



*Enterprise Content Management*

# IBM Enterprise Records

## The Foundation of Information Lifecycle Governance (ILG)

Bill Neale and Frank McGovern

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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

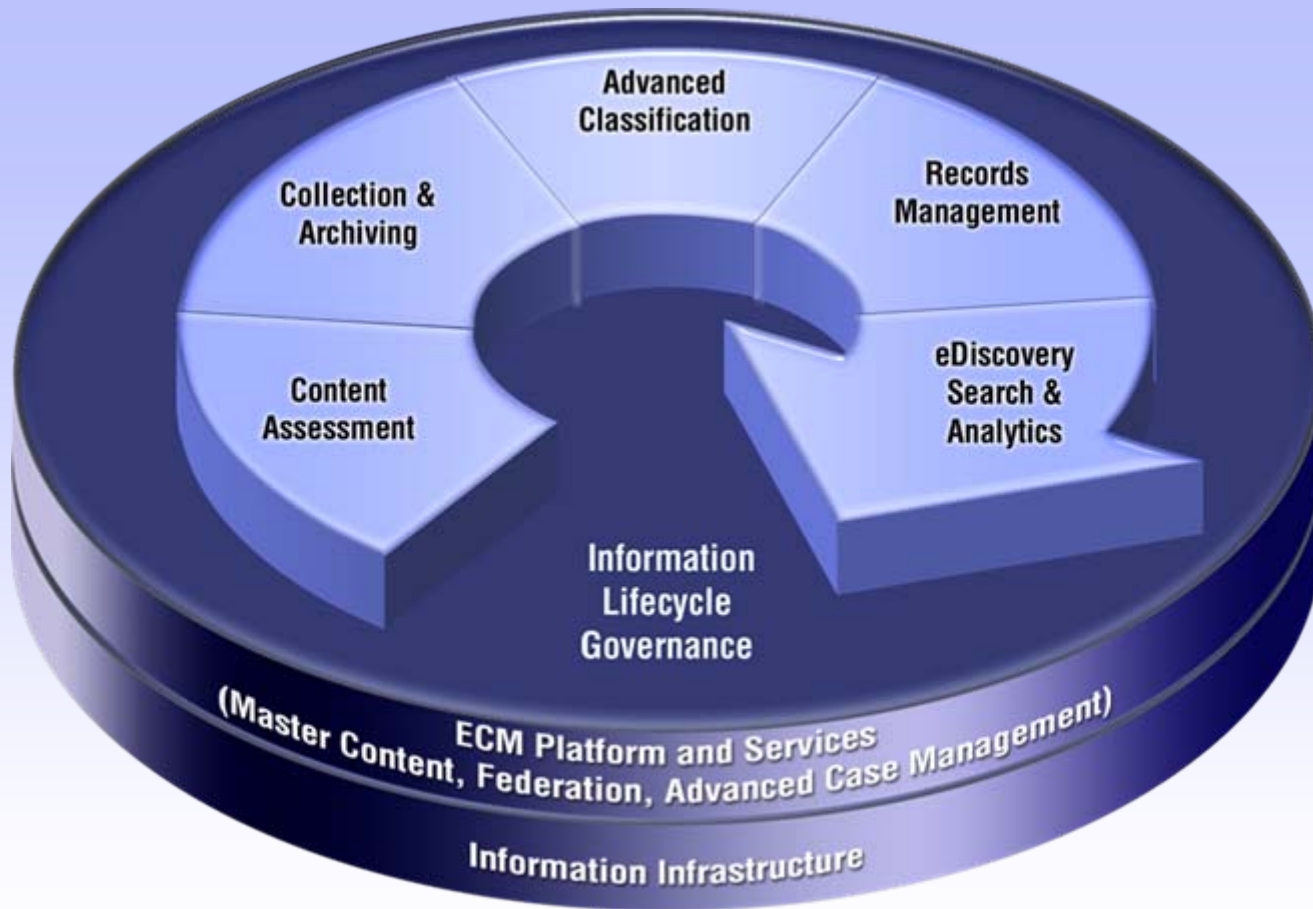
- **Electronic records are more than twice as likely to be described as “Unmanaged” than paper records.**

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**

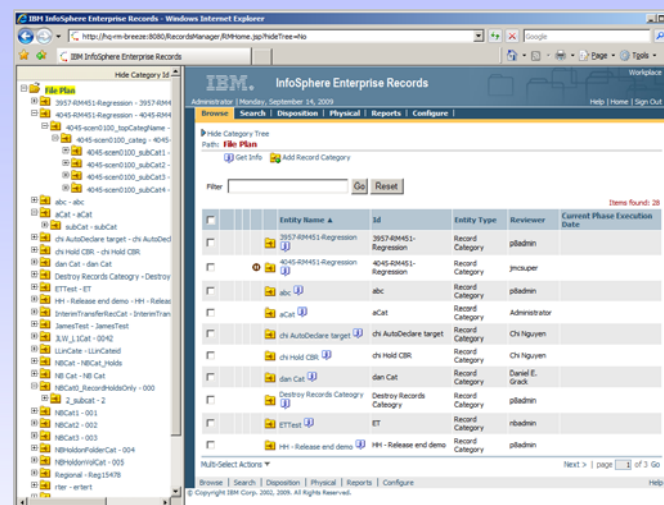
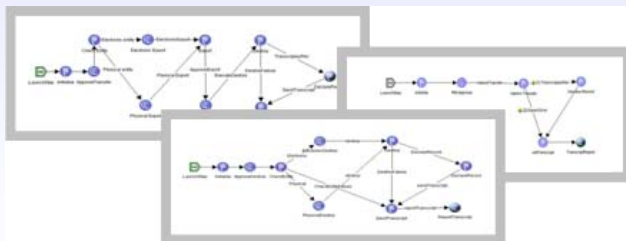


