



*Enterprise Content Management*

# IBM Enterprise Records

## The Foundation of Information Lifecycle Governance (ILG)

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# Agenda

- 1 The Information Challenge**
- 2 Enterprise Records Management: Needed Now More Than Ever**
- 3 Information Lifecycle Governance (ILG) Strategy**
- 4 IBM Enterprise Records (IER) Overview**
- 5 Call to Action**

# Information explosion

## Information Week Survey:

**70%** say Regulations drive up storage demands, businesses realizing they **must** classify, manage, delete data - not just keep adding storage

### Volume

Every day, **15 petabytes** of new information are being generated. By 2010, the amount of digital information will grow to 988 exabytes

### Variety

**80%** of new data growth is unstructured content, generated largely by email, with increasing contribution by documents, images, and video and audio.

### Velocity

An average company with 1,000 employees spends **\$5.3 million** a year to find information stored on its servers. **42%** of managers say they use the wrong information at least once per week.

Information Week, "State Of Enterprise Storage Changing Priorities, Changing Practices", Jan 2009. Delahunty, Steve  
 IDC: Expanding Digital Universe, 2007  
 IDC: "The Hidden Costs of Information Work" March 2005  
 Accenture: Managers Say the Majority of Information Obtained for Their Work is useless 2007 [http://newsroom.accenture.com/article\\_display.cfm?article\\_id=4484](http://newsroom.accenture.com/article_display.cfm?article_id=4484)

# Information Chaos Creates Many Challenges

**Valued information is buried beneath too much unnecessary information  
(over-retained, duplicated, irrelevant)**



**No information visibility:  
to unlock what, why,  
where in a trusted  
accurate manner**

**Runaway storage and  
infrastructure costs,  
with power, space  
and  
budget challenges**

**Inability to produce  
critical information under  
punitive scenarios and  
deadlines**

# Recent Analyst Publications Demonstrate That Enterprise Records Management Is Needed Now More Than Ever

- **“Today, 37% of records management stakeholders note that their organizations aren't leveraging technology for enforcing retention management policies on email — the figures are worse for other types of ESI.”**

Records Management: User Expectations, Market Trends, And Obstacles,”  
Forrester Research, Inc., September, 2009

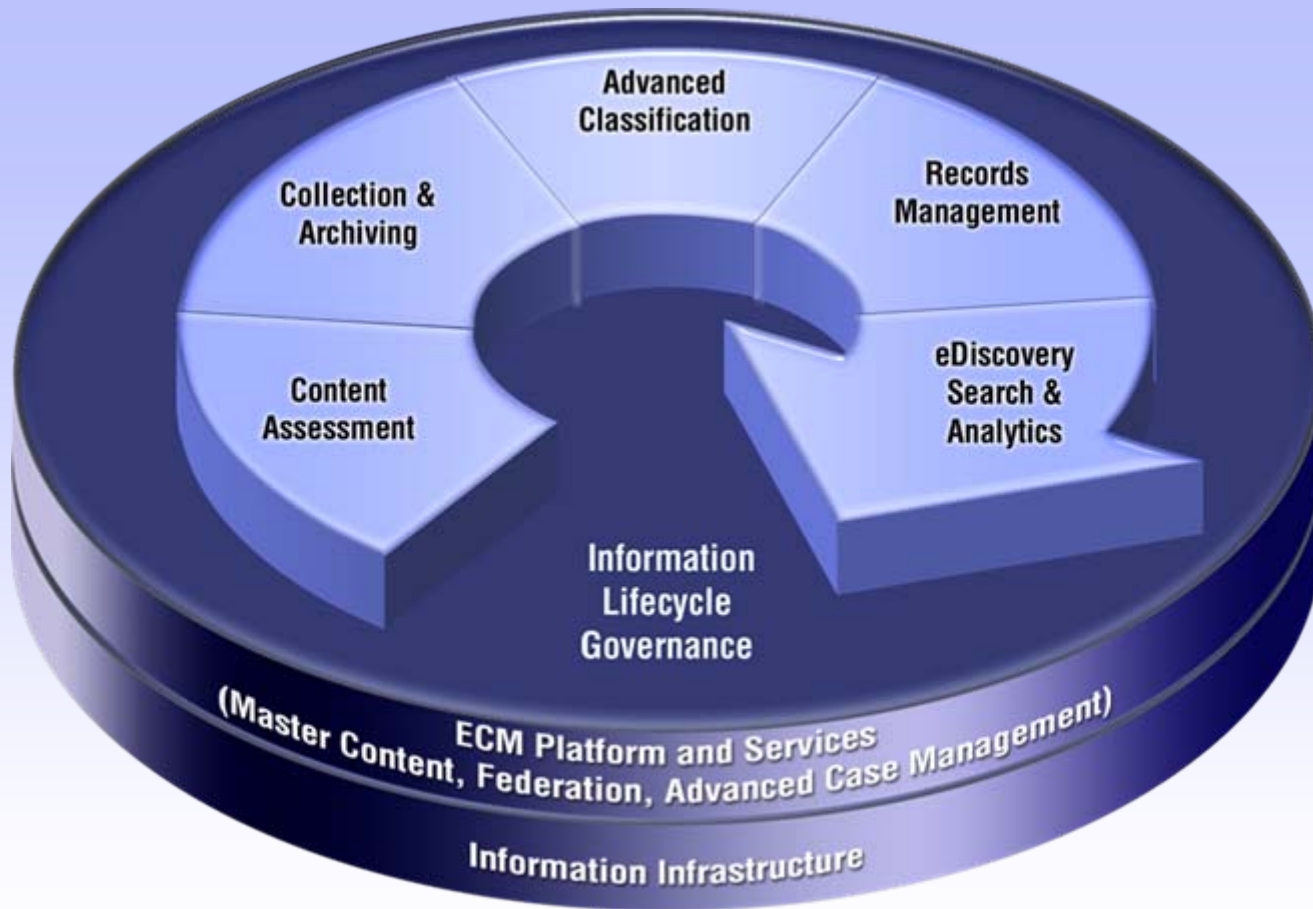
- **Electronic records are more than twice as likely to be described as “Unmanaged” than paper records.**

