

IBM SolutionsConnect 2013

L'IBM TechSoftware nouvelle génération

28, 29 et 30 août
IBM Client Center Paris

Transformez vos opportunités en succès



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ISO04 - Govern : risk and cost reduction

Solange Mathieu-Lartigue



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A content 'Big Bang' (not a theory)

Every day, we create 2.5 quintillion bytes of information

90% of the information in the world today has been created in the last two years alone

80% of the information is unstructured content

Source: IBM market information

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Content is the fabric of your business

LEGAL CLAIMS



INSURANCE



CRIME



LOAN ORIGATION



MEDICAL



MORTGAGE



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Introducing Smarter Content Solutions...



Leveraging

- IBM Research
- Largest number of patents
- Breadth and depth of portfolio

Integration with

- Big Data
- Smarter Analytics
- Smarter Commerce
- Smarter Cities, etc.

IBM Smarter Content Solutions help companies realize the full value of their content for new insight and better outcomes

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Solutions built on best-of-breed capabilities

CAPTURE



and gain control to determine the value of the content

ACTIVATE



and put the content in context

SOCIALIZE



for better collaboration and access

ANALYZE



and identify patterns to gain insights

GOVERN



for reduced cost and risk



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IBM is the market leader

- Unlock the value of content
 - Discover
 - Recognize
 - Act
- Pre-integrated, high-value solutions to optimize your business
- Expert Business Partners will continue to expand value
- Leader in maximizing the economic value of information

Leader in the Industry



'The largest ECM vendor in terms of market share and total content revenue, IBM has an increasing focus on high-value solutions.'

'IBM will drive leadership in analytics in the dynamic case management market.'



Sources: Gartner, Market Share Analysis: Enterprise Content Management Software, Worldwide, 2011 G00233424. Forrester, The Forrester Wave™: Dynamic Case Management, 2011

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Broadest portfolio in the industry

Capture

- Document capture automation
- Production imaging
- Enterprise report management
- Platform standardization and consolidation

Activate

- Comprehensive case management
- Integrated collaboration and rules
- Case analytics
- Document centric workflow

Socialize

- Office document management
- Social content and collaboration

Analyze

- Content analytics and assessment
- Enterprise search
- Content classification and tagging
- Master content

Govern

- Value-based archiving
- Records and retention
- eDiscovery
- Governance and disposal

The path to value lies along one or more specific **capabilities**.
Smarter content. New insights. Better outcomes.



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ILG

INFORMATION LIFECYCLE

GOVERNANCE

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For many organizations, improving **information economics** is an imperative



Rising information costs and volume,
declining values and budgets

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BUSINESS

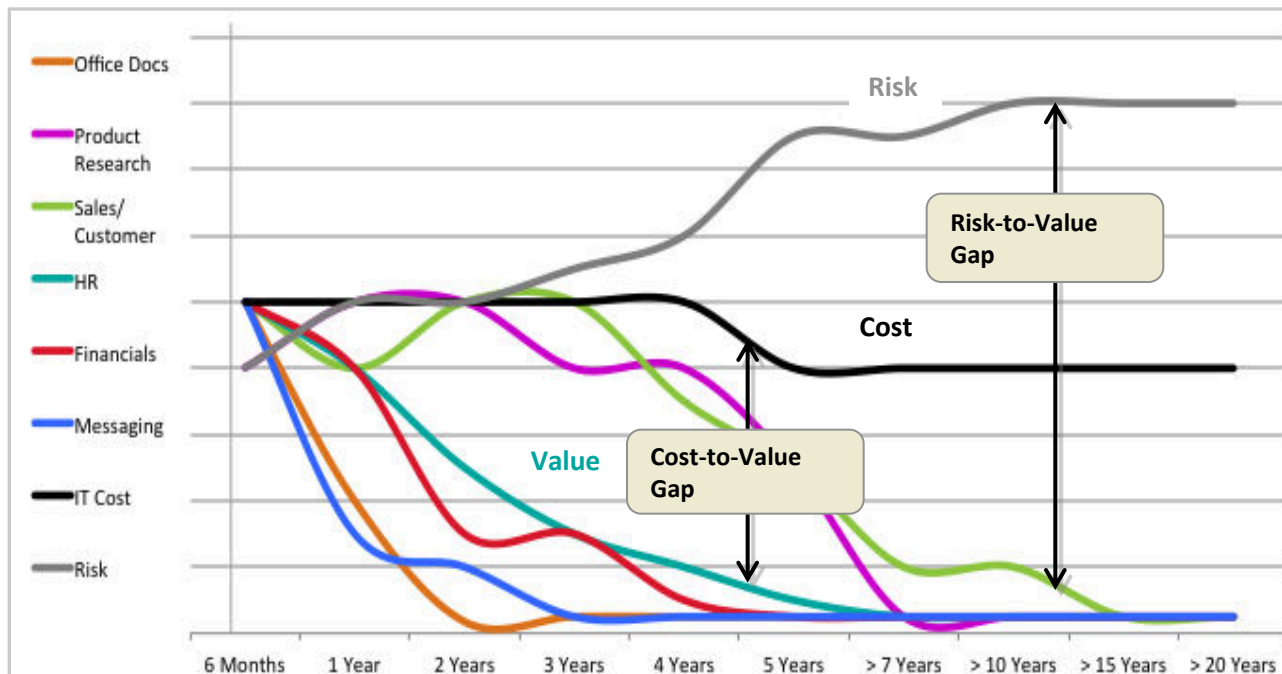
- Information volume doubles every 18-24 months in most organizations
- 90% of the world's information was created in the last 2 years¹

LEGAL

- It costs \$18,000 to do e-discovery on 1 gigabyte³
- e-discovery consumes as much as half of litigation budget

IT

- It costs \$4 million to store 1 petabyte of data
- Data storage will consume 20% of most IT budgets



Typical organization dynamics:

1% of data is on litigation hold and 5% is subject to regulatory obligation
25% has current business value

68% of data is debris that should be disposed – its cost and risk exceed its value²

