Moderna arhivistika

E-MAIL - ELECTRONIC ARCHIVAL RECORD
(IMPORTANCE, AVAILABILITY, SECURITY AND PROTECTION)

Jasmin JAJČEVIĆ
Archives of the Tuzla Canton, Tuzla, Bosnia and Herzegovina
jasmin.jajcevic989@gmail.com

Abstract:

An electronic archival record is a digital document that is kept in an archive as a permanent and authentic record. When it comes to e-mail, an electronic archive record refers to an e-mail message that is recorded and saved as a permanent record in the archive. In order for an e-mail message to be considered an electronic archival record, it needs to be preserved in its original form, without changes or modifications, and to be archived in accordance with regulations and standards related to the preservation of electronic records.
The aim of the article is to point out the importance, availability, security and protection of e-mails as electronic archival records, as well as the advantages and disadvantages of their use in the business world.

Key words:

E-mail, electronic archival record, importance, availability, security, protection

Izvleček:

Elektronska pošta – elektronski arhivski zapis (pomen, dostopnost, varnost in zaščita)

Elektronski arhivski zapis je digitalni dokument, ki ga hranimo v arhivu kot trajen in avtentičen zapis. Ko govorimo o elektronski pošti, se pojem elektronski arhivski zapis nanaša na e-poštno sporočilo, zapisano in trajno shranjeno v arhivu. Da lahko e-poštno sporočilo štejemo za elektronski arhivski zapis, mora biti ohranjeno v izvorni obliki, nespremenjeno in arhivirano v skladu z zakonodajo in standardi, ki določajo hrambo elektronskih zapisov.
Prispevek po prikazal pomembnost, dostopnost, varnost in zaščito elektronske pošte kot elektronskega arhivskega zapisa, kakor tudi prednosti in slabosti njene uporabe v poslovnem svetu.

Ključne besede:

elektronska pošta, elektronski arhivski zapis, pomembnost, dostopnost, varnost, zaščita

1. Introduction

E-mail[1] is important because it enables fast and efficient communication between different people and organizations (institutions, companies, etc.) around the world. It has become a standard way of communication in the business world, as well as in everyday life. E-mail allows people to send and receive messages, documents, images and other files quickly and easily, thus enabling business processes and projects to run more efficiently. It allows people to connect and communicate with others regardless of geographical distance, which is important for business communication and collaboration.[2] E-mail also allows people to store and archive important messages and documents, which is important for maintaining historical data and meeting regulatory requirements. In any case, e-mail has become an indispensable "tool" in the business world and in everyday life, and it is important to manage and use it properly.

E-mail is accessible to everyone, regardless of geographic location or time. It enables people to communicate and collaborate with the world, which is important for the business world and the global economy.

Another important aspect is the flexibility of e-mail. E-mail can be used for a variety of purposes, from business communications to private messages. This allows people to use e-mail according to their needs, which is important for everyday life (Gligora, 2021).

Email also enables automation and reliability, enabling organizations to automate business processes and efficiently deal with large amounts of data.

All in all, e-mail is important because it enables fast, efficient, accessible, flexible and automated communication, which is important for the business world and everyday life.

2. Importance, availability, security and protection

E-mail[3] is considered an archival electronic record[4] because it contains information that can be used for historical, legal or administrative fact-finding purposes. Emails[5] are often used as evidence in legal proceedings and have the same importance as other types of written documents. Therefore, it is recommended that e-mails are archived and stored in a safe place to ensure their availability in the future.

When emails are archived, they are stored in a special place where they can be easily found and searched. This archive can be accessible only to certain people or to the whole team, depending on the needs of the organization. Archiving e-mails makes it easier to fulfill requests for access to information and provides assurance that e-mails will not be lost or damaged.

