HOW DOES MICROSOFT 365 (M365) CHANGE THE RECORDS MANAGEMENT GAME?



Atle Skjekkeland, CEO

John Mancini, Chief Evangelist

Infotechtion

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Corporate Background

Locations

- **United States:** Infotechtion LLC Company Number 202008610635
- **UK:** Infotechtion Limited Company Number 12048948
- **Netherlands:** Infotechtion BV Company Number 80933033
- **Norway:** Infotechtion AS Company Number 914124972

Company Overview

- Microsoft partners specializes in improving and automating information governance processes: retention, protection & governance, leveraging Microsoft Cloud
- Microsoft GOLD Partner
- Microsoft cloud services, Project Cortex and Compliance partner
- IBM services partner for Information governance consulting

People

- **Company CEO: Atle Skjekkeland**
- **Total Consulting Staff:** 12 FTE + 3 consultants working across 3 registered locations

Achievements

- **2019:** Company and clients consolidation as part of formation
- **2020:** First Microsoft reference to have delivered Microsoft Office 365 based records management at enterprise scale
- **2020:** 0 Debt, 100% growth in staff and on track to deliver forecasted sales and profit margins
- **2020:** Registered supplier on UK Government cloud framework

Key Customers

- Norwegian global energy company with 37,000 users
- US Telecommunications company with over 95,000 users
- Dutch global energy company with 100,000 users
- UK Public sector with 10,000 staff
- European defense organization

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INFOTECHTION SERVICES

Value from Information | Minimize Compliance risks | Create new Opportunities | Optimize Adoption and Operational Costs

INFORMATION GOVERNANCE STRATEGY

Vision | Use Cases | Success Factors | KPIs | Roadmap

INFORMATION GOVERNANCE ARCHITECTURE

Taxonomy | Metadata | Security | Search | Records

INFORMATION GOVERNANCE SOLUTIONS

Compliance Assessments | Governance Accelerators | AI Automation | Learning Solutions | Migration Solutions

Information Management Practices and Behaviours

"I consider Infotechtion one of the leading experts in Microsoft information governance. Their staff work closely with our enterprise customers to maximize customer investment in Microsoft products especially Microsoft information protection and governance to enable increased levels of compliance for customer information in Microsoft 365."

Principal Engineering Manager, S+C Engineering, Microsoft.

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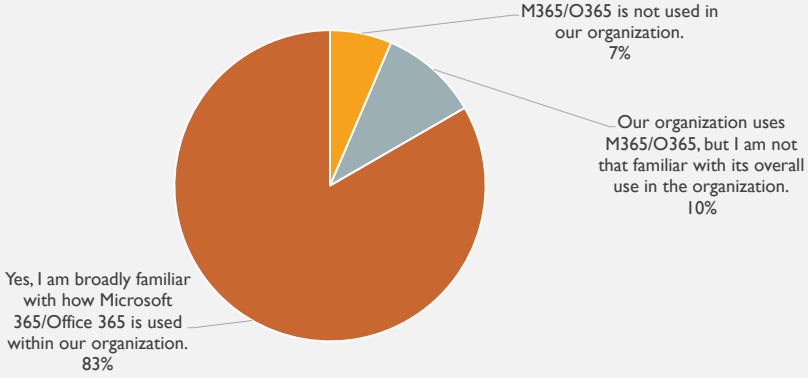
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M365 ENTERPRISE PRESENCE IS UBIQUITOUS

How M365 is used varies; but it is present in most organizations.

Are you broadly familiar with how Microsoft 365/Office 365 (M365/O365) is used within your organization?



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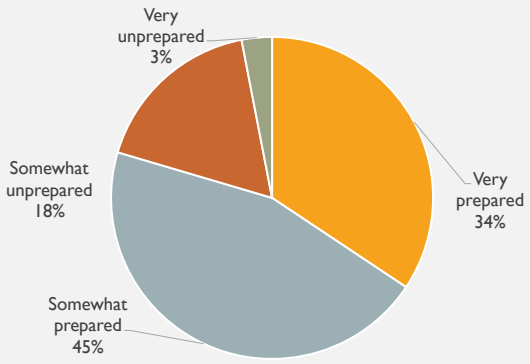
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Overall N = 238, self-identified M365/O365 users

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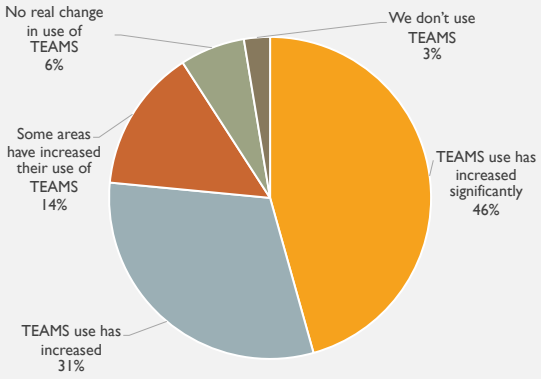
TAKE ADVANTAGE OF DEMANDS FOR REMOTE WORKING

A growing C-Suite awareness that information management matters.