2009 AIIM - Find, Control, and Optimize Your Information

- **60% would not be confident, if challenged, that their electronic records have not been changed, deleted or inappropriately accessed.**

2009 AIIM - Find, Control, and Optimize Your Information

# IBM Information Lifecycle Governance (ILG) Model



## Information Lifecycle Governance is available via modular on-ramps – deploy one, some or all



- **ILG on-ramps can be deployed quickly and deliver immediate value**
  - Content Assessment
  - Collection & Archiving
  - Advanced Classification
  - Records Management
  - eDiscovery Search & Analytics
- **Start with one, some, or all on-ramps – in any order or any combination**
- **Add other on-ramps in flexible yet modular fashion**
- **Starter Packs available for commonly combined on-ramps**
- **Leverage strategic partners to extend value or meet industry and geopolitical specific needs**

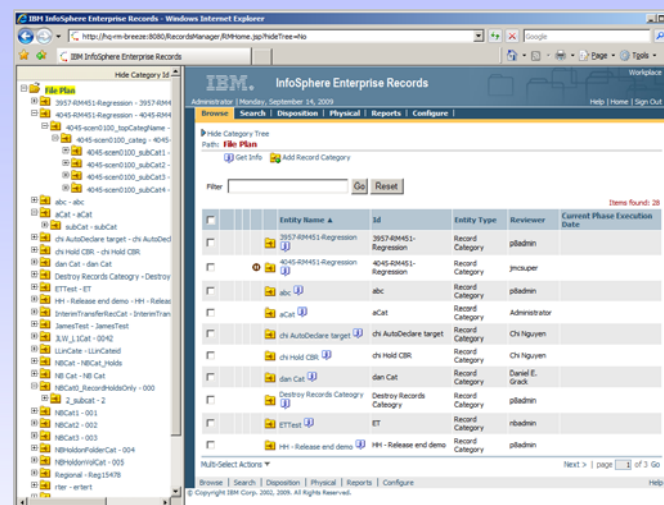
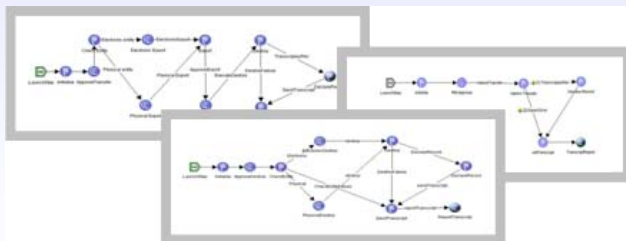


# IBM Enterprise Records

Enterprise electronic and physical records powered by integrated process management

*Manage all records regardless of type, media or storage location throughout lifespan that ensures authenticity, reliability, integrity and usability to proactively improve defensibility, lower risks and costs*

