



Statoil

E-mail management in Statoil

Presentation to Norsk Arkivråd, October 28 2010

Peter Nitter, RIM PRO



Who we are

- Energy company present in **34** countries with **20,000** employees
- Producing **1.95 million** barrel of oil equivalent (boe) pr day
- About **22 billion** boe in proven resources (5.6 billion as booked reserves)
- One of the world's **largest** net sellers of crude oil
- The world's **largest operator** in waters deeper than 100 metres
- World leader in **carbon capture** and storage
- The second largest **exporter of gas** to Europe

Who am I?



Peter Lorentz Nitter

Work

- **Statoil:** Records and Information Manager in Projects & Procurement since 2008
- **Bouvet:** Consultant working on implementation of Information Management solutions (mainly for Statoil) 2005-2008
- **Kronodoc:** Consultant for a Finnish software company specialising in collaboration and information management solutions 2000-2005
- **CERN:** Project associate 1999-2000

Education

- **NTNU (1999):** Department for Mechanical Engineering. Project- and Quality Management.
- **UiO (2008):** Organizational and Occupational psychology

Characteristics of Statoil's operations

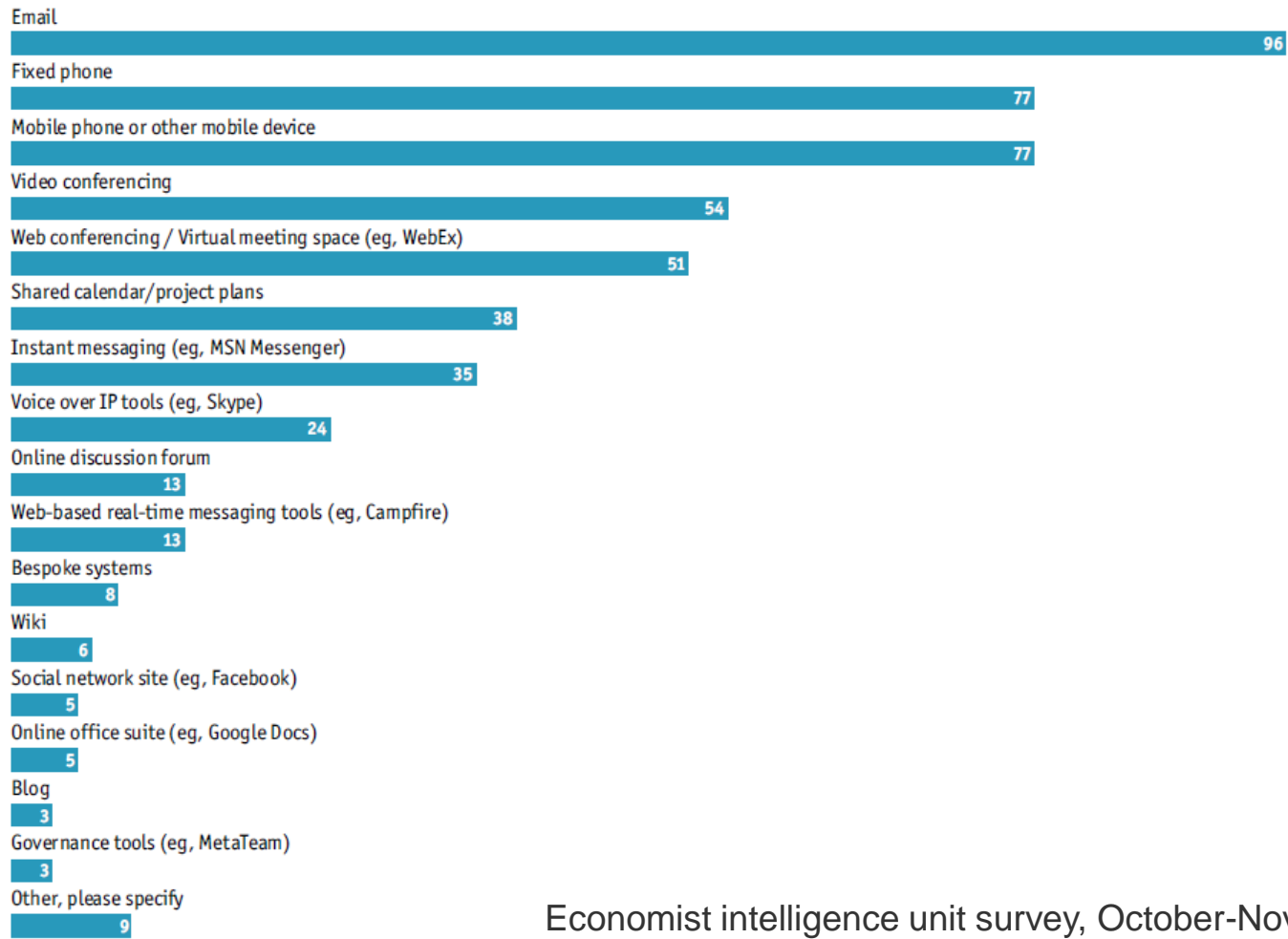
- Is a geographically distributed company. Future growth expected internationally
- Essential that employees with specialised skills are able to communicate and collaborate effectively on complex tasks
- Extensive collaboration with external partners (contractors) – everyone has mail
- The company has a significant amount of own policies and requirements for long term storage, traceability and retrieval of company information
- Must comply to governmental regulations
 - Petroleum Act (Petroleumsloven)
 - Requirements for public companies listed on Oslo Stock Exchange
 - Requirements for companies listed on US stock exchange (SOX)
 - Similar local regulations in the countries we operate in
 - «Archive act» (Arkivloven) is **not** relevant for Statoil