Prior to COVID, how prepared was your organization for remote work?



How has the usage of the TEAMS changed as a result of COVID?



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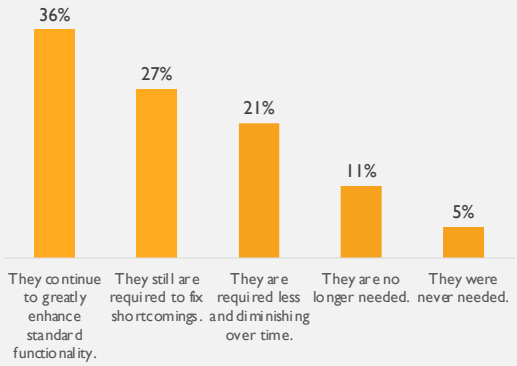
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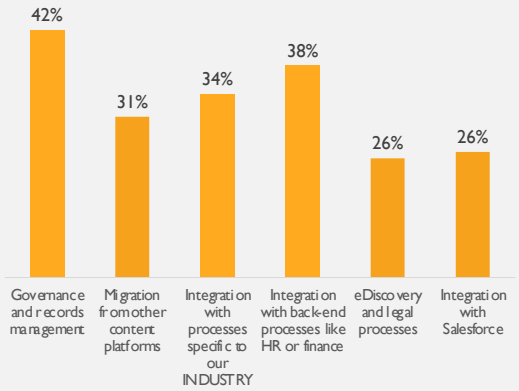
INNOVATION WILL BE EXTREMELY RAPID ON M365

63% still see a need for M365 plus *something*…

As Microsoft continues to expand its Microsoft 365 feature set, what are your views on the use of 3rd party add-ons?



In which areas do you find the use of third-party add-ons most useful? (pick as many as apply)

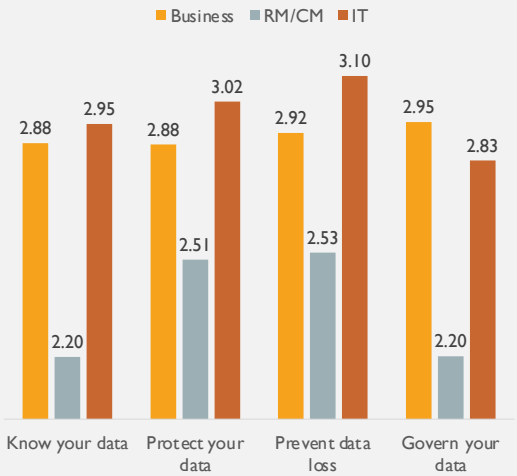


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A DISCONNECT BETWEEN RM/CM AND THE BUSINESS AND IT



Specifically in the context of M365, how would you rate your organization's effectiveness in addressing each of the following? (4 pt. scale)

- **Know your data –** Understand your data landscape and identify important data across your hybrid environment
- **Protect your data –** Apply flexible protection actions including encryption, access restrictions and visual markings
- **Prevent data loss –** Prevent accidental oversharing of sensitive information
- **Govern your data –** Automatically retain, delete, and store data and records in a compliant manner

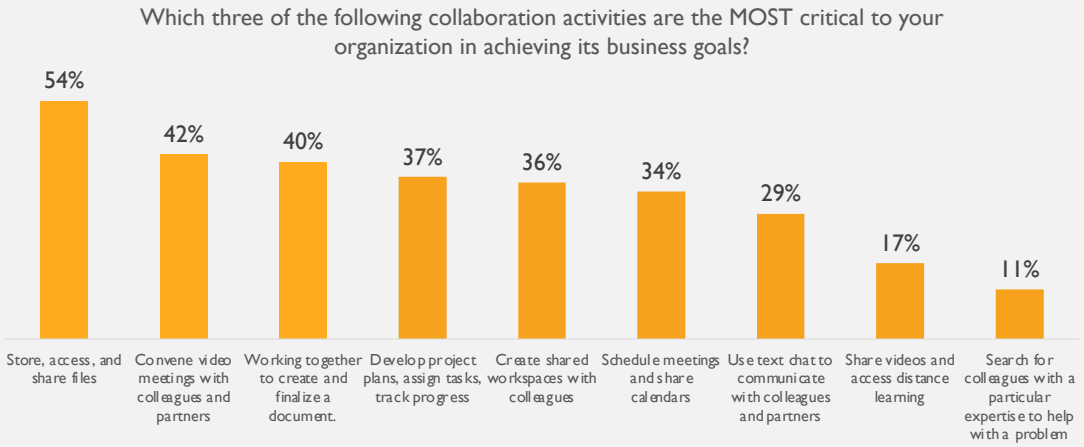
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USE TEAMS TO GET USERS TO DO WHAT THEY RESIST

Manage their documents in a controlled environment.