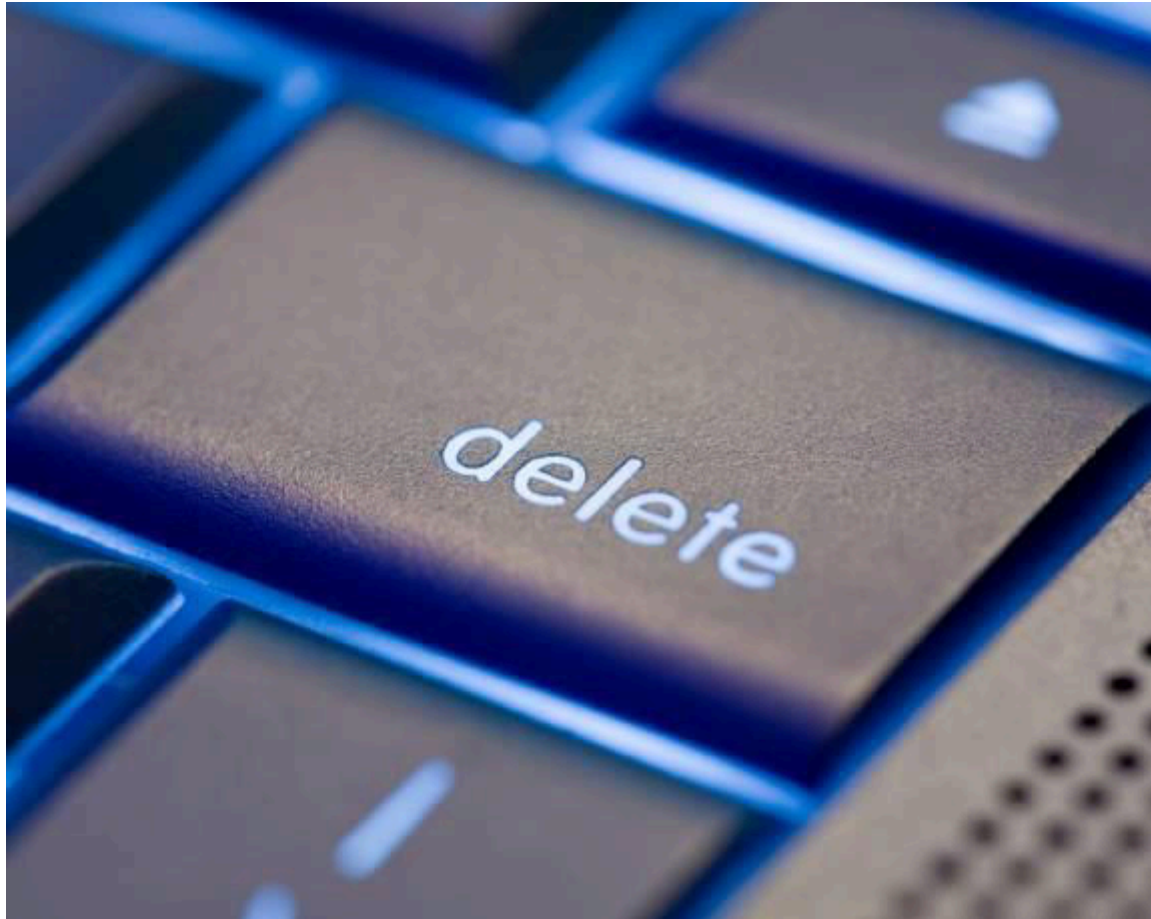
¹ Source: Big data: The next frontier for innovation, competition, and productivity McKinsey & Company, 2011 Study

² CGOC 2012 Summit Survey

³ Gartner e-discovery Report

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'The best way to reduce the amount of data: delete it.'

– *Sheila Childs, Research Vice President, Gartner*

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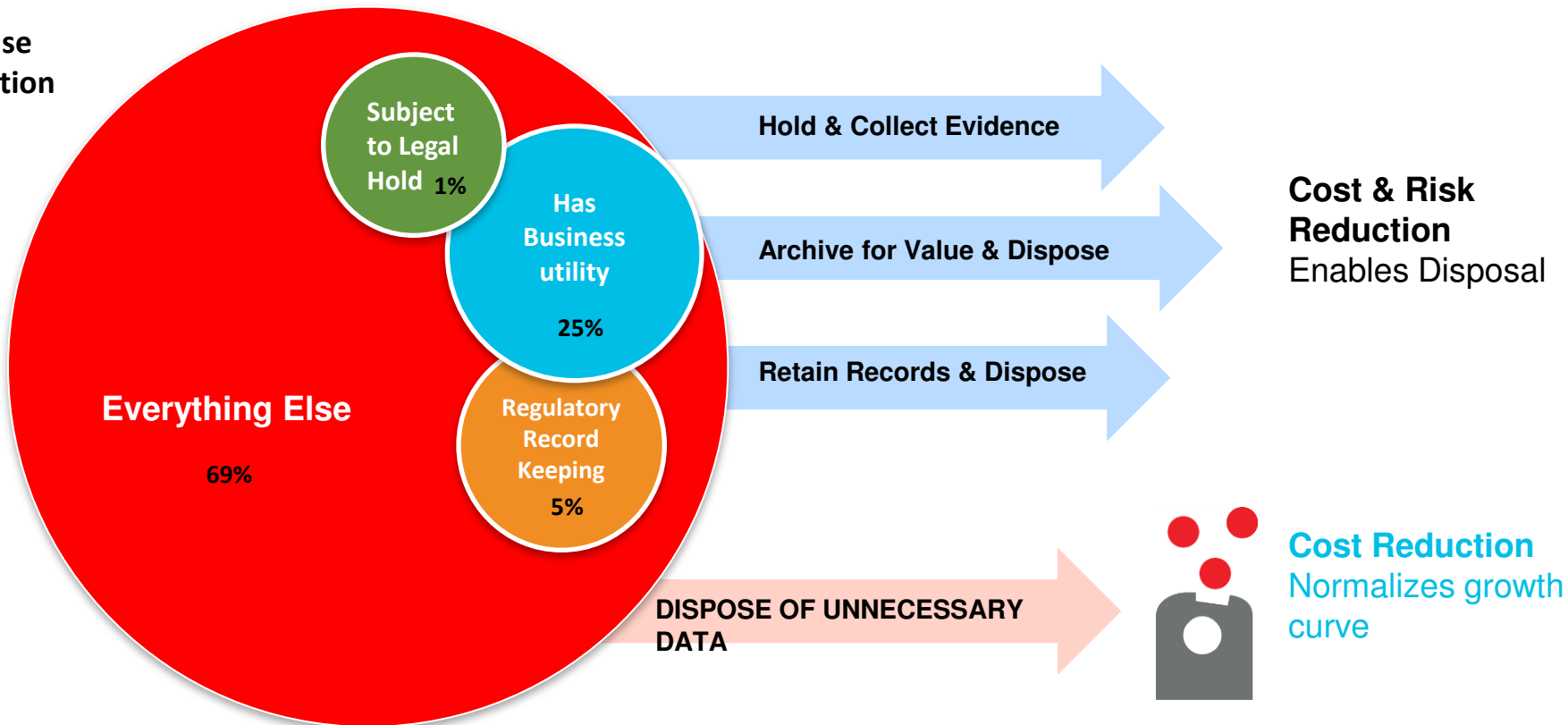
The IBM logo, consisting of the letters 'IBM' in a bold, sans-serif font, with a registered trademark symbol (®) to the right. The logo is white and set against a dark blue background.

