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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.
Sommario/riassunto	As instant messaging (IM) quickly gains popularity, organizations need to address the potentially costly challenges it brings to the workplace. Instant Messaging Rules helps you maximize the business potential of IM technology, while establishing and enforcing essential rules and policies to protect your company. Because IM creates a written, legal record of what goes on in your organization-and its personal use can run the risk of negatively impacting office productivity- Instant

Messaging Rules gives you sample policies and best practices for IM usage, covering essential areas like security, training, management, and legal issues. It is an essential, timely guide that will help you take control of this important, cutting-edge tool.