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AIIM RECOMMENDATIONS

Source: AIIM CIP Review Panel

1. Take Advantage of Demands for Remote Working and Leverage the Growing C-Suite Awareness that Information Management Matters.
2. Focus on Microsoft 365 ARCHITECTURE as the Foundation for Your Ability to Automate Microsoft 365 GOVERNANCE.
3. Reassess the Approach that You Take to Third-party Solutions Given the Rapid Pace of Innovation in Microsoft 365.
4. Learn from Past "SharePoint Sprawl" Mistakes in the 2010s and Get Ahead of the Microsoft 365 and Teams Content Explosion.
5. Use the Popularity of Teams to Get Users to Do What They Usually Resist – Manage Their Documents in a Controlled Environment.

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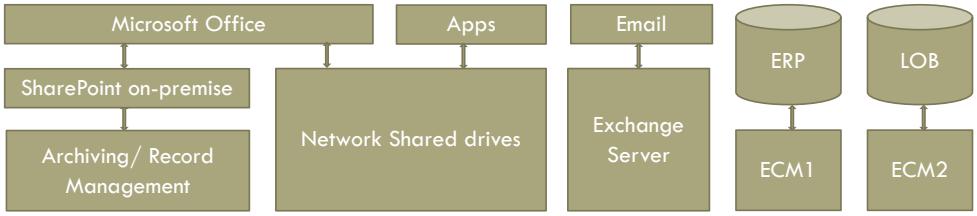


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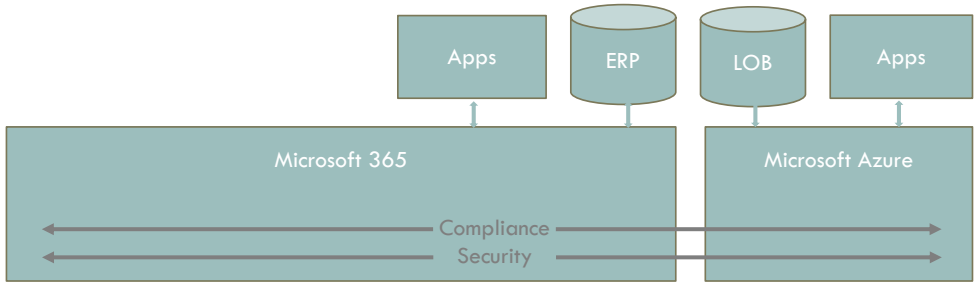
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THE IMPACT OF THE MOVE TO THE CLOUD

ON-PREMISE IT ARCHITECTURE FOR MANAGING CONTENT



CLOUD IT ARCHITECTURE FOR MANAGING CONTENT



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INFORMATION GOVERNANCE & RECORDS MANAGEMENT FOR MICROSOFT 365

Atle Skjekkeland



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WHY M365 GOVERNANCE & RM?

Ensuring information availability, trustworthiness, and completeness:

- Is it easy for people to find the correct Teams or site to store or discover information? (E3)
- Is it easy for people to find all relevant information across multiple Teams or sites? (E3)
- Is it easy for people to trust the information they find in Teams and sites? (E5)

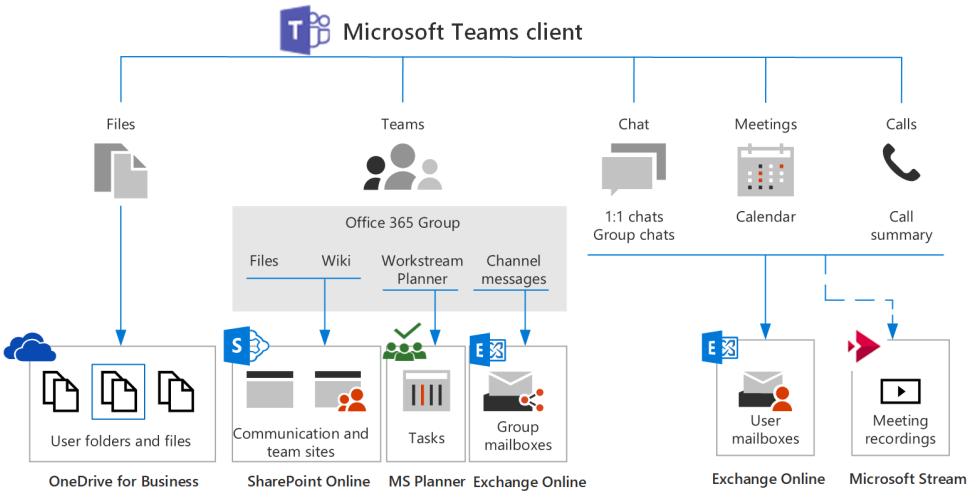
Reducing operational risks and costs:

- Is M365 compliant with business requirements for defining information ownership, security classification, archiving, etc? (E3)
- Is M365 compliant with regulations like GDPR defining how information about people should be managed, e.g. data minimization and storage limitation? (E5)
- Is M365 compliant-by-design, e.g. not require users to manually identify, capture, and classify all records? (E5)
- Is M365 able to replace legacy content management systems, e.g. records management/archiving? (E3/E5)

One of our clients paid more per year for OpenText Documentum with 1500 users than E5 Information Protection & Governance for 30,000 users