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[1] *See more: Electronic mail, 2002.*

[2] *See more: Sampson, 2003; Harison, 2003; Alujević, 2017.*

[3] *About e-mail history see more: Ayyadurai, 2010; . Van Vleck, 2023; Jennings, 2016.*

[4] *According to the Archival Dictionary, a record is "an archival unit that has content, context and structure, is recorded in a stable form and was created or received during individual or institutional activities and stored as evidence of these activities for future use". Mihaljević, Mihaljević,Stančić, 2015.*

[5] *Example: In Malaysia, e-mail was accepted by the government as records and evidence regulations by the "Malaysia National Archives Act" of 2003. However, some civil servants did not accept e-mails as records, mainly as a result of poor project planning and faulty system design. for digital document management (DDMS) for email management. DDMS was developed to ensure that the Government manages its email and other electronic records, according to international standards contained in ISO 16175:2 (2011), which has been adopted nationally as MS ISO 16175:2 (2012). See also: Mutalib, 2018.*

In addition to archiving, emails can also be automatically sorted into specific folders or tags to facilitate search and organization. There are many email archiving tools and software, such as Microsoft Exchange and Google Workspace, that allow automated email archiving and organization.[6]

It is important to have an organization-wide email management policy to ensure that emails are properly archived and stored. In addition to properly archiving and storing e-mails, it is also important to have a plan for deleting e-mails that are no longer needed. This plan should include rules about when e-mails may be deleted, who is responsible for deleting e-mails, and how to ensure that important e-mails are not deleted.

If the organization has requirements to store e-mails for regulatory or legal reasons, it is necessary to be aware of these requirements and implement appropriate measures to comply with them. In addition, it is important to have security measures in place to protect emails from unauthorized access or data theft. This may include the use of encryption to encrypt e-mails, as well as security procedures for authentication when retrieving or sending e-mails. A well-planned and implemented process for managing e-mails is important to ensure their availability, security and protection.

In addition, it is important to have a plan for managing emails in the event of a disaster or data loss. This plan should include backing up emails to a safe location, as well as disaster recovery plans.

It is also necessary to ensure that e-mails can be searched and accessed in accordance with legal requirements. This may include appointing a person who is responsible for responding to access to information requests and ensuring that emails can be found and delivered in accordance with those requests.

In addition, it is important to ensure that e-mails can be used as evidence in legal proceedings. This may include rules about storing emails to ensure that emails cannot be changed or deleted, as well as rules about who can access emails.

Managing e-mails is a complex process that requires good planning and implementation. It is necessary to have a well-defined policy on the management of e-mails and ensure that this policy is applied throughout the organization to ensure the security, availability and protection of e-mails.

Also, there are a few other important things to keep in mind when it comes to email management. One of them is the management of unwanted e-mails (spam). Spam e-mails can be a major nuisance and affect work productivity, so it is important to have tools and methods to filter out unwanted e-mails.[7] This may include the use of spam filtering software, as well as policies on how spam should be handled.

Another important thing is the management of large volumes of e-mails. As the amount of e-mails that are received and sent daily increases, it becomes increasingly difficult to manage and organize e-mails. Therefore, it is important to have tools and methods for automated sorting and organizing of e-mails, as well as rules on how to handle large volumes of e-mails.

Certainly, it is necessary to ensure that e-mails can be reviewed in the event of the need for an audit. This may include rules on how emails deemed important or sensitive should be handled, as well as rules on who can access emails in the event of an audit.

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[6]   See more: *4 najbolja softvera, s. d.; Vrbanus, 2019.*

[7]   See also: *Medialive, 2019; Begović, s. d.*

Email management is an important part of business and requires good planning and implementation to ensure the security, availability and protection of emails.[8]

An important thing related to the management of e-mails is the management of e-mail addresses and accounts. There are different scenarios when this can happen, for example:

- When an employee leaves the organization or is transferred to another position, it is important to ensure that the email address and account are adjusted or deactivated in accordance with these changes.
- When an employee wants to change his e-mail address, it is important to ensure that all communications and documents are redirected to the new address.
- When a new employee joins the organization, it is important to ensure that an email address and account are created for him/her and that the necessary settings and security rules are adjusted.

