

# The Ten Perils of Using Email for Task Management

A task is a specific activity, action or “To-Do” item required to get work done. These tasks often require managed and coordinated activities, within or across agencies or departments.

**Many emails are task related:**

- Request for action
- Request for information
- Asking for status updates
- Document review & input
- Approvals/Signoff



## 1 Email is an outdated tool

# 1971

Year email was invented for communication, not task management<sup>1</sup>

## 2 Email use is increasing

Emails sent per day globally (in billions)<sup>2</sup>:



## 3 Tasking via email is often poorly defined

- Scope often not clear
- Due dates missing
- Background & required information inadequate
- Unclear who should do what



## 4 Email reduces worker productivity

The average worker reads 200 emails a day – 144 of which (mostly CCs & BCCs) aren't relevant to their job. Reading and answering those emails adds up to:

**2.5** hours a day<sup>3</sup>

**28%** of an average work week<sup>4</sup>

## 5 Tasks are hard to track in email

- Labels and flags don't work to track tasks assigned
- Inboxes bury emails, so tasks don't get worked on
- Email doesn't prioritize new tasks
- Emails don't allow for sorting by task, project or due date

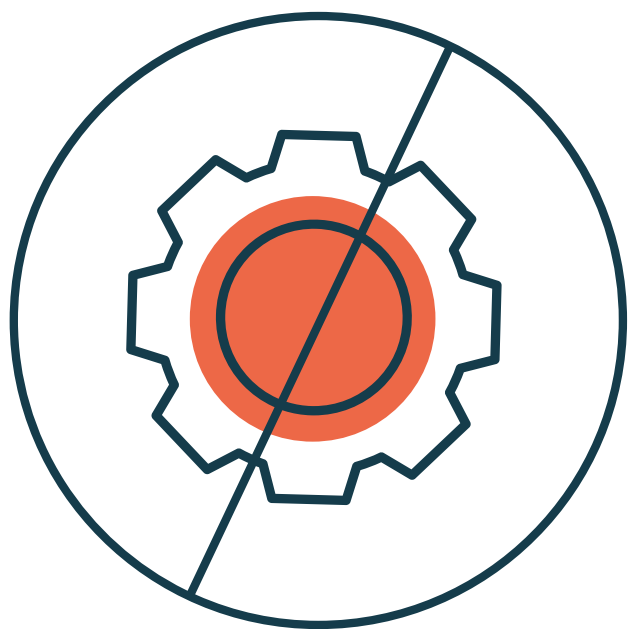


## 6 Email is a major security threat

Email is involved in:

- 91%** of cyber attacks<sup>5</sup>
- 94%** of malware delivery<sup>6</sup>
- 90%** of successful hacks and data breaches from phishing<sup>7</sup>
- 40%** of Office 365 customers' credential theft<sup>8</sup>

## Working on Tasks Using Email Is:



## 7 Cumbersome

- Searching to find information
- Reading through long threads
- Uploading/downloading documents
- Switching between email and other work applications

## 8 Prone to error

- Attaching wrong documents
- No document version control

## Task Management Using Email:

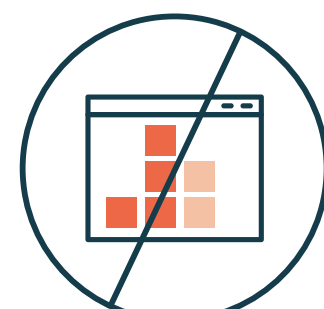
## 9 Lacks transparency

- Can't see task or project status across the enterprise
- Don't know who is doing what or the team workload
- No accountability – is a task being worked on?



## 10 Lacks reporting capabilities

- Must ask about and wait for status updates
- No single source of truth
- Can't quickly generate monthly reports



## A Task Management Solution is better than email because it:

- ✓ Streamlines and documents task-related information in one place
- ✓ Helps individuals manage their tasks and know priorities without sifting through their inboxes
- ✓ Improves collaboration among teams and across silos because everyone can quickly see what's happening
- ✓ Improves productivity by keeping tasks inside enterprise application workflows
- ✓ Easily integrates with and extends the ServiceNow platform across the enterprise on desktop and mobile
- ✓ Provides real-time visibility into task status for teams and leaders
- ✓ Enables analysis and improves efficiencies by giving C-level visibility into common tasks that take up the most resources
- ✓ Maintains security and document version controls

**Stop the status quo. Modernize the way your organization manages tasks.**

**Discover  Tasker**

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 2 Tempalay, <https://info.tempalay.com/blog/how-many-emails-are-sent-every-day-top-email-statistics-your-business-needs-to-know>  
 3 Inc.com, Geoffrey James, [The Average Worker Spends 51 Percent of Each Workday on These 3 Unnecessary Tasks](https://www.inc.com/geoffrey-james/the-average-worker-spends-51-percent-of-each-workday-on-these-3-unnecessary-tasks.html), <https://www.inc.com/geoffrey-james/the-average-worker-spends-51-of-each-workday-on-these-3-unnecessary-tasks.html>  
 4 International Data Corporation (IDC), [McKinsey Global Institute analysis, \*How the World Will Live\* \(2021-2026\)](https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/the-social-economy#), <https://www.mckinsey.com/industries/technology-media-and-telecommunications/our-insights/the-social-economy#>  
 5 Barracuda Networks, Inc., <https://www.barracuda.com/products/essentials>  
 6 CSO, <https://www.csoonline.com/article/3153707/top-cybersecurity-facts-figures-and-statistics.html> March 2020  
 7 Herjavec Group, [Email Encryption Market – Growth, Trends, COVID-19 Impact, and Forecasts \(2021-2026\)](https://www.herjavecgroup.com/news-releases/2021/02/17/2177031/0/en/Global-Email-Encryption-Market-2021-to-2026-Growth-Trends-COVID-19-Impact-and-Forecasts.html), <http://www.globenewswire.com/news-release/2021/02/17/2177031/0/en/Global-Email-Encryption-Market-2021-to-2026-Growth-Trends-COVID-19-Impact-and-Forecasts.html>  
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