INFORMATION GOVERNANCE
MANAGING CONTENT, DATA AND ELECTRONIC RECORDS

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TODAY’S AGENDA

• Current State of Compliance
• Evaluate where you are
• Decide where to focus
• Key Considerations for Governance
• Records Life Cycle Review
INFORMATION CHAOS AND VULNERABILITY STILL EXISTS

WORK, PROCESSES AND CONTENT CHALLENGES
MESSY POINT-TO-POINT INTEGRATIONS DON’T WORK

WORK, PROCESSES AND CONTENT CHALLENGES
SILOS CONTINUE TO IMPACT PRODUCTIVITY
WORK, PROCESSES AND CONTENT CHALLENGES

INFORMATION IS STILL IN SILOS

80% of organizations report high or moderate degree of data silos – Forrester

82% of organizations find managing the volume, variety, and velocity of data is challenging – Forrester

69% of organizations are unable to provide a comprehensive, single customer view - Forrester

Only 31% of CIOs report their enterprise data and enterprise content functions have become one and the same - Forbes
TRYING TO MAKE SENSE OF IT ALL IS DIFFICULT

• Acquire, classify, retain and dispose of all pertinent paper, electronic and transactional records

• Clearly define retention policies and schedules

• Ensure regulatory compliance and mitigate risk associated with audit and litigation

• Automatically manage auto-generated information

• Quickly find and produce critical electronic documents regardless of type, creation date or storage
HONESTLY EVALUATE WHERE YOU ARE TODAY

Level 5: Optimized
- Information re-use and value growth practices in place
- Master metadata connects and unifies content from diverse sources for new value

Level 4: Managed
- Information risk and quality supports mgt reporting
- Value based content metrics defined and measured; information quality dashboards in place

Level 3: Defined
- Content managed across project lifecycle
- Automated monitoring for key content policies; analysis, clean-up and metadata creation services in place

Level 2: Repeatable
- Small body of proven information practice and processes
- Defensible disposition for key projects and departments; Repeatable FOIA and legal hold collection processes

Level 1: Initial
- Chaotic information stores
- Discover and inventory content; clean-up and reduce storage burden. Gain stakeholder support
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DECIDE WHERE TO FOCUS

Ensure Information Governance
- Enforce access control
- Produce audit logs
- Evolve IT mgmt

Improve Compliance & Risk Management
- Document discovery & compliance
- Streamline consolidation
- Automate retention and holds
- Protect against fines and bad press

Improve Service Quality
- Consolidate disparate systems
- Improve customer retention
- Meet Service Level Agreements

Rationalize Existing Applications
- Redirect internal efforts that yield a higher ROI for the organization
- Maintain existing investments in people, process, and technology
KEY CONSIDERATIONS FOR GOVERNANCE

Retention Policies
- Minimize policies
- Categorize to simplify
- Records within records

Auto-Classification
- Machine Learning
- Pattern Recognition
- Improve responsiveness
- Reduce risk

Policy-First Approach
- Policies at ingestion
- Records flow smoothly
- Delivers automation
- Cloud / Hybrid

Manage via Processes
- RM for each project
- RM In-Place
- Simple Search & Retrieval

Expired Records
- Delete when you can
- Discovery required?
- Shared drives
- SharePoint
RECORDS LIFE CYCLE

- Classify
- Create
- Capture
- Store
- Preserve
- Search
- Govern
- Destroy

Records
FEDERATION & INTEROPERABILITY
AUTOMATE – MITIGATE RISK – ACHIEVE COMPLIANCE

• Federated Redaction
• RM In-Place
  – Utilizes existing systems and works with your technology
  – Convert paper to electronic media – store and archive immediately
  – Manage content in place – do not migrate/alter/convert records
  – Integrate and aggregate content – REST API
• Automate business processes where applicable – Records Management
• Apply record retention and deletion policies automatically to all pertinent content
ASG CONTENT SERVICES PLATFORM
A MODERN APPROACH

Federated Policies
Delivers automation capabilities for regulatory compliance

Cloud Optimized
Web-scalable, multi-tenant granular services for flexible use by applications and processes

Standards-based API & Connectors
Future-proof with API for integration and extension

Mobile First
Designed for effective deployment to mobile devices
THANK YOU!