- Advanced file plan management
- Integrated Records Federation Services for non-IBM repositories
- Complex lifespan event and process management including advanced retention and disposition management
- Best practice pre-integrated records process templates
- DoD 5015.02-STD Certified



*Extend via partner solutions for integrated file room and offsite physical records storage management*

\* Same product formerly known as IBM FileNet Records Manager or IBM InfoSphere Enterprise Records

Comprehensive solution set, subject matter expertise and market leadership are winning combination

**1** Strategic to Organizations  
Rigorous eDiscovery, value based retention, and defensible disposal

**2** Comprehensive, Unique Solution  
Complete solution linking policy to information

**3** Essential Execution Expertise and Scale  
Subject matter depth and global execution capabilities

Legal Information Governance Solutions

Information Lifecycle Governance (ILG) Suite of Solutions

Methodology, Best Practices and Global Delivery Capability



PSS Atlas suite of analytics and integrated process applications unify legal, RIM, IT and business

IBM's ECM suite of content assessment, classification, collection, archiving, imaging, records management, eDiscovery as well as storage management and system storage offerings

Process and risk assessment tools, business case development models, subject matter expertise, and global execution strength

# Advanced File Plan Management

- **Defines functional categories (hierarchy) for classifying records:**

## File Plan

### Series 5 – Management

5-1 General Management Correspondence Files

5-10a Program Briefings

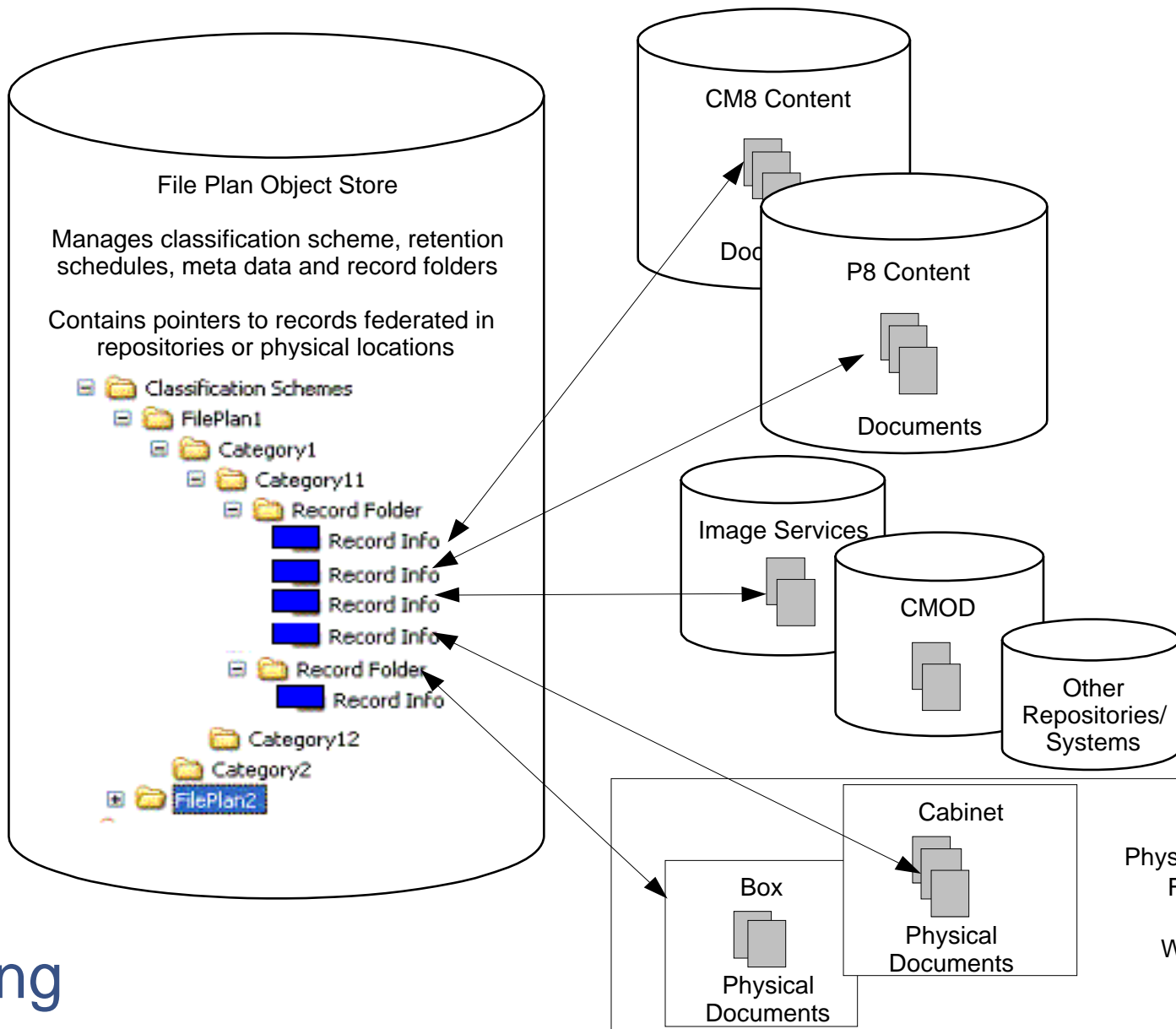
### Series 25 – Information Management

25-1k Telecommunications Center Messages

25-1q Operator's Number Sheets

25-1z Visual Information Systems Program

- **Preserves business context, defines and manages meta data**
- **Manages rules for security, access and lifespan management**
- **Prevents unauthorized viewing, alteration or destruction**

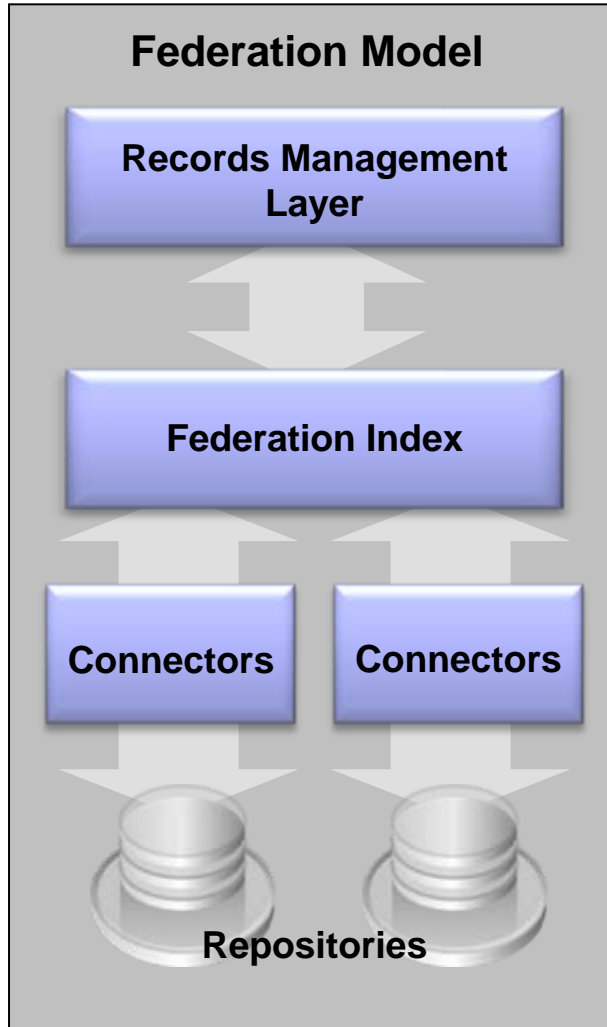


The File Plan Controls Everything

# Advanced File Plan Management

- **Multiple File Plan Support**
- **Single File Plan Interface**
- **Hierarchical Management Structure**
  - Records Policy Inheritance
- **Record Information Objects**
  - Electronic Records Support
  - Physical Records Support
- **Meta Data Management**
  - Federation Support
- **Automated Bulk Records Operations**
- **Vital Records Support**
- **Permanent Records Support**
- **Advanced Naming Patterns**
- **Full Browse, Search and Retrieval**
  - Search Templates
  - Library Services
- **Full Reporting Capabilities**
  - Report Templates
- **Intelligent Auditing**
  - Granular, Configurable and Searchable
- **Advanced Records Security**
  - Configurable Role Based Access
  - Supports Directory Services
- **Advanced User Management**
- **File Plan Import and Export**
- **Barcode Support**