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ILM&G Program Objective: Dispose of Unnecessary Data

Enterprise Information



%s based on CGOC Summit 2012 Survey

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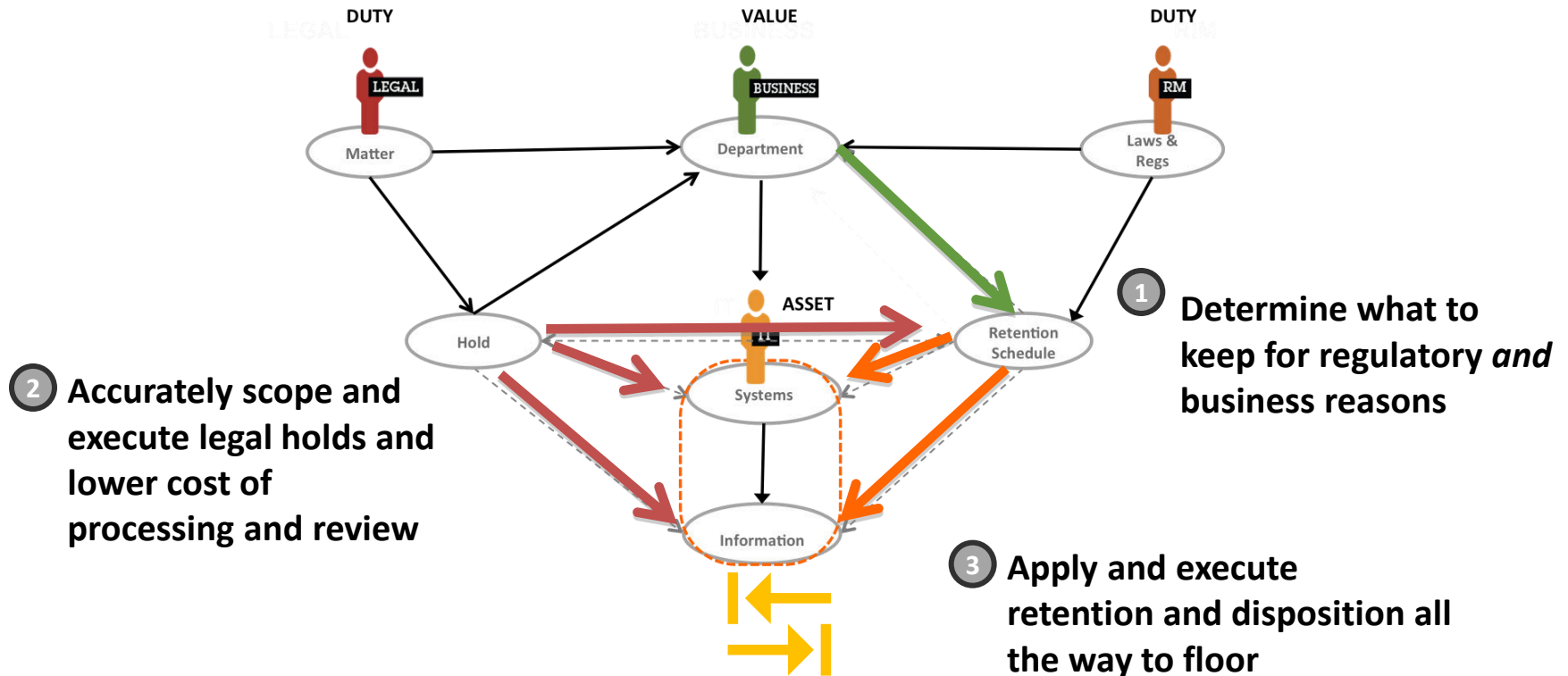
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Software Optimizes Processes, Closes Gaps to Tie Duties and Value to Assets to Optimize Value and Eliminate Cost and Risk

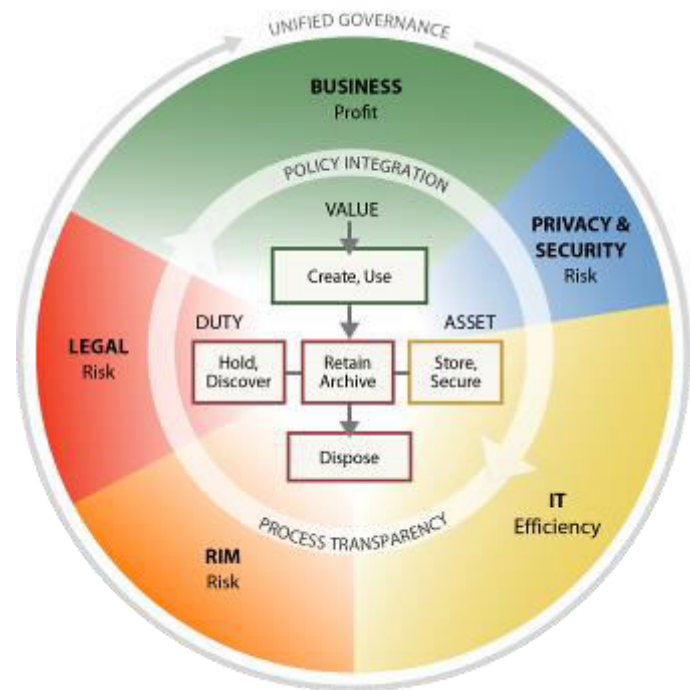


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Unified governance strategy and ILG suite:

- Records, retention and privacy management
- Value-based archiving
- Rigorous, efficient e-discovery
- Defensible disposal