# IBM Enterprise Records

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

# 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

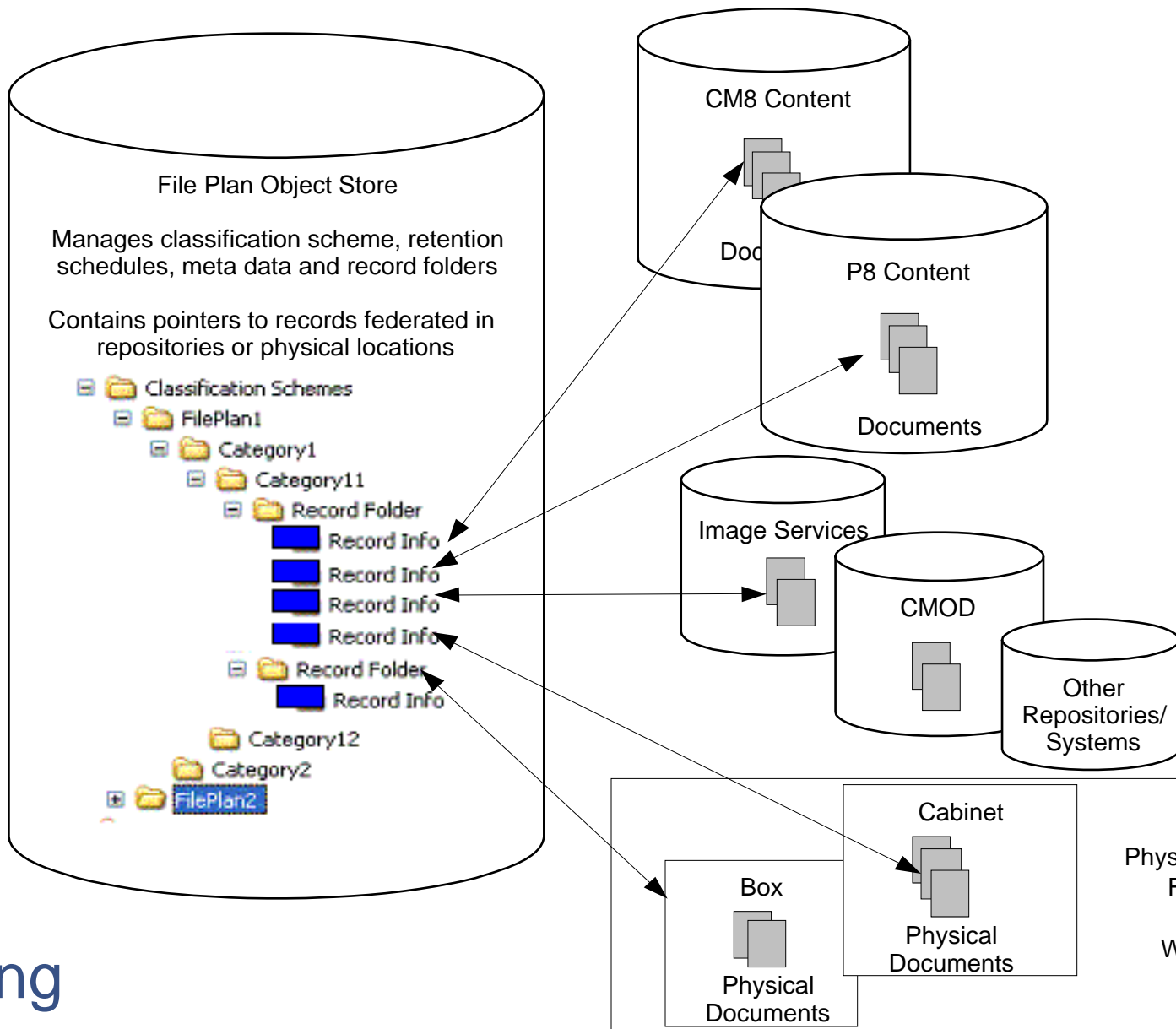
### Series 25 – Information Management

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**

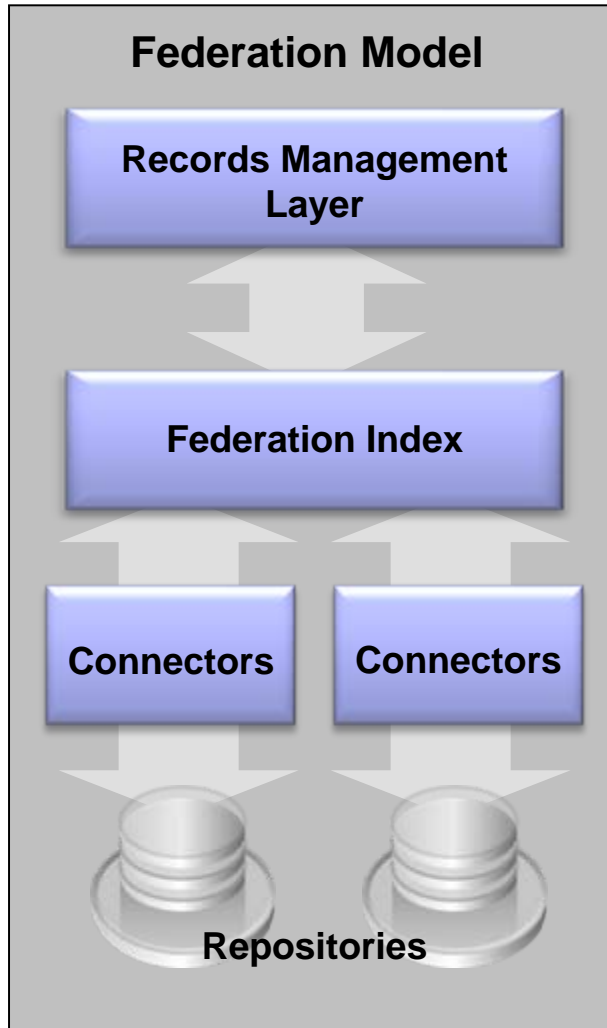


The File Plan Controls Everything

# 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



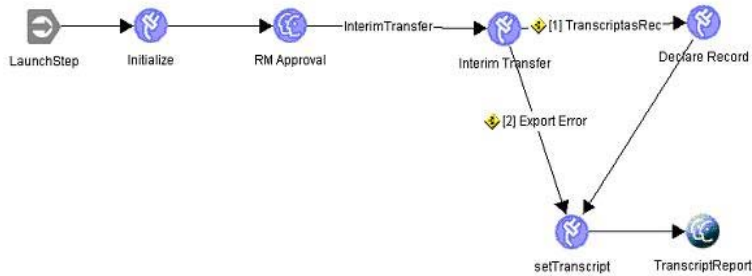
- **IBM Repositories**
  - FileNet P8
  - IBM CM8
  - IBM CMOD
  - FileNet Image Services
  - FileNet Content Services
- **Non-IBM Repositories (pre-integrated)**
  - ECM Documentum
  - OpenText
- **Non-IBM Repositories (not pre-integrated)**
  - 30+ Available via IBM Content Integrator