Managing e-mail addresses and accounts is important to ensure that e-mails are sent and received to the appropriate addresses and that accounts are used only by the appropriate people. It also enables easier management of e-mails in case of data loss, as well as ensures that e-mails can be used as evidence in legal proceedings (Mutalib, 2018).

Managing security settings is also one of the important things when it comes to email management. Email security is key to protecting data and information transmitted via email.[9]

Organizations should have an email security policy that addresses the use of security settings, such as encryption, authentication, spam protection, and other security measures. In addition, it is necessary to have a plan for managing incidents related to email security, such as hacker attacks or data loss. Organizations should also ensure that all users are educated about the security settings and policies that apply to e-mail, as well as about possible security risks. It is necessary to have a plan to maintain and upgrade the security settings of the e-mail system, to ensure that all security settings are up-to-date and that the data is secured from all possible security threats. This may include regular security scans, updating security settings, as well as performing any available security updates.

It is certainly important to ensure that e-mails are properly searchable, in order to ensure the availability of information and find important e-mails quickly. This may include the use of email search tools, as well as rules about who can access emails and how they are searched.

It is therefore important to ensure that e-mails can be properly deleted, in order to ensure privacy and data protection. This may include rules about when e-mails may be deleted, how sensitive or regular data in e-mails should be handled, and how e-mails that are no longer needed or unimportant should be handled.

Managing e-mails is a complex process that requires good planning, implementation and monitoring to ensure the security, availability and protection of e-mails, as well as the proper management of e-mail addresses, accounts, calendars, events, shared folders, contacts and e-mails. mail archive. It is important to monitor and

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[8]   *More about electronic records management: Lemić, 2016.*

[9]   *See more about the protection of archival material in electronic form: Stančić, 2006.*

maintain security settings and policies, and to ensure that data can be properly searched, deleted and archived.

Another important thing is managing e-mail security. This refers to the protection of e-mails from unauthorized access or data theft, which may include the use of encryption, security authentication procedures, as well as appropriate security rules for working with e-mails (Gosterc, 2019).

The third important thing is the management of the e-mail archive. Archiving e-mails is important for the retention of historical data and for the fulfillment of regulatory requirements. E-mail archiving allows long-term storage of e-mails, thus ensuring that e-mails can be accessed and reviewed in case of need. This may include automated email archiving, as well as rules on how archived emails should be handled, who has access to them, and how emails deemed important or sensitive should be handled.

In addition, it is important to ensure that the e-mail archive is properly searchable, in order to ensure the availability of information and find important e-mails quickly. This may include the use of email archive search tools, as well as rules about who can access the email archive and how it is searched.

Overall, email archive management is an important part of email management and requires good planning, implementation and monitoring to ensure email archive security, availability and protection, and proper email archive management.

However, it should be kept in mind that email archives should be properly managed and protected to ensure their security and integrity. This includes creating backups, encrypting data and performing regular security scans.

E-mail is used as an archival record to record business transactions, exchange of information and other important data. This is usually done because emails contain important information that needs to be saved for future reference or proof.

There are several reasons why email is used as an archival record:

- E-mails contain a chronological record of the exchange of information between business partners or within the organization.
- E-mails are reliable and easily accessible, which facilitates access to information at any time.
- Emails are customizable and can be used to capture different types of information, such as text, images, documents and other files.
- E-mails can be used for automated archiving, which enables easier and faster searching and access to information.

In order to ensure that e-mails are used as a reliable archival record, it is necessary to have appropriate policies and procedures for managing e-mail archives. This includes:

- *Defining e-mail archiving rules:* This includes determining which e-mails are archived, how long they are kept, how they are classified and how they are searched*.*
- *Appointment of responsible persons:* There should be a responsible person who will be in charge of managing e-mail archives, including their archiving, protection and availability.
- *Automation of the process:* By using the appropriate software for archiving e-mails, the archiving process can be automated, which enables faster and more efficient management of archives.