The aim is to create traces that last...



What do users want to use? (email and phone)

PREFERRED TOOLS FOR VIRTUAL TEAMS



Economist intelligence unit survey, October-November 2009

So what's wrong with email?

- Company information is being stored in private repositories
- Employees might commit the company financially or in other ways without the information being accessible for others
 - Our counterparty can have better documentation than we have on the commitment
- Prevents sharing information and knowledge with colleagues
- «IM41» (Information Management for one)
 - Everyone builds their own “archive”
 - A person brings the “archive” with him/her when moving to new tasks (e.g. reorganisation)
- Authenticity of an email which is not archived can be questioned as it is easy to manipulate
- Great tool for massive duplication of information 😊
 - What is the valid/last version

Some numbers

- Monthly increase of 2-6 % of mailbox size this year
- Some 67000 mailboxes
- Average mailbox size is about 200 Mb
- 14 Tb total size of email repository



Statoil's approach to face the challenge

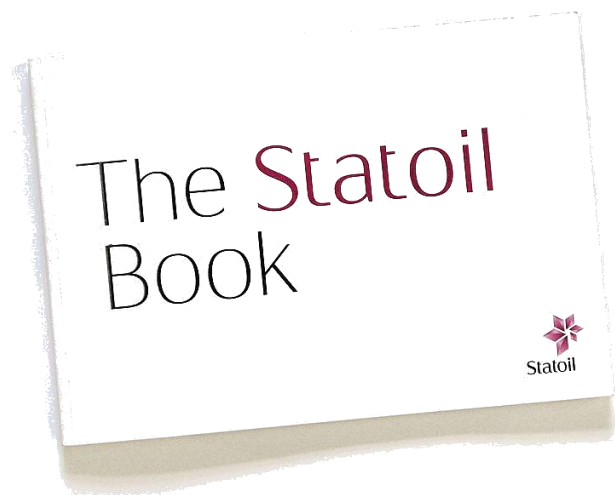
Policy, Guidelines, Training

- Policy anchored in «The Statoil book»
- Relevant roles and responsibilities clarified and documented
- Manage email guideline
- Challenge process owners to be specific on how correspondence should be managed
- Extensive training material