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MICROSOFT TEAMS COMPLEXITY



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CASE STUDY

Global client with 37,000 users in a highly regulated industry

Office 365 had become the new platform for collaboration

- Need to improve information availability, quality, and completeness
- Need to reduce operational, legal, and reputational risks

Our experts were retained to develop and implement an information governance (IG) strategy

- Evaluated different vendors with Microsoft Information Governance as the clear winner
- New flexible metadata model for use with site provisioning, search, and automated records management

Outcome achieved:

Search is improved with progressive filters due to default metadata

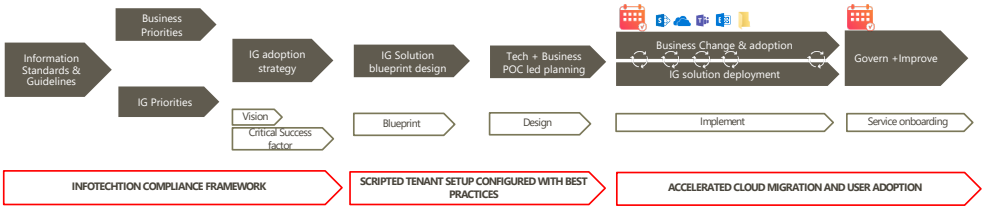
- Compliance is defaulted by design
- Migration of 60TB+ from SharePoint on-premise to Office 365, and planned replacement of HPE and Documentum with Office 365.



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RECOMMENDED APPROACH

- **Establish a strategy and blueprint for information governance in M365**



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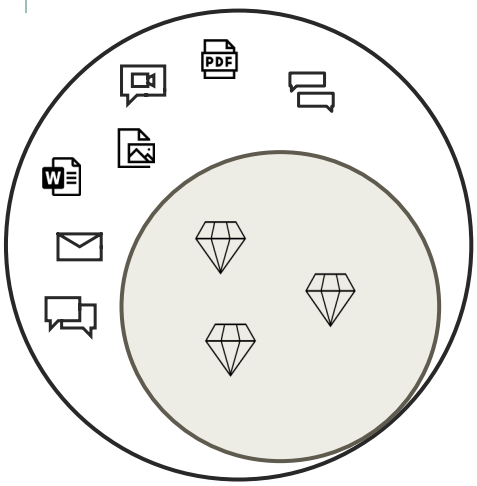
MODERNIZE RECORDS MANAGEMENT

1. **Establish a corporate compliance team** – A global enterprise will need to comply with several thousands of legal requirements for how information should be managed.
2. **Ensure compliance by design** – Automate governance based on past history, role, content, storage location, metadata, and/or machine learning.
3. **Go for big buckets** –Minimize the number of retention schedules to make it easier for users and machines to pick the right retention.
4. **Ensure your corporate requirements cover your local requirements** – Set your corporate requirements based on the toughest requirements.
5. **Get rid of disposition reviews** – A manual review may make sense for Iron Mountain boxes, but not individual records. As an example, 10% disposition reviews of 10 mill records with each review taking 15 minutes, is 31,250 days.
6. **Minimize the use of event-based retention** – Event-based retention requires users to add unique metadata to identify the relevant records, e.g. employee number, agreement number, and establish triggers to start the retention, e.g. employee leaving your organization, agreement has expired.
7. **Automate the disposition of non-records** – Ensure all information has a lifecycle, not only records. Do automatic deletion of non-records if they haven't been modified in 3 years.

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IN-PLACE VS CENTRALIZED RECORDS MANAGEMENT



Centralized Retention then you need to get users to deposit final information to the central repository – or automate the transfer based on workflow

If managing information in-place, then you need to ensure this information can be found in the future

- Require standardized metadata elements and values across all sites
- Require staff to have access to the relevant Teams or sites

Benefits of in-place information management includes

- Access - records are available in-context with documents where work happens
- Cost - reduced cost per custodian due to less administration
- Speed - records are declared at the right time
- Compliance – reduced risk of records not being identified / incomplete information deliverables

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M365 INFORMATION GOVERNANCE & RM

Establish M365 governance for new Teams and sites

- Information architecture
- Information enrichment
- Sharing & protection
- Data privacy compliance
- Retention
- Legal eDiscovery

Add governance to pre-existing M365 Teams and sites

- Scripts to apply governance on pre-existing Microsoft Teams and SharePoint sites

