

Creating and Accessing Email Archives

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Organizations

OIM

Email management

Implicit context

Task: Defining structure hierarchies

Task: Using structure

- arrival (classification)
- workflow management
- retrospective



People PIM

Facts (in 2000, in the world):

- 600 billion messages
- 570 million e-mailboxes



Email collections:



- 1. NSC email collection from "White House E-Mail", edited by Tom Blanton
- 2. Ben Shneiderman's email from UMD library.



Email archives

Context reconstruction

Task: Redaction

Isolate sensitive content, links, patterns.

Users:

Archivists.



Task: Access

Users:

- Historians
- Social scientists
- Teachers and students
- What about you?..

Technologies

- Segmentation
- Search

text, links, and patterns

- Topic and link detection
- Topic tracking
- Traffic analysis
- Social network analysis
- Data mining
- Visualization
- Summarization
- Privacy

Technology example: Visualization and browsing