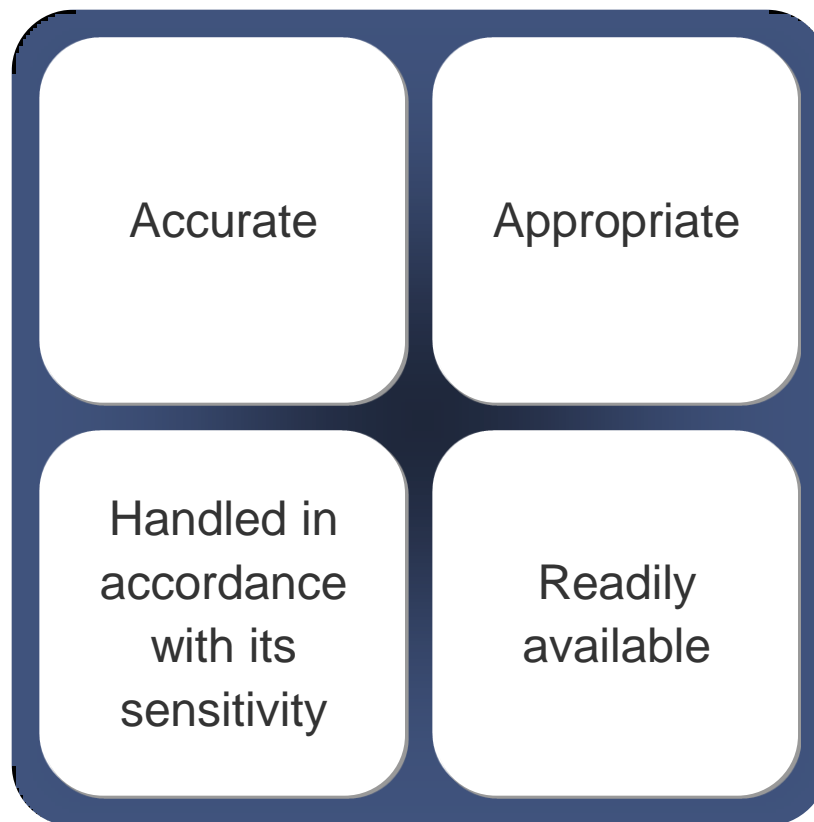
Technical tools

- Size limitation in Outlook to limit amount of data
- Customised tool to transfer emails to team site and archive with metadata and retention policy
- Group mailboxes to be used by several employees for a task
- Corporate search engine for retrieval of correspondence stored in common repositories

We manage our information so that it is:



Information management policy



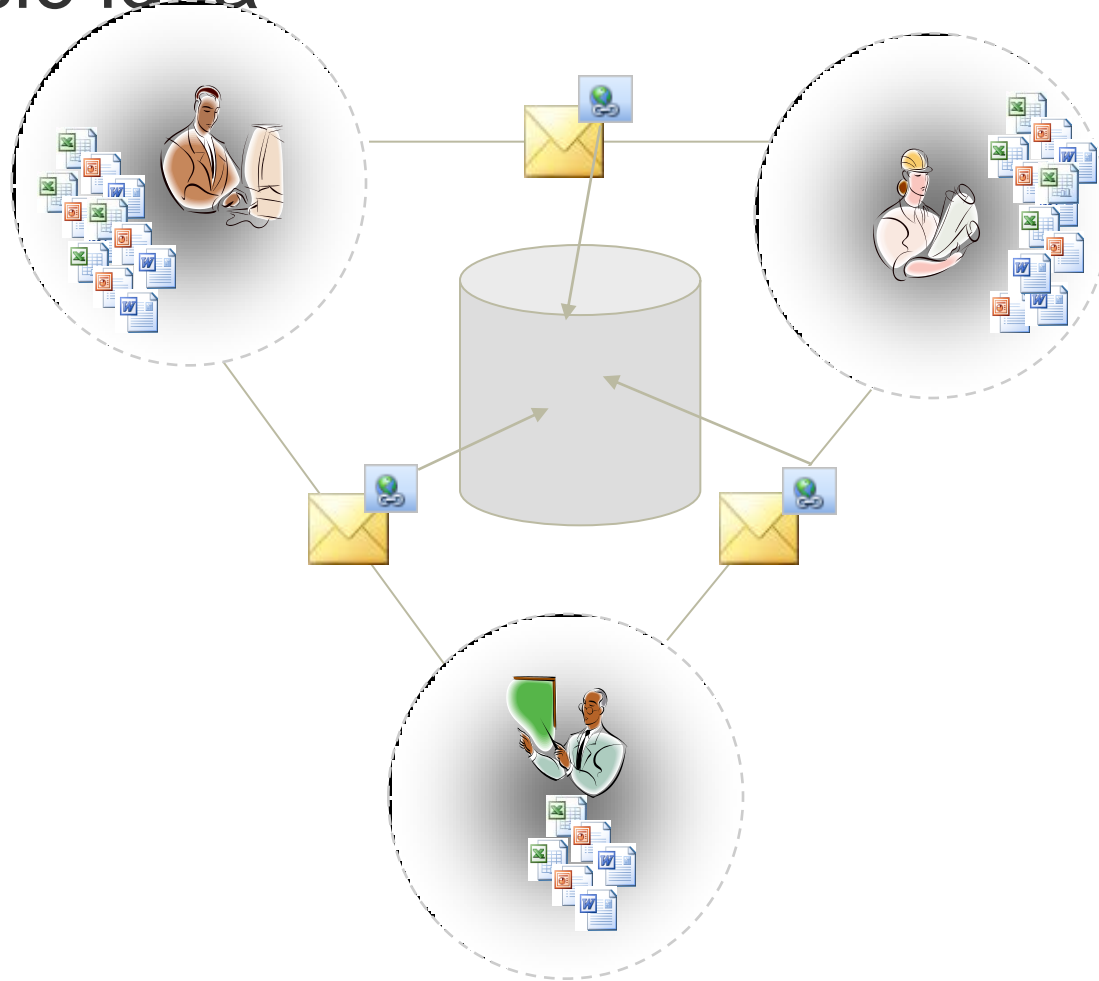
Different roles and responsibilities

PERSONELL

Act according to governing documents




Basic idea




What about....:

- Storage capacity?
- Versions?
- Search?
- Sick leave or turnover?
- Legal discovery?