- *Security and data protection:* E-mail archives should be protected from unauthorized access and data theft, using protection mechanisms such as encryption, authentication and backups.[10]

- *Regular conducting of searches and audits:* It is necessary to conduct regular security searches and audits of e-mail archives to ensure that the data is accurate, up-to-date and in compliance with legal and regulatory requirements.

- *Compliance with legal and regulatory requirements*: E-mail archives must comply with all relevant legal and regulatory requirements related to the storage and availability of data.

The use of e-mail as an archival record requires appropriate policy, procedure and technology to ensure their security, integrity and availability. Also, some important things to keep in mind when using email as an archival record:

- *Uniqueness of e-mails:* It is necessary to ensure the uniqueness of e-mails, i.e. not to use multiple copies of the same e-mail as an archival record.

- *Documentation:* It is necessary to document all aspects of managing e-mail archives, including the policies, procedures and technologies used.

- *Access to e-mail archives:* It is necessary to ensure that e-mail archives can be accessed in a safe and efficient manner, while respecting privacy and data security requirements.

- *Integration with other systems:* It is necessary to ensure that e-mail archives can be integrated with other systems for managing documents or data, in order to facilitate the search and access to information.

- *Expiration management:* It is necessary to ensure that e-mail archives are managed according to the rules on expiration, i.e. that e-mails that are no longer needed are deleted or archived appropriately.

- *Regular maintenance:* It is necessary to regularly maintain e-mail archives, including backups, security scans, audits and software updates.

All of the above should be taken into account when using e-mail as an archival record, to ensure its reliability and availability, and to comply with legal and regulatory requirements.

3.   E-mail as a historical source

E-mail can be used as a historical source for research on various topics. E-mails contain important information about the exchange of ideas, opinions, plans and events, which can be used to study the history of organizations, society and individuals. There are studies that claim that over 300 billion e-mail messages were sent in 2020, and it is speculated that this number will only grow from year to year. Most of these messages have no archival value. However, just as letters once bore witness to culture, politics and science in society, today e-mail messages represent this (Ceci, 2023). Given that archiving must keep up with the needs of society, it is high time that it accepts new forms of communication and archives them in the automated environment in which they were created.

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[10]   *More about e-mail protection see: Kovacich, Jones, 2006.*

Emails can be used as a historical source for:

- *Study of organizational practices*: Emails can be used to study organizational practices, such as communications between different departments, project management, and relationships with business partners.
- *Studying Social Change:* Emails can be used to study social change, such as changes in political and economic circumstances, changes in social norms, and changes in technology.
- *Study of individual experiences:* E-mails can be used to study individual experiences, such as personal relationships, careers and life paths of individuals. They contain information about an individual's personal attitudes, opinions, and feelings, which can provide unique insight into an individual's history and experience.

However, it should be kept in mind that e-mails as a historical source require an appropriate methodology for their research. This includes proper archiving, security protection and proper searching of emails to ensure their authenticity and integrity. Also, legal and ethical standards related to privacy and data security should be observed.[11]

4. The difference between e-mail as a record and paper as a document (Gosterc, 2019)

There are several differences between email records and paper documents:

- *Availability:* E-mail records are often accessible at any time and from any place, while papers often need to be physically present in a specific location.
- *Search:* E-mail records can be quickly and easily searched using various criteria, while papers often require a physical search.
- *Security:* E-mail records can be easily encrypted and protected with passwords, while papers can be vulnerable to theft or destruction.
- *Archiving:* E-mail records can be automatically archived, which enables easier and faster searching and access to information, while papers often require manual archiving.
- *Portability:* E-mail records can be easily transferred over the Internet, while papers often require physical transfer.
- *Environment:* E-mails are digital and do not have an impact on the environment like paper.
- *Legal validity:* In some cases, paper documents must be signed and certified by law, and e-mails may not have the same legal validity.