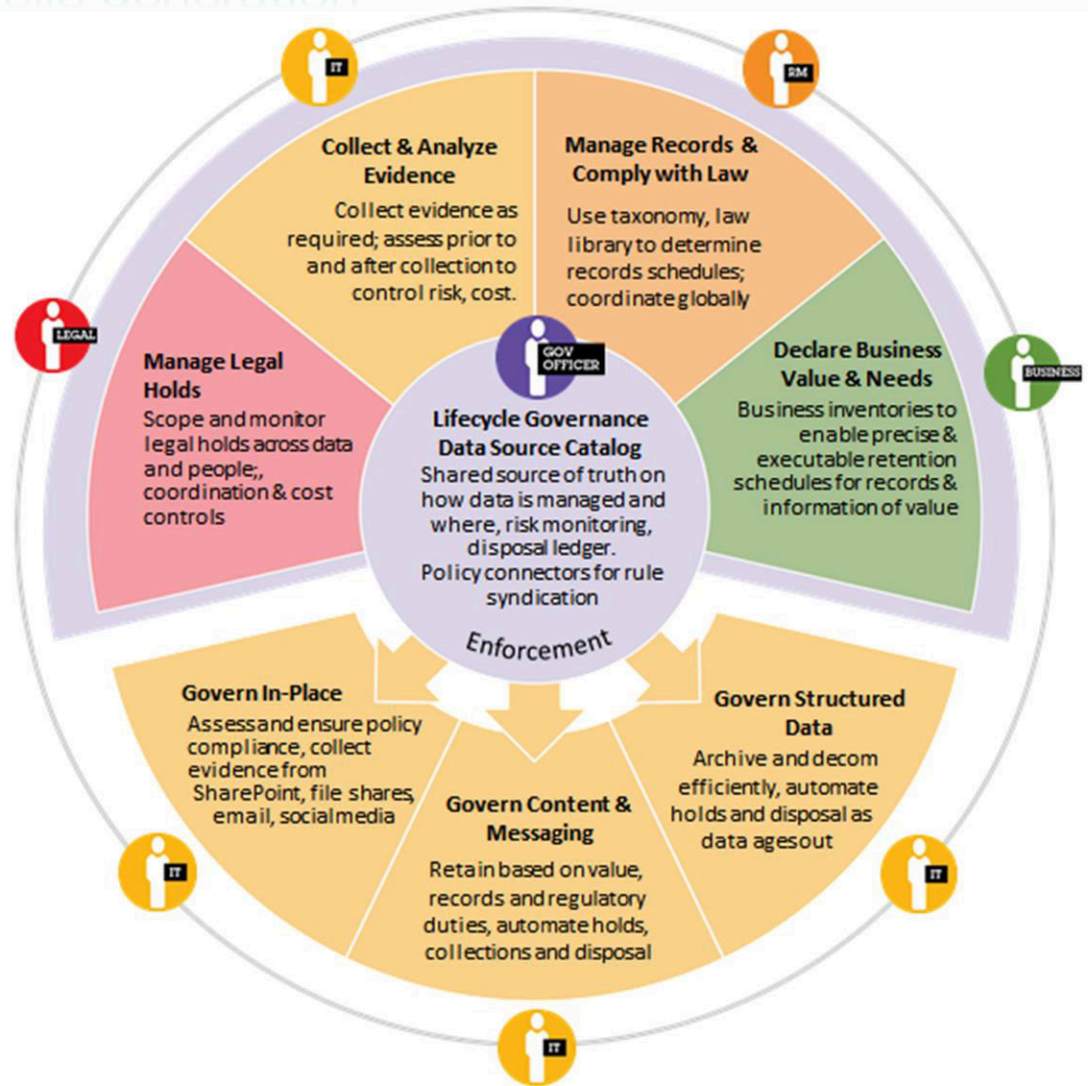
'IBM Retention Policy and Schedule Management and Defensible Disposal solution was a perfect fit and is seamlessly integrated with our legal hold system. **We are defensibly disposing now instead of keeping everything forever.**'

– Scott Bancroft, CISO, Novartis

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ILG Portfolio Capabilities



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Dynamic Policy Management:

Precisely define what is needed, why, how long



Policy Syndication:

Distribute reconciled policies to data sources



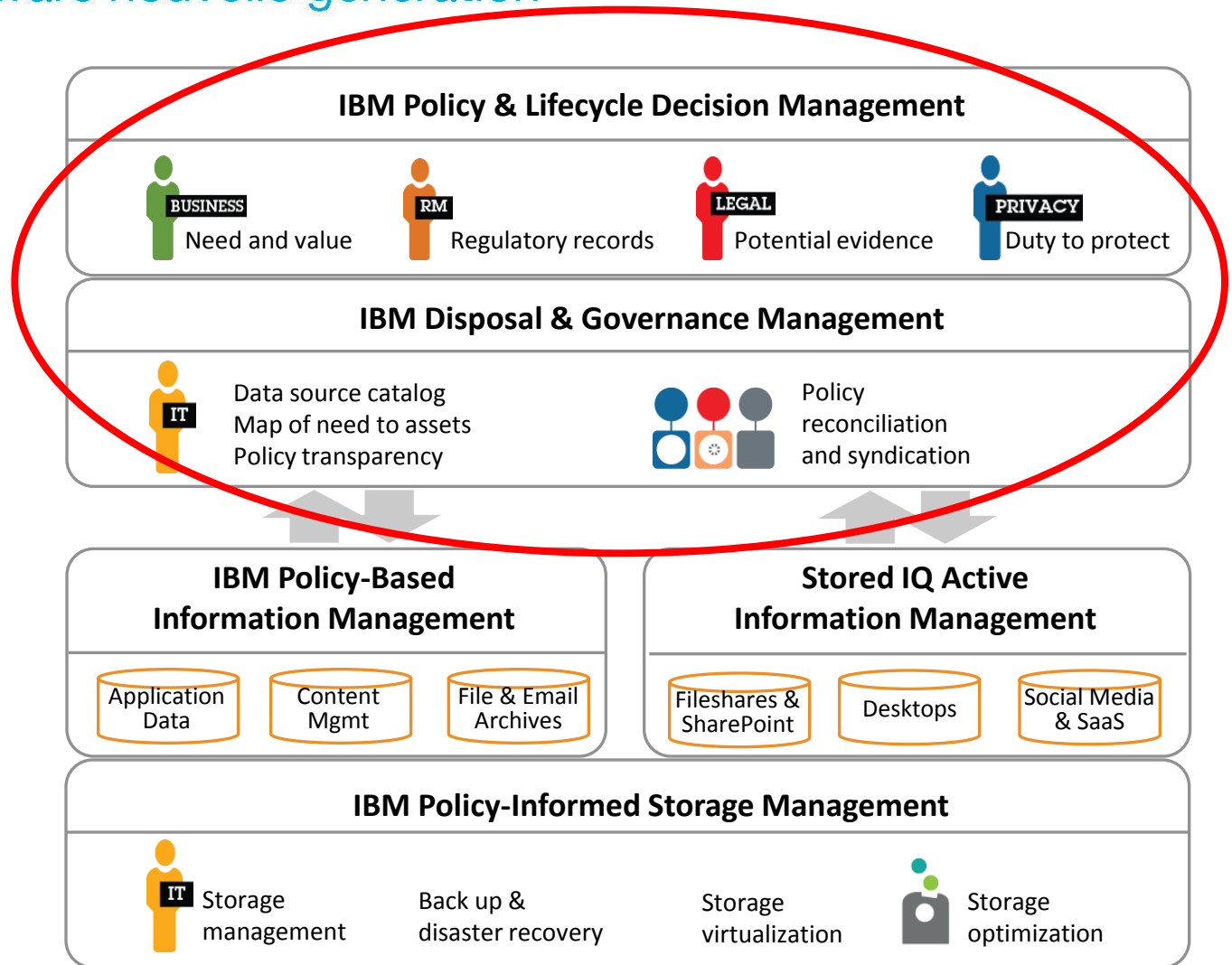
Policy Execution:

Apply the right policy to data wherever it is



Data Infrastructure:

Contain consumption, align cost to value



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Taxonomie globale,
planning efficace,

Plan de classement unique et consistant partagé par les informaticiens, les métiers, et le juridique.

Décrit l'ensemble des réglementations qui imposent les règles de rétention et de sécurité. Permet de faire l'association entre ces réglementations et les données et procédures. Reflète immédiatement tout changement.

Définit un plan de rétention général, ainsi que les droits d'accès restreints en fonction des utilisateurs. Permet des modifications en ligne avec alerte aux responsables des règles.