The Collaboration@Statoil tools



Produce information




Search and retrieval



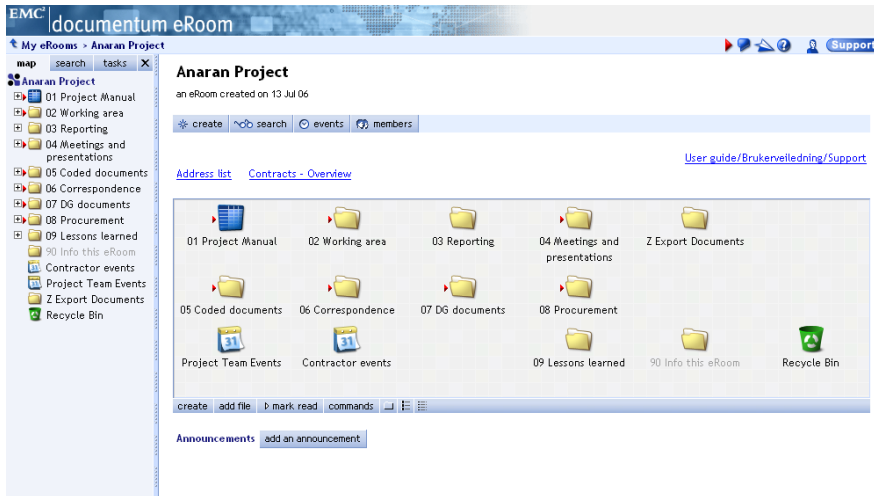
Mail, tasks and calendar



Communicator



LiveMeeting



EMC documentum eRoom

My eRooms - Anaran Project

Anaran Project
an eRoom created on 13 Jul 06

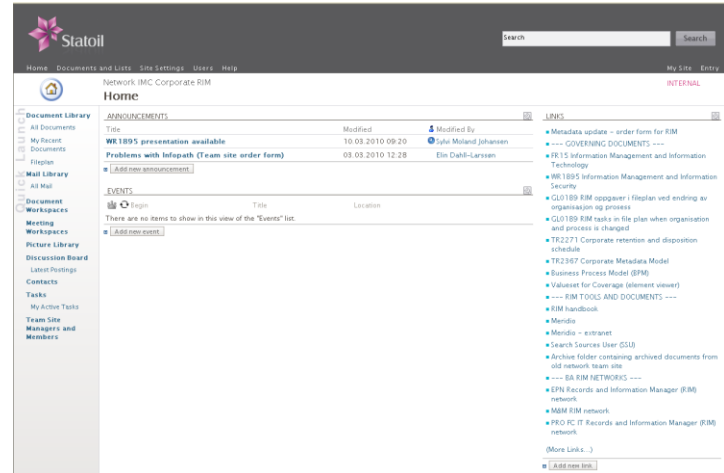
create search events members

[Address list](#) [Contracts - Overview](#) [User guide/Brukerveiledning/Support](#)

01 Project Manual	02 Working area	03 Reporting	04 Meetings and presentations	Z Export Documents
05 Coded documents	06 Correspondence	07 DG documents	08 Procurement	
09 Lessons learned	90 Info this eRoom			
Project Team Events	Contractor events	09 Lessons learned	90 Info this eRoom	Recycle Bin

create add file mark read commands

Announcements add an announcement



Statoil

Home Documents and Lists Site Settings Users Help

Network IMC Corporate RIM

My Site Enter INTERNAL

Document Library

ANNOUNCEMENTS	Title	Modified	Modified By
WR1895 presentation available	WR1895 presentation available	10.08.2010 09:20	Syke Moland Johansen
Problems with Inforpath (Team site order form)	Problems with Inforpath (Team site order form)	03.08.2010 12:18	Eiv Dahl-Larsen

EVENTS

Event	Title	Location
There are no items to show in this view of the "Events" list.		

LINKS

- Metadata update - order form for RIM
- GOVERNING DOCUMENTS
- PRIS Information Management and Information Technology
- WR 1895 Information Management and Information Security
- GL189 RIM oppgjør i filstap ved endring av organisasjon og prosess
- GL189 RIM opplys i filstap when organisation and process is changed
- TR2271 Corporate retention and disposition schedule
- TR2357 Corporate Metadata Model
- Business Process Model (BPM)
- Valueset for Coverage (johansen view)
- RIM TOOLS AND DOCUMENTS
- RIM handbook
- Mendix
- Mendix - eRoom
- Search Services User SSIS
- Archive folder containing archived documents from old network team site
- SA RIM NETWORKS
- EPN Records and Information Manager (RIM) network
- M&M RIM network
- PEO FC IT Records and Information Manager (RIM) network

