-Standards for the Creation, Use, Preservation, and Disposition of Electronic Records National Archives and Records Administration", 2004

<<http://www.archives.gov/about/regulations/part-1234.html#partc>>

Natural Resources of Canada. "NRCan Guidelines on Managing Electronic Mail Messages", 2000.1 <http://www.nrcan.gc.ca/em-ce/emgd_1-e.htm>

Ohio Electronic Records Committee, "Managing Electronic Mail Guidelines for State of Ohio Executive Agencies" 2000

<<http://www.ohiojunction.net/erc/email/emilguidelinces.html>>

Oregon State Archives, "E-mail Policy manual for local government"

<<http://arcweb.sos.state.or.us/recmgmt/train/erm/email/emailman405.pdf>>

Russell, Eleanor, "guidelines on developing a policy for managing email", TNA, 2004 <<http://www.nationalarchives.gov.uk/electronicrecords/>

advice /pdf/managing_emails.pdf>

South Carolina Archives and History Center, "Managing e-mail
<<http://www.state.sc.us/scdah/23.pdf>>

South Carolina of Archives and History Center, "Sample e-mail policies" *public
records information leaflet* no. 21, 1998
<<http://www.state.sc.us/scdah/21.pdf>>

ABSTRACT

A Study On Managing Electronic Mail Messages as Records of Public Institutions

Song, Ji Hyoun

It is not an overstatement that nowadays electronic mails are communicated more frequently as well as conveniently than phones and facsimiles, not only in routine life but also in business transactions. Also, it is evident that emails will be used more and more as a communication method between internal and external organizations.

If the information transferred and received via emails takes a role of business records, it is no wonder that emails should be uniformly managed as public records. Currently, however, specific policies or guidelines for the management of email records are not available, nor do most of public employees realize that emails are the actual records of the organization.

In fact, the three research methods have been used for this study in the purpose of the establishment of email records management scheme.

First of all, bibliographic research has been conducted in an effort to describes the definition and types of email records indicated in the guidelines of each nation, as well as the differences from the transitory email messages.

Secondly, email management guidelines and policies of public institutions of England, The United States, Australia, and Canada, so-called the advanced

countries of the records management, have been analyzed to examine the advanced examples of email management. In order to manage email records effectively, the functional requirements - capture, classification, storage, access, tracking, disposition, and role and responsibility were categorized in this thesis, based on the ISO 15489. As the designs of these foreign guidelines vary one another, common factors of them were extracted to be included in the realm of the seven stages.

Lastly, this thesis has analyzed characteristics of the email system within the Electronic Document Management System of existing administrative institutions. Also, it has examined the overall environment of the email records management of public institutions and sought out its improvement.

In essence, focused on the crucial factors on email management drawn out from the email management guidelines of foreign nations and the analysis of the policies, this thesis proposes an email records management scheme for Korean public institutions, as well as an email management model suitable for forthcoming e-government era.

**key words: record management, electronic records, electronic mail,
e-mail record**