Although there are differences between e-mail records and paper documents, both can be used to record business transactions and exchange information. However, it should be noted that email records must be properly managed and protected to ensure their security and integrity.

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[11] *More on this: Van Vleck, 1995.*

E-mail is often used as evidence in various legal proceedings. This is usually done because e-mails contain important information that should be used as evidence in court proceedings. However, there are a few things to keep in mind when using email as evidence:

- *Authenticity:* It is necessary to ensure that the e-mail used as evidence is considered authentic, i.e. that it was actually sent by the specified person.
- *Integrity:* It is necessary to ensure that the e-mail used as evidence is considered to have integrity, i.e. that it has not been modified or altered by a third party.
- *Probative value:* It is necessary to ensure that the e-mail used as evidence is considered relevant and relevant to the court proceedings.
- *Access:* It is necessary to ensure that the e-mail used as evidence can be accessed and presented in court.
- *Privacy protection:* It is necessary to ensure that the e-mail used as evidence complies with privacy requirements, and that no information is used that is not relevant to the court proceedings.
- *Legal admissibility:* Emails may not be considered legal evidence in certain cases and it is important to be aware of the admissibility of electronic evidence in the jurisdiction where the case is being heard.

Although e-mails can be useful as evidence in court proceedings, it is necessary to ensure that they are properly managed and protected to ensure their authenticity, integrity and probative value (Mutalib, 2018).

5. "Guidelines" in preservation of e-mails

An electronic archival record is a digital document that is kept in the archive as a permanent and authentic record. When it comes to e-mail, an electronic archival record refers to an e-mail message that is recorded and preserved as a permanent record in the archive.

In order for an e-mail message to be considered an electronic archival record, it is necessary that it be preserved in its original form, without changes or modifications, and that it be kept in the archive in accordance with the regulations and standards related to the preservation of electronic records (Resnick, 2001).

Such regulations may include rules on how to store electronic records, retention periods, backups, availability and protection against unauthorized access (Lemić, 2019).

Preserving emails as electronic archival records is important for organizations that have a legal obligation to retain documentation, as well as for preserving historical value and business continuity.

In addition, keeping e-mails as electronic archival records can be beneficial to organizations for a variety of reasons, including:

- *Documenting transactions and events* - Emails can provide valuable information about business and transactions, so keeping them as electronic archival records allows documenting and providing evidence of what happened in the past.
- *Providing historical perspective* - Emails can provide insight into how organizations have functioned in the past, which can be useful for analysis and decision-making.

- *Improving efficiency -* Storing e-mails as electronic archival records can improve the efficiency of the search process and access to documentation, which can be especially useful for organizations that operate globally and have distributed teams.
- *Compliance with legal obligations -* Storing e-mails as electronic archival records can help organizations comply with legal obligations related to document retention, such as data protection laws[12].
- *Cost reduction -* Using electronic records can reduce the costs associated with keeping paper records, and also allows organizations to save office space.

In short, keeping e-mails as electronic archival records[13] can provide numerous advantages to organizations in terms of documenting operations, improving efficiency, meeting legal obligations and reducing costs. However, when it comes to keeping emails as electronic archival records, there are some challenges that organizations need to consider:

- *Security -* Electronic records, including e-mails, often contain sensitive information, so it is important that organizations implement adequate security measures to protect this data from unauthorized access.
- *Integration with existing systems -* Storing e-mails as electronic archival records may require integration with existing records management systems, which can be complex and expensive.
- *Durability of digital formats -* As technology and software tools evolve, electronic archival records must be ensured to be preserved and accessed in the future, regardless of changes in technology.
- *Legality and Validity -* Electronic archival records must be legal and valid in order to be used as evidence in court proceedings or other legal situations.
- *Increased amount of data -* E-mails are only one form of electronic documentation that organizations need to keep as archival records, and the amount of data can be huge. This can present challenges in terms of storing, searching and managing this data.