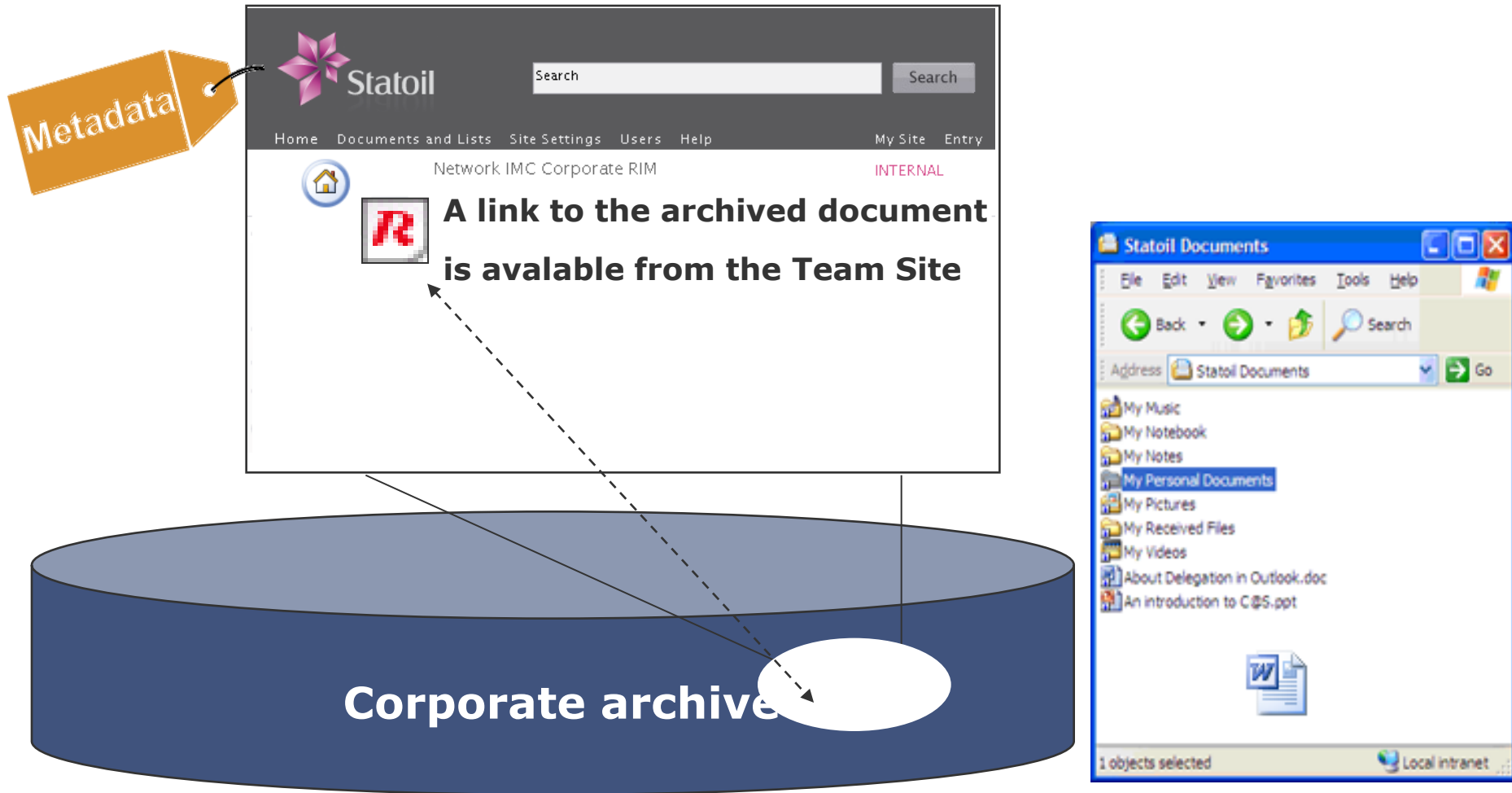
(More Links...)

Add new link

Corporate archive ("Meridio")



Metadata and archiving in practice



Status pr. October 2010

- Varying use of email archiving.
 - Good in processes and tasks where we need to be legally compliant
 - Not so good for knowledge transfer
- In some processes (e.g. procurement, project change) we have taken "a step back" and needed to implement increased formalities
 - Only signed letters accepted (e-mail correspondence not accepted)
- "Mail dumping" is a well known phenomena
 - Uncritical transfer of email to shared workspaces when mailbox is full
- Currently designing and implementing new collaboration tools (Office 2010)
 - How easy should we make it to use email if we want employees to work in other tools?
 - How realistic is it to replace use of email?