



Microsoft 365 – Teams: Recordkeeping Guidance

✓ Communication tool ✓ Collaboration tool ✗ Recordkeeping system

Microsoft Teams is an application that supports meeting, chatting, and actively working with colleagues on documents. Teams has many capabilities; however, it is not a recordkeeping system. The following are recordkeeping issues/limitations associated with each Teams feature that you should be aware of:

- **Chats & Messages** – cannot be exported from the system and should be limited to transitory communications. Any chat information that provides evidence of a decision or action should be copied, summarized, or transcribed and filed to the program area’s recordkeeping system. See [Text and Instant Messages](#) for more information.
- **Audio and Video Calls** – unless intentionally created, no record will result from verbal interactions. To create a record of a verbal communication, prepare minutes, a follow-up summary, or enable the transcription feature and file appropriately.
- **Meetings** – a record of the intended meeting will exist in Outlook; however, there will be no record of who attended or the verbal interactions that ensued unless intentionally noted. Like audio and video calls, to create a record of the meeting, prepare minutes, a follow-up summary, or enable the transcription feature and file appropriately.
- **Video Recordings** – should only be made when there is a business requirement to do so and there are plans in place for the management of the digital files. Recordings are saved in OneDrive by default and recordings need to be moved to the appropriate recordkeeping system so that they can be managed along with other related records.
- **Documents** – created and shared in Teams are either saved in OneDrive or SharePoint. If the records need to be kept to provide evidence of government business, they need to be saved within the program area’s shared [recordkeeping system](#) to ensure effective use and management.

For more information see [Creating and Capturing Records](#).

Additional information to keep in mind

- Protect personal, confidential, and sensitive information and limit access to authorized personnel. Teams is not configured to protect restricted information.
- All government records, including transitory records and regardless of device or application used, are subject to [The Archives and Recordkeeping Act](#) and other pieces of legislation including [The Freedom of Information and Protection of Privacy Act](#), [The Personal Health Information Act](#), and [The Manitoba Evidence Act](#).
- All **government employees** are responsible for ensuring that records of their actions and decisions are retained and captured in a recordkeeping system.
- **Program Managers** are responsible for ensuring that recordkeeping requirements are understood by employees and that necessary systems are in place to manage records.
- **Team Owners** must ensure that records created in Teams are filed in the appropriate recordkeeping system and that multiple owners are assigned to each team to reduce likelihood of orphaned sites.

Created December 2020; Updated December 2022

Government Records Office, Archives of Manitoba
T: 204-945-3971 | E: GRO@gov.mb.ca
Visit our web site to learn more about [Government Recordkeeping](#)