Keeping emails as electronic archival records can provide many benefits, but it also presents some challenges that organizations need to consider to ensure that archival records are authentic, permanent, secure and legally valid. In order for organizations to effectively manage emails as archival records, they need to adhere to certain practices and processes. Here are some tips for effectively managing emails as archival records:

- *Define a records management policy -* Organizations should define a clear records management policy that includes guidelines for storing and managing e-mails as archival records. The policy should cover aspects such as the types of documents to be retained, the duration of retention and security measures.
- *Implementation of appropriate software -* There are many software tools that can help organizations effectively manage e-mails as archival records. These tools enable organizations to search, access and manage emails according to their document management policy.

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[12] *See more: Zakon o zaštiti ličnih podataka, 2011.*

[13] *About the protection and availability of electronic archival records see more: Lemić, 2016.*

- *Automating the process of saving* - Automating the process of saving e-mails as archival records can help save time and reduce human errors. Automation can include setting up rules that automatically store emails in specific archives based on their content or other characteristics.
- *Employee training* - Employees who work with e-mails as archival records should be trained on document management policy and procedures for storing and managing archival records. Training should also include the use of archival records management software tools.
- *Conducted regular audits* - Organizations should regularly review their records management policies and processes to ensure that they are in line with changes in legislation or internal needs of the organization. This will ensure that e-mails are properly preserved as archival records.

Effective management of e-mails as archival records requires a clear document management policy, use of appropriate software, automation of the storage process, employee education and regular process audits. These practices will ensure that organizations retain e-mails as archival records in a manner consistent with their records management policy and relevant legislation. It will also help ensure that archival records are accessible and protected from unauthorized access, as well as being retained in accordance with appropriate timelines. In addition, effective management of e-mails as archival records can improve employee productivity, facilitate collaboration, and improve overall document management in an organization.

Additionally, when organizations effectively manage email as archival records, it can provide numerous other benefits. For example:

- *Increases efficiency and productivity* - Managing e-mails as archival records can reduce the time needed to search for relevant information and increase the efficiency and productivity of employees.
- *Improves Legal Compliance* - Using proper processes to manage emails as archival records helps organizations comply with relevant laws and regulations.
- *The risk of data loss is reduced* - Archiving e-mails in a safe and organized manner reduces the risk of data loss.
- *Better planning and analytics are enabled* - Efficient management of e-mails as archival records enables organizations to better analyze their business and plan for the future based on the relevant information they have collected.
- *Collaboration is improved* - Using software to manage e-mails as archival records facilitates the sharing of information between employees and improves collaboration.

All in all, the efficient management of e-mails as archival records has many benefits that go beyond document storage. This helps organizations to be secure, more productive, legally compliant and able to learn and grow from the relevant information they collect.

## 6.	Conclusion

E-mail is considered an archival electronic record because it contains information that can be used for historical, legal or administrative fact-finding purposes. E-mails are often used as evidence in legal proceedings and have the same importance as other types of written documents.

An electronic archival record is a digital document that is kept in an archive as a permanent and authentic record. When it comes to e-mail, an electronic archival record refers to an e-mail message that is recorded and saved as a permanent record in the archive. In order for an e-mail message to be considered an electronic archival record, it needs to be preserved in its original form, without changes or modifications, and to be archived in accordance with regulations and standards related to the preservation of electronic records. Such regulations may include rules on how to store electronic records, retention periods, backups, availability and protection against unauthorized access. Keeping e-mails as electronic archival records is important for organizations that have a legal obligation to keep documentation, but also for preserving historical value and business continuity.