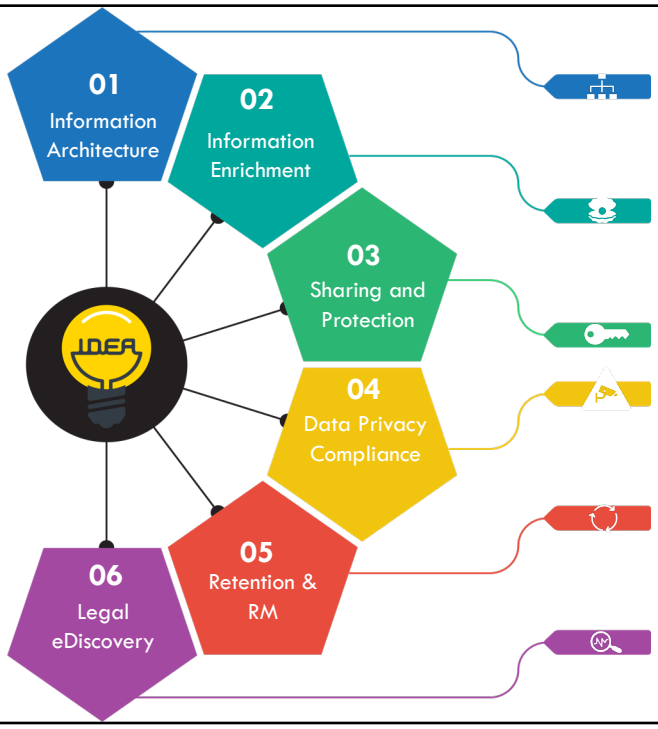
Migrate legacy content to M365

- Transformation from source to target, e.g. structure, metadata, access
- Auto-apply sensitivity and/or metadata during migration

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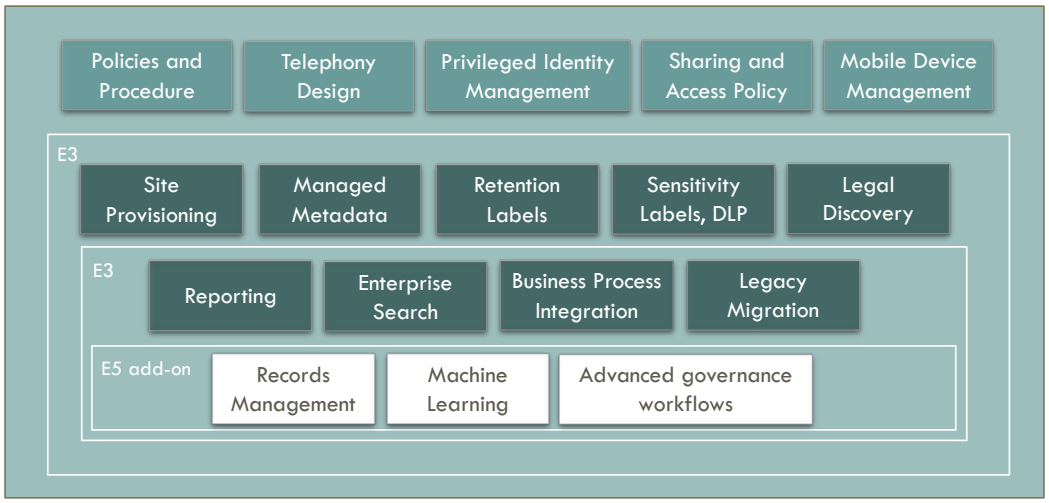
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DEFINE THE INFORMATION ARCHITECTURE



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ARCHITECTURE AS FOUNDATION FOR AUTOMATION

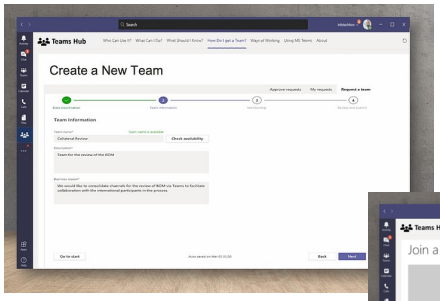


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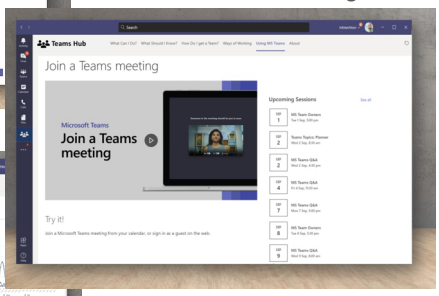
TEAMS HUB

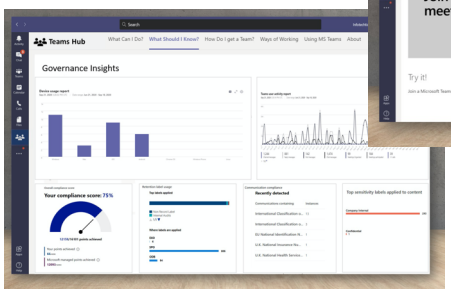
Infotechtion Teams Hub from GitHub to automatically apply templates, naming, security, taxonomy, and compliance controls