Résultat: L'entreprise est conforme aux règles de gestion des records.

The screenshot displays the IBM SolutionsConnect interface. At the top, there are navigation tabs: My Atlas, Law Library, Schedules, Projects, Reports, Communications, Map, My Holds, and Admin. The main section is titled 'Classification Library' and includes a search bar and options to 'View corporate master', 'View all', and 'View country/region master'. A tree view shows a hierarchy starting with 'CORPORATE', followed by sub-categories like 'Administration', 'Audit and Compliance', 'Banking', etc. Below this, a 'Local Schedule' is selected, showing 'HUM420, Personnel Files'. The 'Details' tab is active, displaying a table with columns for Citation Number, Title, Rule, Status, and various icons. The table lists several citations with their corresponding rules and retention periods.

Citation Number	Title	Rule	Status
11 NY ADC 215.8(d)	11 NY ADC 215.8	Agreement/Contract/Deal is open/active + 4 Year(s)	Active
11 NY ADC 243.2(b)	11 NY ADC 243.2	ACTIVE(ACT): While record is being used + 6 Year(s)	Active
15 USC, Subchapter I, Sec. 6801-6809	Gramm-Leach-Bliley Act	Dictates Security Requirements Limits Uses	Active
45 CFR Parts 160, 162, and 164	HIPAA Administrative Simplification	Dictates Security Requirements Limits Uses	Active
NY INS § 2344	NY INS § 2344	Agreement/Contract/Deal is open/active + 6 Year(s)	Active
NY LAB § 195(4)	NY LABOR § 195	Agreement/Contract/Deal is open/active + 3 Year(s)	Active
NY TAX § 1135	NY TAX § 1135	Agreement/Contract/Deal is open/active + 3 Year(s)	Active
NY WORK COMP § 110	NY WORK COMP § 110	Agreement/Contract/Deal is open/active + 18 Year(s)	Active

Below the table, there is a 'Local Schedules' section with search filters for 'Local Inventory Title', 'Office of Record', 'Organization', 'Data Source', 'Status', and 'Country/Region Code'. A table lists various schedules with their titles, admin orgs, records coordinators, records, and statuses.

Schedule Title	Admin Org	Records Coordinator	Record	Status
ADM120, Purchasing and Requisition (ADM120)	GWM-NYC (US)	Ross, Alex	Agreement/Contract/Deal is open/active + 5 Year(s)	Approved
ADM120, Purchasing and Requisition (ADM120)	GWM-NYC (US)	Ross, Alex	Agreement/Contract/Deal is open/active + 5 Year(s)	Pending
CDR100, Departmental Administration (CDR100)	GWM-NYC (US)	Ross, Alex	Maximum of No Longer Needed , 2 Year(s)	Approved
FNA100, Accounts Payable (FNA100)	GWM-NYC (US)	Ross, Alex	6 Year(s)	Approved
HUM420, Personnel Files (HUM420)	GWM-NYC (US)	Ross, Alex	Employment is terminated + 18 Year(s)	Approved
SAL120, Customer Relations (SAL120)	GWM-NYC (US)	Ross, Alex	2 Year(s)	Approved
TRA110, Sales & Trading (TRA110)	GWM - Private Bank US - Trading (US)	Ross, Alex	Agreement/Contract/Deal is closed/terminated + 7 Year(s)	Approved

Total Schedules: 7 Page: 1

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Inventaires selon valeur métier

Des inventaires de l'information permettent de savoir où se trouve l'information, à quelle organisation elle appartient, quelle est sa valeur métier et sa durée de rétention.

Toute modification dans les rétentions, l'application de gel, est automatiquement visible par l'informatique, lui permettant à tout moment de sécuriser et de garantir la donnée en fonction des obligations et de sa valeur.

Possibilité de créer facilement des variations locales par pays en fonction des réglementations spécifiques..

Résultat: Le juridique dispose d'une vue fiable des données par organisations et l'IT gère de façon précise la donnée.

The screenshot displays the IBM SolutionsConnect 2013 interface. At the top, there are tabs for 'Details', 'Citations', 'Information Inventory', and 'Policy Distribution'. The 'Information Inventory' tab is active, showing a table with columns for 'Record Types', 'Document', and 'Data Sources'. Below this, the 'Data Source Schedules' window is open, showing details for a 'Shared Server, GWM-NYC' data source. This window includes a 'Schedules' table with columns for Name, Description, Organization, and Records Coordinator. At the bottom, the 'Where Used' window is visible, showing a table with columns for Local Schedule Title, Organization, Description, Official, Draft, Courtesy Copy, and Status.

Record Types	Document	Data Sources
Address Changes	Record/Obligation	ECM - GWM Private Bank
Address Changes	Business Value	Onsite Storage - NYC
Compensation Planning	Record/Obligation	Shared Server, GWM-NYC, ECM - GWM Private Bank
Continuing Education Credits	Record/Obligation	Onsite Storage - NYC, Peoplesoft
Disciplinary Documents	Record/Obligation	ECM - GWM Private Bank
EEO/Harassment Acknowledgment	Record/Obligation	ECM - GWM Private Bank, Iron Mountain - Private Bank-NYC
Emergency Contacts	Record/Obligation	ECM - GWM Private Bank
Employee Agreements	Business Value	Shared Server, GWM-NYC

Name	Description	Organization	Records Coordinator
ADM120, Purchasing and Requisition	Records related to the request, authorization, and procurement of products and services. Excludes records for payment of products or services. See FNA100 for Accounts Payable	GWM-Private Bank US-NYC (US)	Ross, Alex
CDR100, Departmental Administration	Records documenting business unit administration, planning, and management activities, and other miscellaneous administrative. Records not covered elsewhere.	GWM-Private Bank US-NYC (US)	Ross, Alex
FNA100, Accounts Payable	Records related to payment of financial obligations, petty cash, payment of policyholder claims, the management and distribution of commissions, and the management of the employee expense reimbursement function.	GWM-Private Bank US-NYC (US)	Ross, Alex
HUM420, Personnel Files	Records providing a history of employment from initial hiring through termination/resignation.	GWM-Private Bank US-NYC (US)	Ross, Alex
SAL 120, Customer Relations	Records related to customer issues and business dealings and the actions taken by the company. See ISY200 for Technical Support/Help Desk	GWM-Private Bank US-NYC (US)	Ross, Alex

Local Schedule Title	Organization	Description	Official	Draft	Courtesy Copy	Status
HUM420, Personnel Files	Corporate: Financial: Global Wealth Management; Private Bank - Global Operations; Private Bank US: GWM-NYC (US)	Records providing a history of employment from initial hiring through termination/resignation.	Event + Fixed Time Employment is terminated 18 Year(s)	Transitory Record	Transitory Record	Approved
HUM420, Personnel Files	Corporate: Financial: Global Wealth Management; Private Bank - Global Operations; Private Bank US: GWM-NYC (US)	Records providing a history of employment from initial hiring through termination/resignation.	Event + Fixed Time Employment is terminated 18 Year(s)	Transitory Record	Transitory Record	Pending

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Gestion des gels rapide et efficace

Une gestion structurée des gels permet à l'IT d'exécuter les demandes avec précision sur les différentes sources de données et de déclencher les processus automatiques sur les mails, fichiers, et bases de données.