Effective management of e-mails as archival records requires a clear document management policy, use of appropriate software, automation of the storage process, employee education and regular process audits. These practices will ensure that organizations retain e-mails as archival records in a manner consistent with their records management policy and relevant legislation. It will also help ensure that archival records are accessible and protected from unauthorized access, as well as being retained in accordance with appropriate timelines. In addition, effective management of e-mails as archival records can improve employee productivity, facilitate collaboration, and improve overall document management in an organization. Managing e-mails is a complex process that requires good planning, implementation and monitoring to ensure the security, availability and protection of e-mails, as well as the proper management of e-mail addresses, accounts, calendars, events, shared folders, contacts and e-mails. mail archive. It is important to monitor and maintain security settings and policies, and to ensure that data can be properly searched, deleted and archived.

E-mail can also be used as a historical source for research on various topics. E-mails contain important information about the exchange of ideas, opinions, plans and events, which can be used to study the history of organizations, society and individuals. Most of these messages (e-mails) have no archival value. However, just as letters once bore witness to culture, politics and science in society, today e-mail messages represent this. Given that archival science must keep up with the needs of society, it is high time that it accepts new forms of communication and archives them in the automated environment in which they were created.

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POVZETEK

ELEKTRONSKA POŠTA – ELEKTRONSKI ARHIVSKI ZAPIS (POMEN, DOSTOPNOST, VARNOST IN ZAŠČITA)

Jasmin JAJČEVIĆ
Arhiv tuzelskega kantona, Tuzla, Bosna in Hercegovina
jasmin.jajcevic989@gmail.com

Elektronski arhivski zapis je digitalni dokument, ki ga hranimo v arhivu kot trajen in avtentičen zapis. Ko govorimo o elektronski pošti, se pojem elektronski arhivski zapis nanaša na e-poštno sporočilo, zapisano in trajno shranjeno v arhivu. Da lahko e-poštno sporočilo štejemo za elektronski arhivski zapis, mora biti ohranjeno v izvorni obliki, nespremenjeno in arhivirano v skladu z zakonodajo in standardi, ki določajo hrambo elektronskih zapisov.

Elektronska pošta velja za elektronski arhivski zapis zato, ker vsebuje informacije, ki jih lahko uporabimo za raziskovalne, pravne ali upravne namene. Elektronska pošta je pomembna, saj omogoča hitro in učinkovito komunikacijo med ljudmi in organizacijami po vsem svetu. Ljudem omogoča pošiljanje in prejemanje sporočil, dokumentov, slik in drugih datotek na hiter in preprost način ter tako pripomore k učinkovitejšemu opravljanju poslovnih procesov. Elektronska pošta prav tako omogoča uporabnikom, da shranijo in arhivirajo pomembna sporočila in dokumente, kar je pomembno za ohranjanje zgodovinskih podatkov in izpolnjevanje uradnih oziroma zakonodajnih zahtev. Elektronska pošta je tako v poslovnem svetu in vsakodnevnem življenju postala nepogrešljiva, zato je pomembno, da z njo pravilno upravljamo.

Zelo pomembno je, da imajo organizacije vzpostavljeno takšno politiko upravljanja z elektronsko pošto, da z njo zagotovijo njeno pravilno arhiviranje in hranjenje. Prav tako je potrebno določiti postopek brisanja elektronske pošte, ki ni več potrebna. Tak postopek mora vsebovati pravila o tem, v katerih primerih se elektronska pošta izbriše in

kako zagotoviti, da niso izbrisana pomembna elektronska sporočila. Če želi organizacija hraniti elektronsko pošto za uradne oziroma pravne namene, mora sprejeti ukrepe za varno hrambo in jih tudi upoštevati. Prav tako je pomembno vzpostaviti varnostne mehanizme pred nepooblaščenim dostopom ali krajo podatkov. To lahko vključuje enkripcijo elektronske pošte ter varnostne postopke za avtentifikacijo pri prejemu ali pošiljanju. Dobro načrtovan in vpeljan postopek upravljanja z elektronsko pošto je pomemben za zagotavljanje njene dostopnosti, varnosti in zaščite.

Namen članka je poudariti pomen, dostopnost, varnost in zaščito e-pošte kot elektronskega arhivskega zapisa ter prednosti in slabosti njene uporabe v poslovnem svetu.