

RIM 5-13-04: VOICE MAIL

1 OVERVIEW

This policy defines the management requirements for voice mail.

1.1 Authority

- [Document Disposal Act](#) (RSBC 1996, c. 99)
- [Core Policy and Procedures Manual \(CPPM\), c. 12](#)
- [Chapter 12 Information and Technology Management Supplemental Manual \(IM/IT Supplemental\)](#)

1.2 Applicability

Ministries, agencies, boards, commissions, and Crown corporations covered by the *Document Disposal Act*.

1.3 Key CPPM Principle

- CPPM 12.3.3. Part III (a) 1:
Government must manage all records created and received during the conduct of its business activities.

2 POLICY

2.1 Voice Mail is a Government Record

Voice mail meets the definition of a "record" in the [Interpretation Act](#) (RSBC 1996, c. 238). Voice mail sent or received by government voice messaging systems is a government record.

Voice mail is subject to the same management controls as other government records, including the disposition requirements of the *Document Disposal Act* and the retention periods specified in approved records schedules (i.e., *Administrative Records Classification System* ([ARCS](#)), program-specific Operational Records Classification Systems ([ORCS](#)), government-wide [special schedules](#), and other ongoing and onetime schedules).

2.2 Transitory Voice Mail

Most voice mail records are transitory records (see explanation of these in special schedule [102901](#) "Transitory Records"). When no longer required, they may be destroyed in accordance with special schedule [112914](#) "Voice Mail Records".

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2.3 Records of Value

Voice mail that is required for ongoing legal, fiscal, audit, administrative or operational purposes must be retained in the office recordkeeping system. If necessary, transcribe or transfer the voice mail to another format for retention. Where additional details (e.g., time and date) are crucial to the context and authenticity of a message, this information must be captured.

3 ROLES AND RESPONSIBILITIES

3.1. Records Officers

Ministry and agency Records Officers are responsible for ensuring that staff are aware that messages residing on voice messaging systems are government records and must be managed.

3.2. Corporate Information Management Branch (CIMB)

[CIMB](#) is responsible for the creation and maintenance of special schedule 112914 “Voice Mail Records”, and for maintaining and advising on related policies, procedures, standards and guidelines.