Automated Provisioning

Knowledge Hub



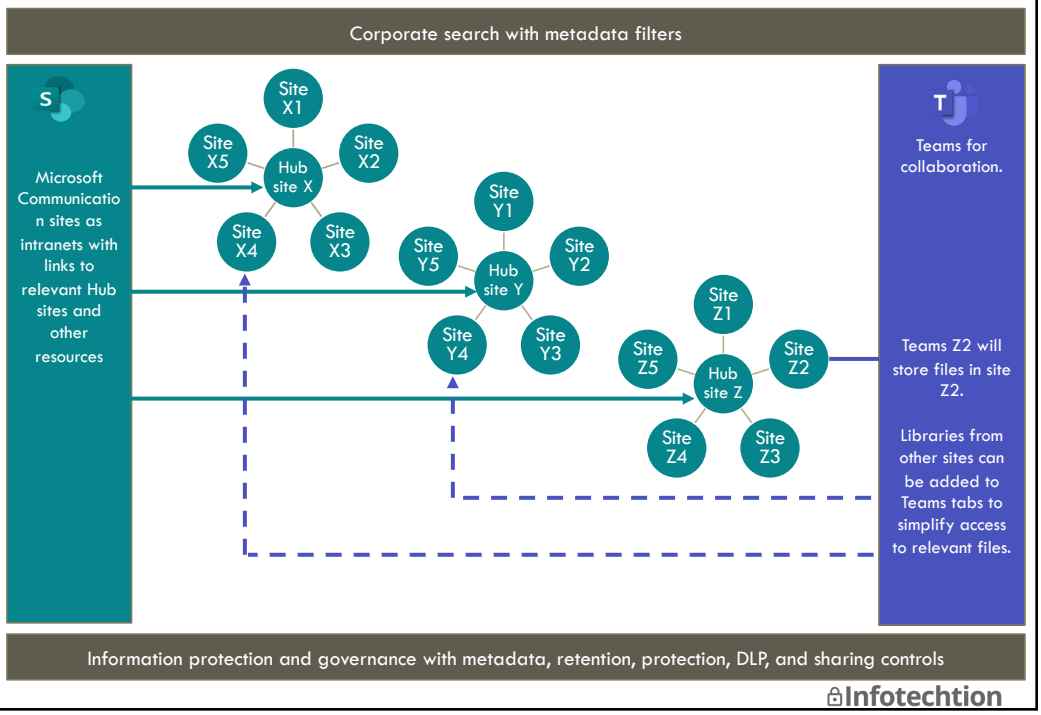


Operational Governance

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EXAMPLE OF GOVERNANCE SETUP

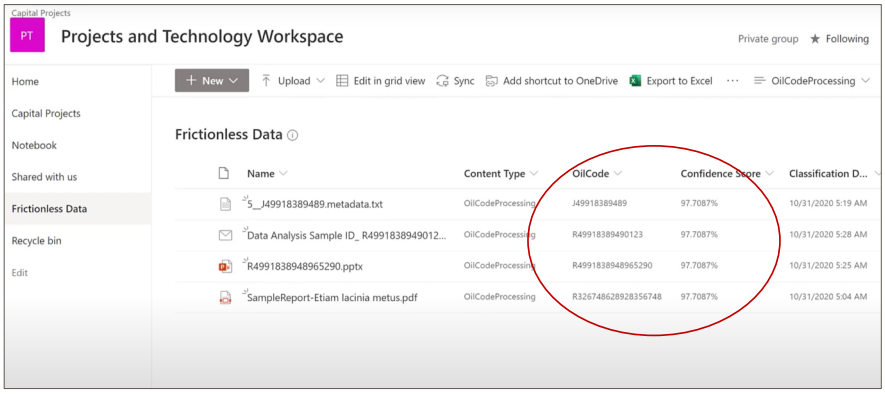


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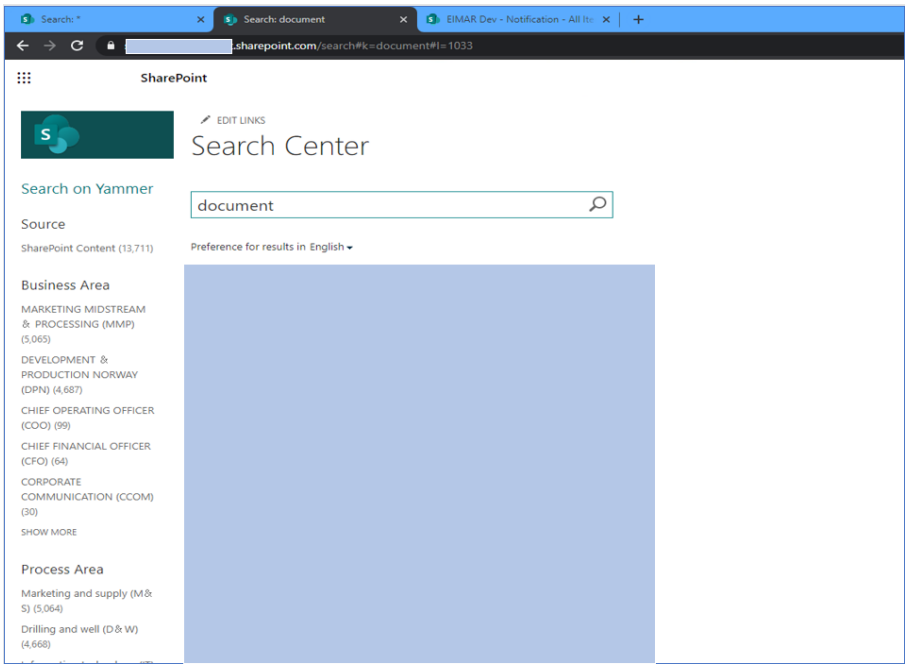
SHAREPOINT SYNTEX TO AUTOMATE METADATA EXTRACTION

Create a 'Document understanding' model to extract key entities and let the SharePoint Syntex model perform the initial processing and populate the SharePoint metadata



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IMPROVED SEARCH

Out of the box metadata filters can be added as refiners. This does requires mapping in the search administration.

