ukgovcamp

Session: 2
Room: HMS Daring Room

Session title : Banning email in government

Session leader : Paul McTurk

Volunteer to continue conversation after :

Notes taken by : David Durant

<u>Notes</u>

- Email is dangerous, expensive and makes it difficult to collaborate
- Spearfishing attacks
- Good for people at the center of networks
- There's no need for it any more
- Replace with forms and other networking tools
- BlueKiwi
- Chat tools such as Slack
- Having comms strategies for chat tools can be complex
- Mailing lists can be a solution to some issues from chats
- Have text-only emails (no HTML, pics, attachments) to improve security
- What's the problem email is solving?
- Any solution has to work with accessibility tools - Outlook is good for this, Slack isn't
- There's an issue around person preference - people want to work with comms in different ways - can emails be turned into chat messages (what a good idea)
- Is the underlying structure of email fine but we're using it badly
- Open standards should be used more not less (email is open!)
- DeltaChat uses email underneath
- You'd have to move everyone all at once
- Email is very low cost - especially compared to things like Slack

- The issue is around how email is used - not the tool itself
  - Using email just for an audit trail
  - Culture issues in organisations
- Chat should be for people to browse - instead people use at-all to push to everyone
- Matrix and Mattermost is a free open alternatives to Slack
- Some countries give everyone an email at birth!
- Is email being used as a default digital identity system
- Should we have more person-to-person conversations instead of emails
- What would happen if email went away?
- If we just call people there's an expectation of how many people you can talk to. With email the expectations of the number of people you can speak to, and therefore the time per person, changes a lot
- Should there be other tools for things like formalising decisions
- Without read-receipts do we even know email is working?
- **People is based on pushing notifications to people - we should be able to have subscribe-only systems**
- **We need better gate keeping of people's time**
- Stats tracking for busy people
- **Why is there no cross-department tool for even finding someone's email address, never mind a single chat platform. What incentives are broken that mean these don't get created?**
- Reference to the UK National Strategy Project (Catherine Day)
- You can't block or mure people on Slack
- **If the top-down decision is made to replace email do we think we'd like the solution senior leaders chose?**
- **French model for all of the government to communicate internally? (La Suite Numérique)**
- Sharing case studies of how this could be done would be very helpful
- Again, the tool is not the issue it's how it's used. Measure how people spend their time (e.g. email, meetings, etc).
  - People in different roles should be able to opt out of things (like email) so they can work properly in certain roles (e.g. coding)
  - No meetings days
  - Difficulty in people being comfortable about describing how they spend their time
- **Email that auto-deletes after a certain number of days - so it's not used as a way of storing data!**
- **Speak to James about getting onto the cross-gov Slack**
- Email apnea is a thing
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