# Integrated Records Federation Services



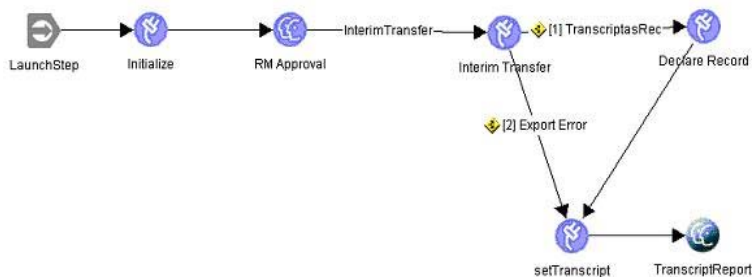
- **IBM Repositories**
  - FileNet P8
  - IBM CM8
  - IBM CMOD
  - FileNet Image Services
  - FileNet Content Services
- **Non-IBM Repositories (pre-integrated)**
  - ECM Documentum
  - OpenText
- **Non-IBM Repositories (not pre-integrated)**
  - 30+ Available via IBM Content Integrator
  - API Support for Custom

# Complex Lifespan Event and Process Management

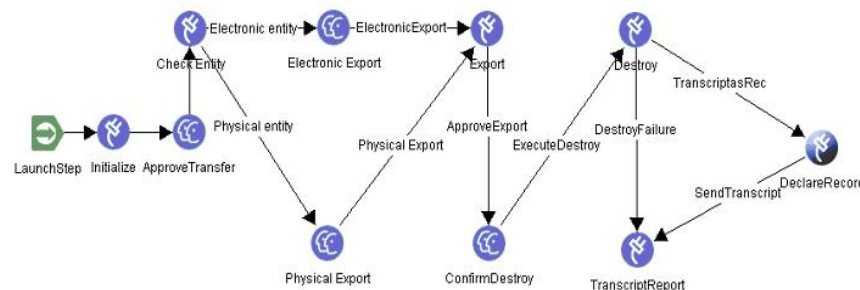
- **Advanced Hold Management**
  - Process Optimized Legal Holds
  - Dynamic Legal Holds
- **Advanced Physical Records Management**
  - File Room and Warehouse Support with Partner Solutions
  - Unified Physical and Electronic Meta Data
  - Advanced Physical to Digital Conversion
  - Process Optimized Physical Records Management with Real Time Physical Records Tracking
- **Digital Migration and Archive Support**
  - Process Managed Digital File Preservation and Migration
- **Process Optimized Operations**
  - Vital Records Review
  - Folder Creation
  - Records Export
  - Optimized Records Screening

# Embedded Best Practice Templates for Lifespan Management

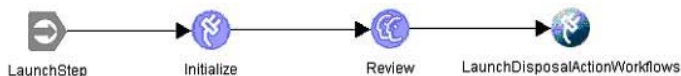
## Record Declaration



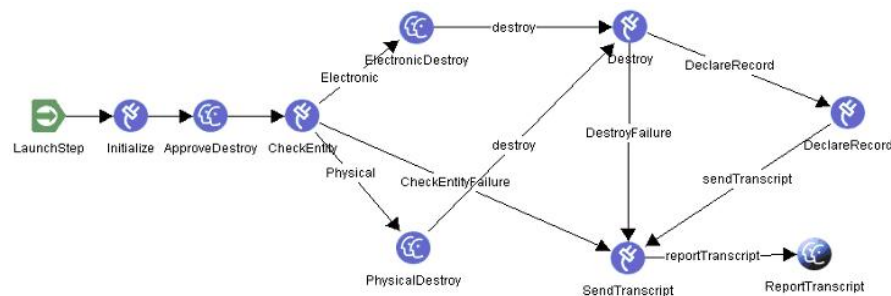
## Transfer / Disposition



## Review/Disposition



## Disposition / Destruction





# Advanced Retention and Disposition Management

- **Complex Retention Rules Support**
  - Event Based
  - Time Based
  - Event and Time Based
- **Intelligent Retention Rules Engine**
- **Retention Policy Harmony**
  - Information Archive
  - PSS Systems Support
- **Retention Trigger Support**
  - Internal and External Events
- **Advanced Disposition Management**
  - Consists of Events, Offset and Phases
- **Process Optimized Disposition**
  - Disposition Review
  - Records Cutoff
  - Secure Audited Destruction
  - Interim Records Transfer
  - Records Transfer
  - Multiple Disposition Phase Support
  - Disposal Authority Support
- **Secure Digital Records Shredding**
  - Not Forensically Recoverable
  - Meets DoD Standards

## Call To Action

- **Ask your IBM representative for an IER Business Value Assessment or a Proof Of Technology demonstration**
- **Download these pertinent white papers**
  - Cost Effective Electronic Records Management (Cohasset Associates)
  - Assuring Records Integrity
  - IBM RedBook on Records Manager
- **Visit**  
<http://www.ibm.com/software/ecm/compliance>
- **Attend Other IBM Information Lifecycle Governance Web demos**

