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Autore	Flynn Nancy <1956->
Titolo	Instant messaging rules : a business guide to managing policies, security, and legal issues for safe IM communication // Nancy Flynn
Pubbl/distr/stampa	New York, : American Management Association, c2004
ISBN	0-8144-2803-7
Edizione	[1st ed.]
Descrizione fisica	xii, 210 p
Disciplina	651.8/469
Soggetti	Instant messaging Electronic mail messages Business communication
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from title screen.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	The case for instant messaging management -- IM is used by someone in nearly every us company -- Uncovering unauthorized IM use in your office -- What's the best way to manage employees' IM use? -- Establishing an e-risk management and compliance team -- Instant messaging pros and cons -- Employers are responsible for employees' wrongs -- Compounds confidentiality concerns -- Protecting privacy in the IM world -- Use written rules and policies to enforce your strategic IM management plan -- What constitutes appropriate (and inappropriate) IM content? -- Retaining IM business records -- Saving everything can be a costly mistake -- Discovery: when IM is used as evidence-for or against you -- Beware the destruction of IM evidence -- Training is essential to IM policy compliance -- Employee compliance is key to IM policy success -- IM is big on Wall Street -- Regulated firms playing catch-up with e-mail retention -- Regulations extend to main street, too -- Instant messaging rules.