E-Mail Overload

Re-thinking sending messages with lengthy attachments to all missions

We are all guilty of doing it: over-distributing information. In the interests of thoroughness (and sometimes simply for reasons of expediency), messages with lengthy attachments are frequently sent to all missions. Corporate "junk mail" is growing to the point of annoyance at many missions, but particularly at micro-missions, the majority of which receive SIGNET e-mail, including ALL MISSIONS/ TOUTES LES MISSIONS messages, by facsimile (see "Latin America and Caribbean Micro-missions Now Accessible by Broadcast Facsimile Service," *SIGNET News,* No. 17/96, March 4, 1996).

We recently received this plea from Santa Clara: "For a while, there, we had this under control. But I guess everytime new people start they think they are doing us a favour by sending us every message that goes out. The latest bomb received was a three-part, 100 ++ pages of information on Montreal's bid for the Secretariat of the UN Convention to Combat Desertification. Could someone, anyone, please help stop the flow. We're running through toner cartridges like crazy, and these (irrelevant) messages with lengthy attachments delay other messages of much greater interest and importance."

The most important element in the preparation of e-mail is the selection of the addressee(s).[1] Your well intended messages may be viewed by small, but particularly by micro-missions, as a waste of time, effort and precious (read: expensive) resources. Use good judgment. Where possible, exercise prudence and restraint in the number of addresses included on a message. And while we agree that it can be counterproductive to customize an address list for those messages intended for wide distribution, if you have to send an ALL MISSIONS /TOUTES LES MISSIONS message with attachments, we'd like to repeat a recommendation made earlier this year regarding sending attachments to Small Mission SIGNET (your SA can advise which ones they are)[2].

When sending messages with lengthy or multiple attachments to micro-missions, please keep their limitations in mind. If possible, send a short summary of the attachment by e-mail and the text of the attachment by diskette or in hard copy.

As an alternative, if you have multiple attachments to send, attach only a few per message ; if possible, break up large attachments into smaller, more mangeable ones and then attach them to multiple messages.

[1] *Electronic Mail Standards and Procedures*, p. 7, SNUG, March 24, 1995

[2] "Sending Attachments to Small Missions," *SIGNET News* No. 16/95, January 29, 1996, p. 2.

Practices

Best

Virus Scan

Don't forget your responsibilities as a user on the network. Always run a virus scan on your diskettes – according to SIGNET Tower Support, KAO High Density Diskettes have often been found to have one virus or another. So beware, and run the virus check. The application is found in the Utilities group in Program Manager.

Monitor Care

Leaving your monitor on for hours at a time, with only the screen saver software running, contributes to monitor wear and tear. To enhance the life of your monitor, turn it off when you leave your office for more than hour, say, when you go for lunch, and please, remember: don't leave the monitor on over night.