  - API Support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

# Complex Lifespan Event and Process Management

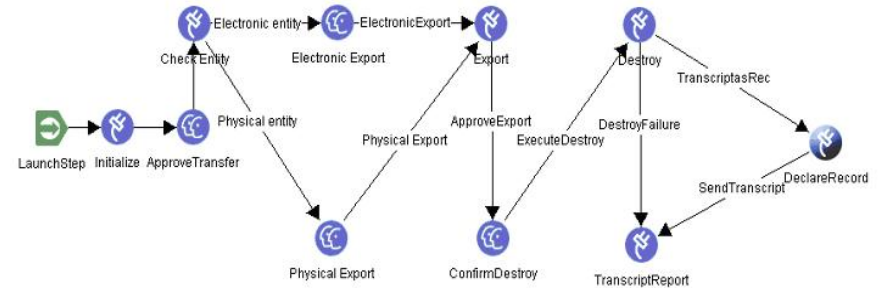
- **Advanced Hold Management**
  - Process Optimized Legal Holds
  - Dynamic Legal Holds
- **Advanced Physical Records Management**
  - File Room and Warehouse Support with Partner Solutions
  - Unified Physical and Electronic Meta Data
  - Advanced Physical to Digital Conversion
  - Process Optimized 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

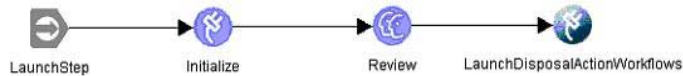
## Record Declaration



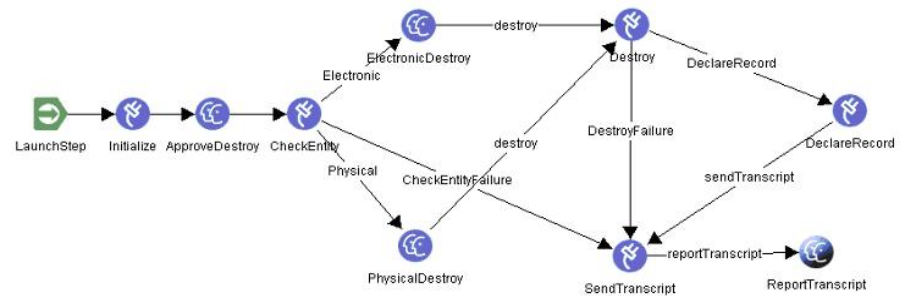
## Transfer / Disposition



## 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**