Toutes les informations d'audit sont générées automatiquement sur tous les documents éligibles à un gel.

Résultat: Les gels sont appliqués immédiatement dès que le juridique en fait la demande. L'informatique peut alors supprimer en toute confiance les données inutiles.

Detail · Requests · **Holds** · Interviews · Collections · Master List · Documents · Search · Cost

Plan Details Custodians Notes History ACA Log

Name	Hold on Archive	Request	Letter received from FERC
On-going		Due Date	Jan 24, 2011
Author	Gentry, Carol	Index By Custodian	✓
Status	On Hold	Requires Approval	
Template	Preserve E-mail	Data Source	Records Management System
Instructions			

Search parameters

Mailbox	<Person:E-mail Address>
Search Senders	✓
Search Recipients	
Use keywords in subject	
Use keywords in body	
Data range	Jan 1, 1999 through Dec 31, 2003

Detail · Requests · **Holds** · Interviews · Collections · Master List · Documents · Search · Cost

--Ferc Pipeline Investigation

Plan Details Custodians Notes History ACA Log

Event Type: All, Info Message, Warning Message, Error Message

Source: All, Atlas, Connector, Proxy

Occurred between: [] and []

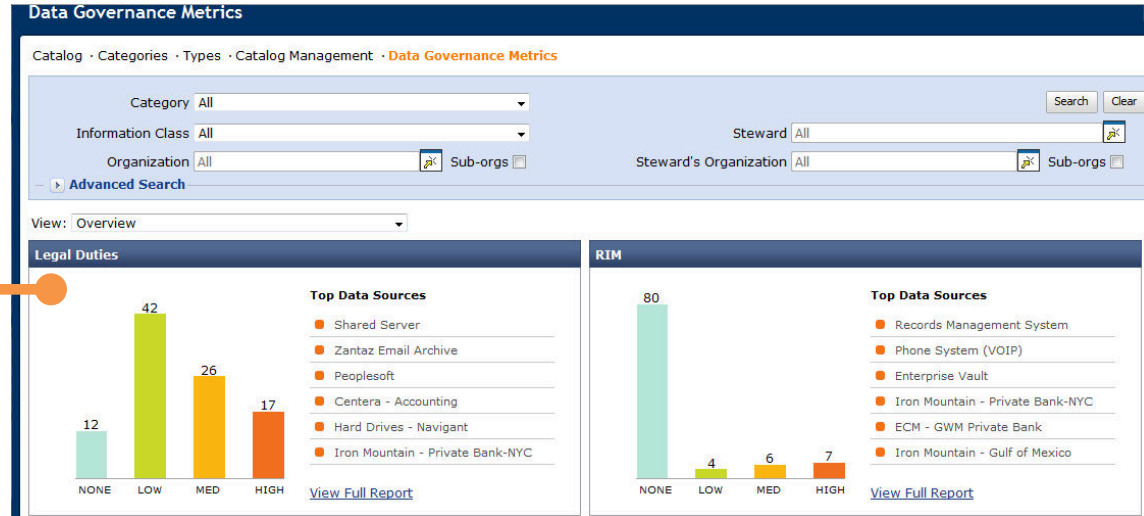
ID	Event Type	Source	Occurred on	Description
3309	Info Message	Connector	Jan 22, 2011 3:21:02 AM	Bundle [3228710e-198f-463c-8551-7b8624a69eda] (9 custodians): Preservation request completed
3229	Info Message	Atlas	Jan 22, 2011 3:19:04 AM	Service Hold started
3219	Info Message	Atlas	Jan 22, 2011 3:19:03 AM	Service Hold started

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Gestion du stockage par la valeur

Les tableaux de bord permettent de visualiser quelle est l'information vitale (métier ou légale) afin de la sécuriser et la mettre sur des média fiables.



Par l'interface, on dispose d'une vue directe sur une source de données avec indication des gels en cours, des planning de rétention, et des contraintes de sécurité et de confidentialité.

Data Governance Metrics

Category: All | Information Class: All | Organization: All | Steward: All | Steward's Organization: All

View: Combined

Name	Organization	Stewards	Element	Rating
Enterprise Vault	Corporate (AA) [sub-orgs]; Operations (AA) [sub-orgs]	Cross, Luann[lcross@genfc.c]	8 Holds 76 Citations 7 Schedules	HIGH
ECM - GWM Private Bank	GWM-NYC (US); Global Wealth Management (US); Private Bank - Global Operations (US)	Roland, Greg[greg.roland@g]	8 Holds 66 Citations 5 Schedules	HIGH
Iron Mountain - Private Bank-NYC	GWM - Private Bank US - Trading (US); GWM-NYC (US); Global Wealth Management (US); Private Bank - Global Operations (US)	John, Arthur[ajohn@genfc.c]	9 Holds 71 Citations 2 Schedules	HIGH
Shared Server, GWM-NYC	GWM-NYC (US); Supressa (US)	Lister, Brent[blister@genfc.c]; Wilson, Donna[dwilson@genf]	5 Holds 44 Citations 5 Schedules	HIGH
Exchange Email Server	Corporate (AA) [sub-orgs]	Justice, Jackie[jjustice@genfc]	8 Holds 8 Citations 5 Schedules	HIGH
Iron Mountain - GWM Private Bank - Chicago	GWM - Private Bank US - Chicago (US)	Lister, Brent[blister@genfc.c]	7 Holds 58 Citations 2 Schedules	HIGH

Résultat: l'IT peut minimiser les coûts de gestion en connaissant la valeur de chaque donnée.