Advanced search allow users to search using metadata.

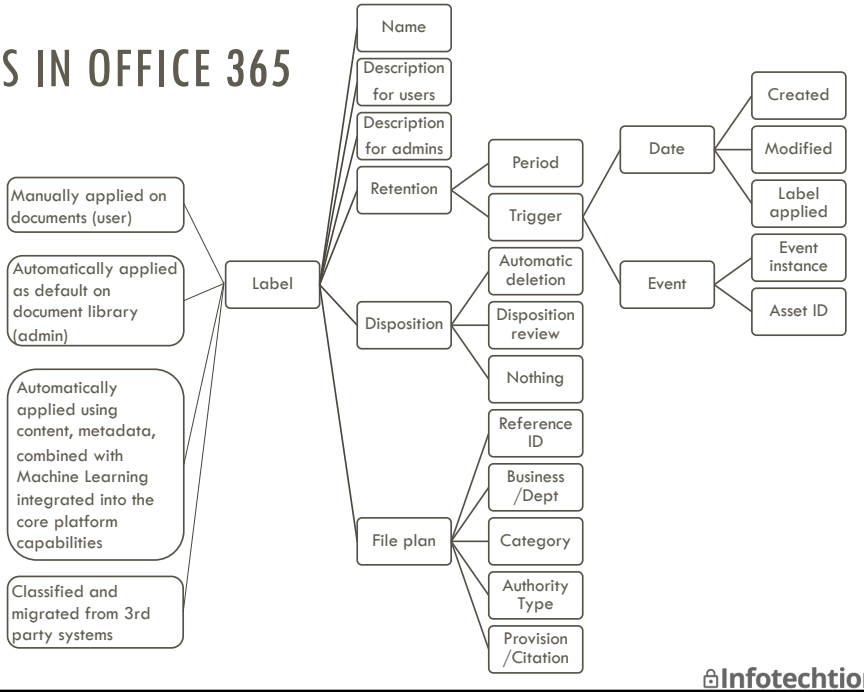
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RECORD LABELS IN OFFICE 365

When a record label is applied to a document:

- The document content cannot be modified
- It cannot be deleted by a user
- The document lifecycle is managed by a retention policy, and is deleted or submitted for disposition review at the end of the retention period



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TYPES OF LABELS

File Action	Retention Label	Record Label - Locked	Record Label Unlocked	Regulatory Record
Edit Contents	✓	⊘	✓	⊘
Edit Properties, including File rename	✓	✓	✓	⊘
Delete	✓①	⊘	⊘	⊘
Copy	✓	✓	✓	✓
Move within Team / Site Collection	✓	✓	✓	✓
Move across Teams / Site collections	✓	✓②	✓	⊘
Open/Read	✓	✓	✓	✓
Change Label	✓	⊘③	⊘③	⊘
Remove label	✓	⊘③	⊘③	⊘

① Supported by OneDrive and Exchange by retaining a copy in a secured location, but blocked by SharePoint
② Allowed if never Unlocked using the Advanced versioning feature
③ Only possible through Container administrator. Site collection administrator

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RECORDS CLASSIFICATION FOR COLLABORATIVE SPACES

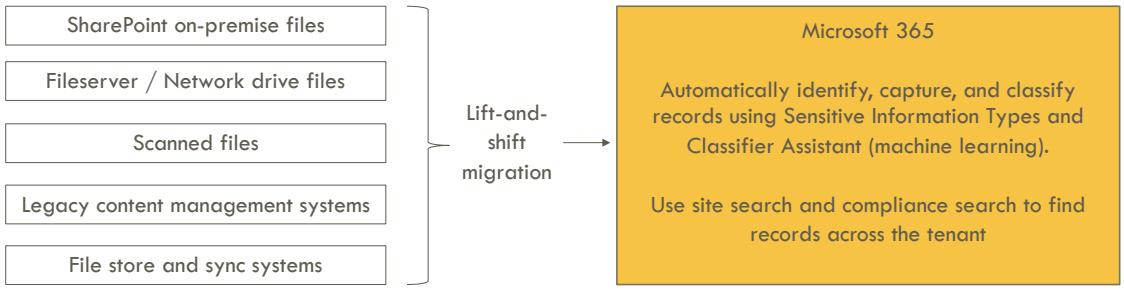
Option	Description	Pros	Cons	Implications	Risks
Users manually apply record label	Users have the option to manually apply a label to files that should be declared as records	• In-place records management	• Users need to manually identify and classify records	If many labels, then only relevant labels may be published to relevant sites, e.g. HR labels to HR sites	Users may not apply a record labels to all relevant files
Auto-apply record label based on metadata	Users are required to enter information type metadata for all files and change information status to final when the file is final.	• In-place automatic records management • Improved search and discovery due to information type metadata	• Users classify all files they store/upload with information type metadata	If many Information type metadata, then these needs to be grouped in parent-categories to make it easier for users to classify files	Users will not pick the correct info type metadata if exposed to many choices – or choose non-record if this is an option
Auto-apply record label based on storage location	Users have the option to store files that should be records in dedicated folders	• In-place automatic records management	• Users need to save/upload records to the correct folders	Require all Teams and sites set up with a relevant channel /folder structure	Users may not always store files in folders dedicated for records
Auto-apply record label based on content	System automatically identify and declare records based on keywords/RegEx/KQL	• In-place automatic records management	• Active files will be locked before final	Not recommended for collaborative spaces	Not recommended for collaborative spaces
Auto-apply record label based on machine learning	System automatically identify and declare records based on training sets	• In-place automatic records management	• Active files will be locked before final	Not recommended for collaborative spaces	Not recommended for collaborative spaces

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AUTOMATED RECORDS MANAGEMENT

Use Sensitive Information Types and Classifier Assistant to auto-apply Record Labels to legacy records

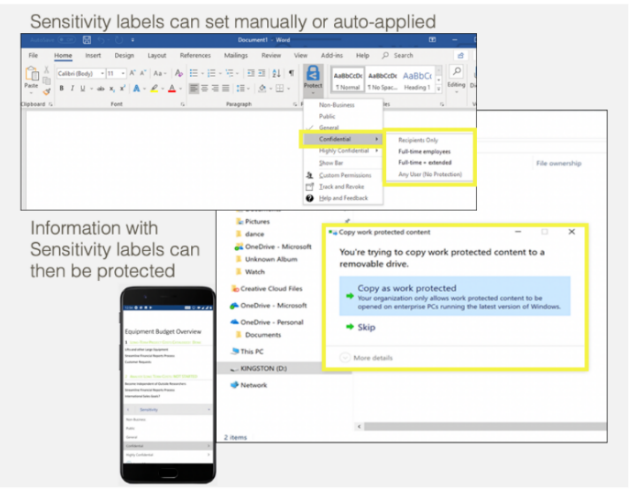


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INFORMATION PROTECTION

Use Sensitivity labels to…
Enforce protection settings such as encryption or watermarks on labeled content.
Protect content in Office apps across different platforms and mobile devices
Protect a wide array of non-office files. E.g. Adobe, Autodesk, Images etc.
Prevent sensitive content from leaving your organization on devices running Windows
Protect content in third-party apps and services. E.g. Salesforce, G Suite etc.
Manage your highly regulated data securely in Microsoft Cloud



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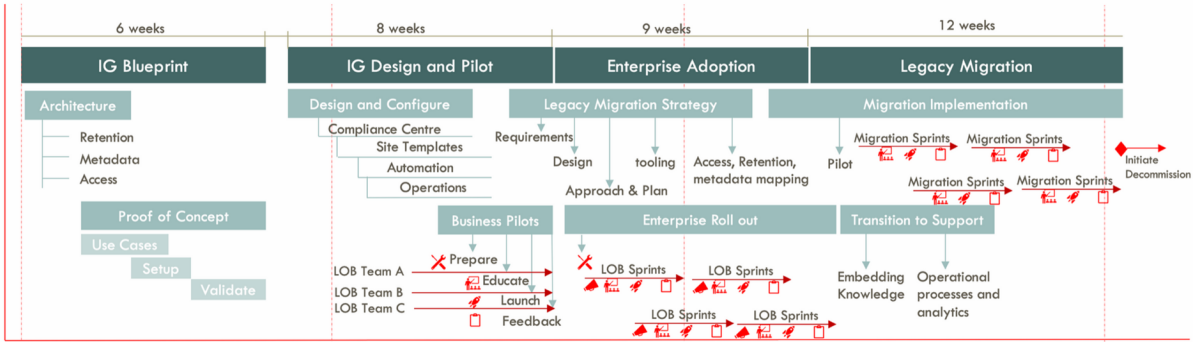
WHY PARTNER WITH INFOTECHTION

- When you buy software as a service, then information is the lasting asset to manage
  - Microsoft365 Governance design partners with Microsoft engineering
  - Practitioners in migrating legacy content and records management systems to Microsoft365
- Shorten the time-to-value by 50%+
  - Leverage lessons learned to reduce the time it takes to evaluate and implement M365 information governance and records management
  - Design-templates to quickly define required metadata, access, and retention configuration
  - Test environment to allow customers to experience what the design will mean for users and admins
- Ensure project success
  - We already know what works/what doesn´t work with M365
  - Focus on aligning people, processes, and technology

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PRACTICAL APPROACH TO GOVERNANCE IMPLEMENTATION



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QUESTIONS?

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