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Dynamic Policy Management:

Precisely define what is needed, why, how long



Policy Syndication:

Distribute reconciled policies to data sources



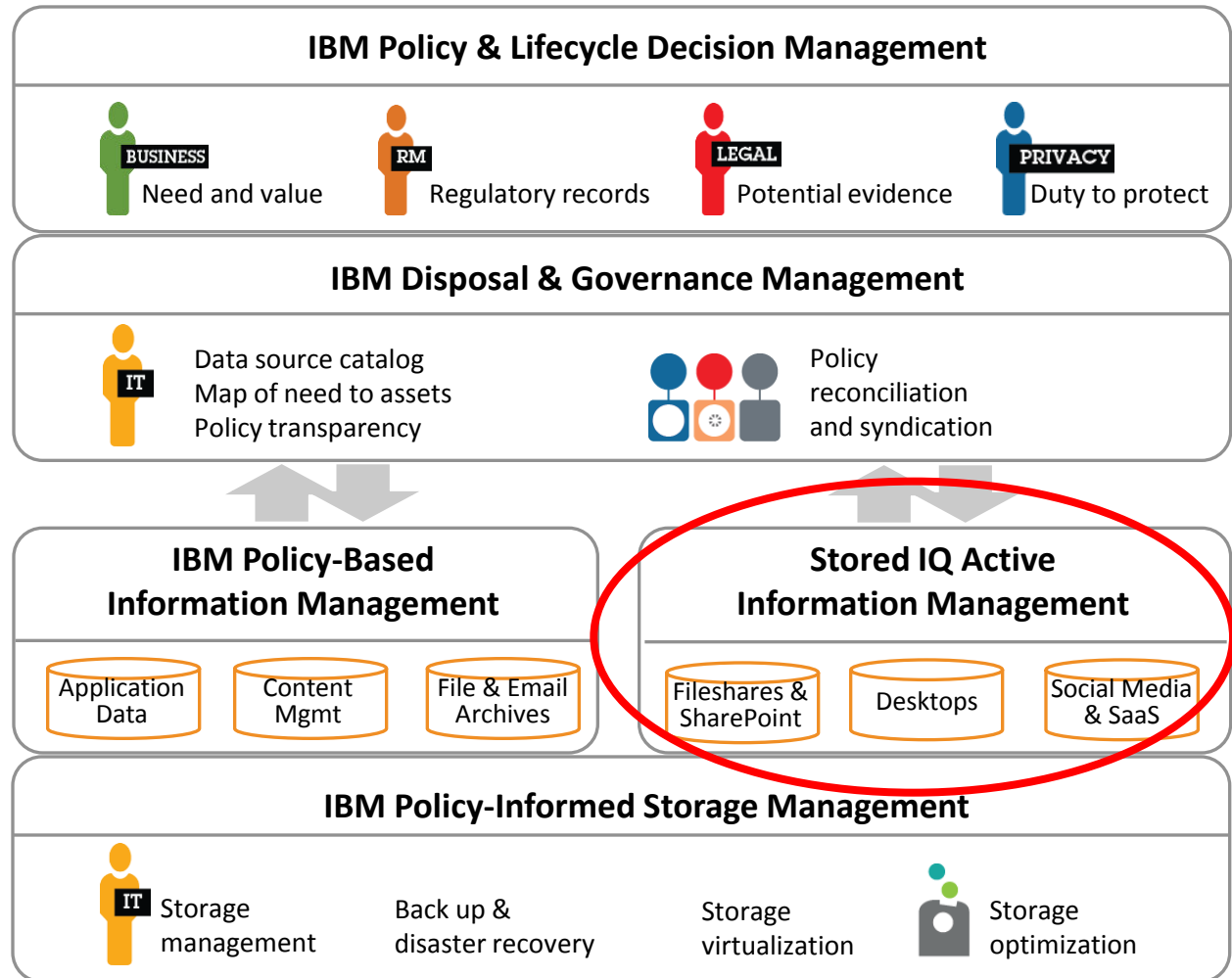
Policy Execution:

Apply the right policy to data wherever it is



Data Infrastructure:

Contain consumption, align cost to value



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Data Intelligence

Find interesting subsets of information without moving any data across your network

Identify



Analyze



Act



Connect



Utilize advanced visualizations to spot compliance violations, make infrastructure planning decisions, jump start records initiatives, etc.

Copy, collect, move or apply a policy to data that requires further processing or retention. Delete data that provides negative value to the company

Keep stakeholders up to date with active reports on key business initiatives

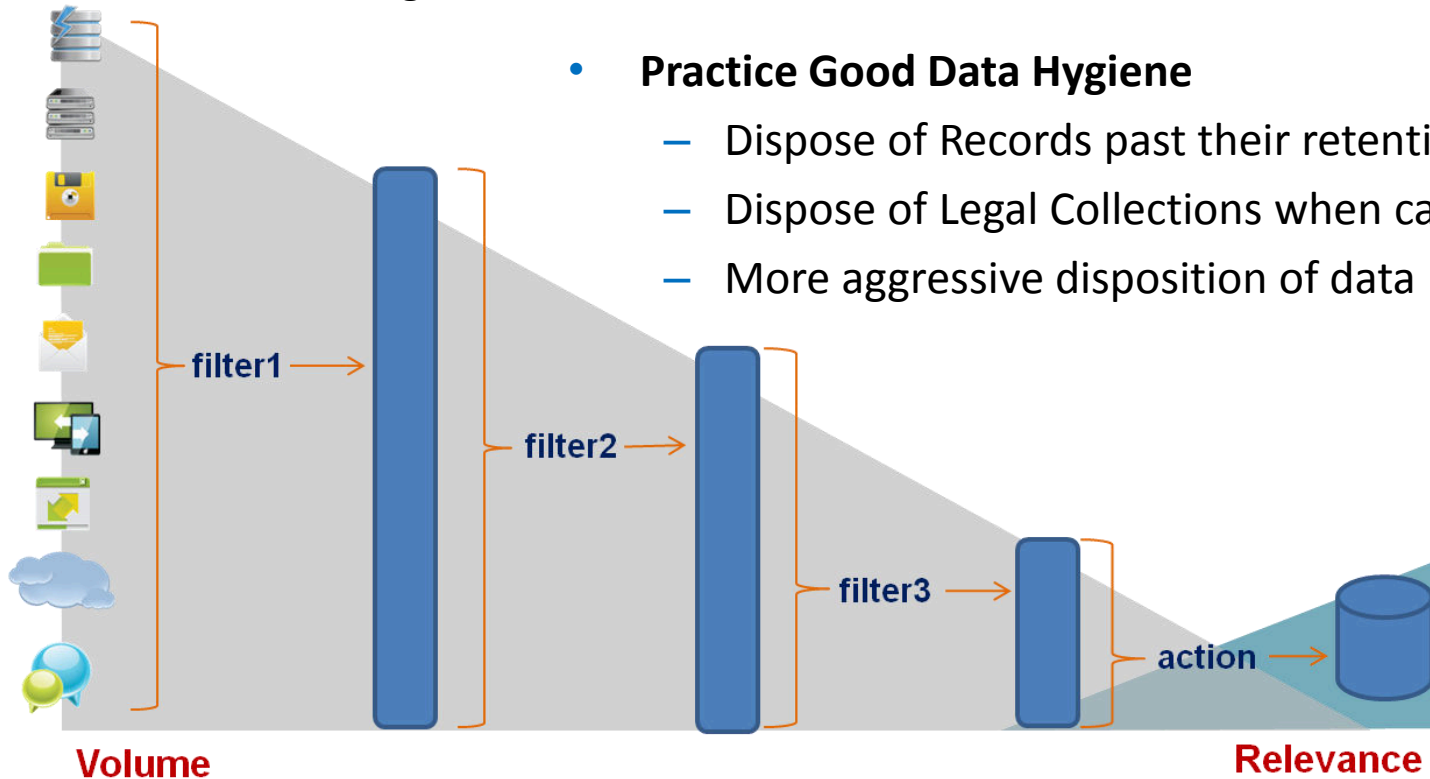


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- **Retain Business Critical Data**

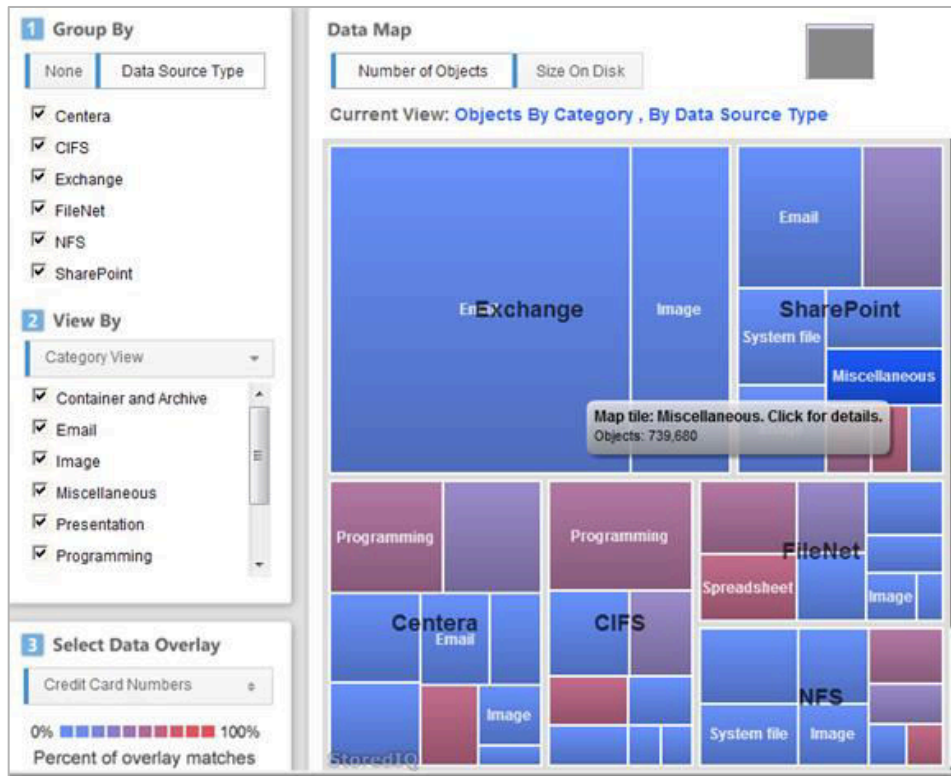
- Don't move data just to figure out what it is
- Records and Legal Collections need to be managed
- Increase signal to noise ratio in data set



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StoredIQ



Active Data Intelligence



- Identify relevant subsets, patterns and trends that affect your business
- Analyze data in place across multiple sources and act for value

Active e-discovery



- Get insight on data in place, estimate review cost and make better informed e-discovery decisions
- Leverage legal-friendly repeatable workflow

Active Information Governance

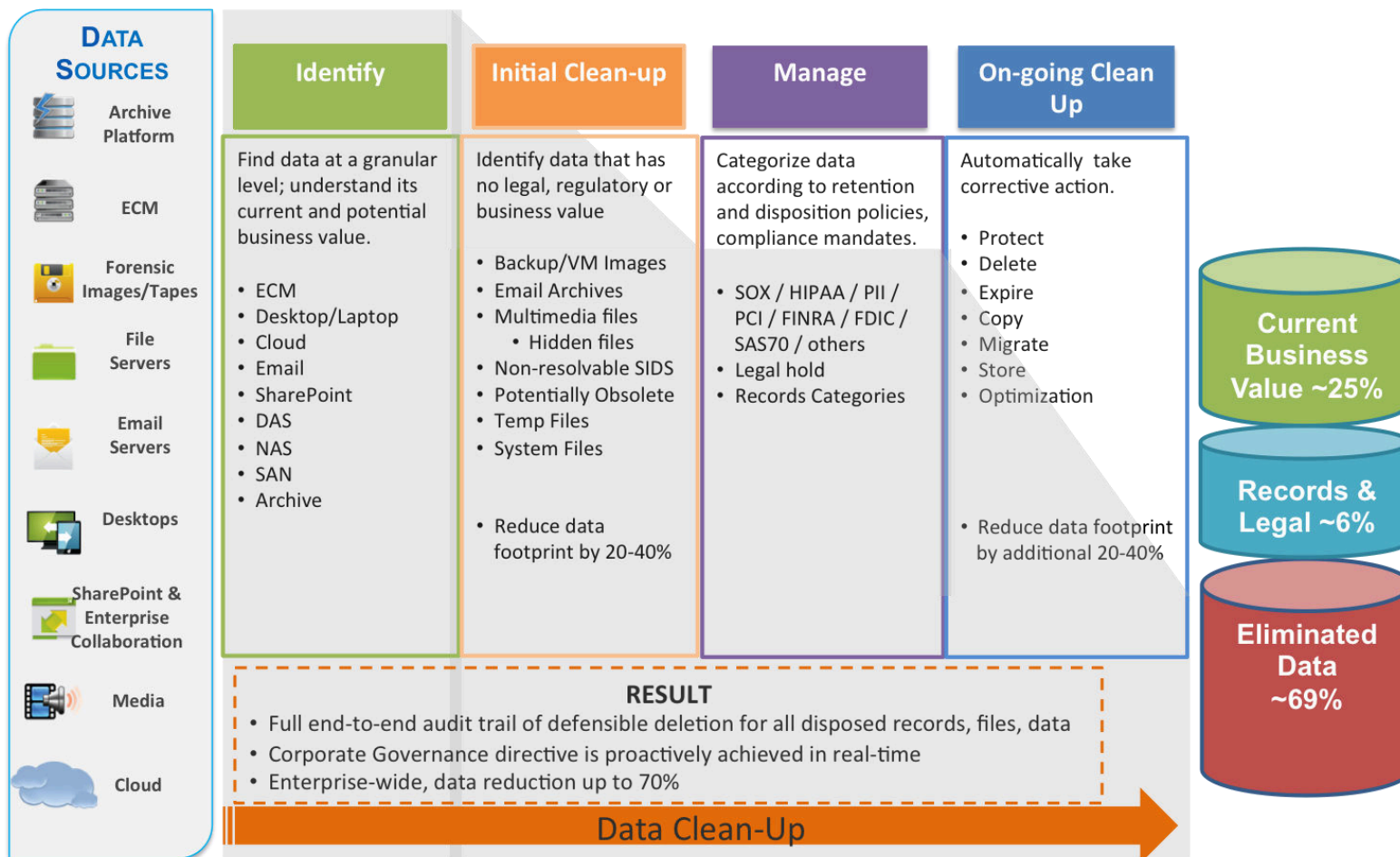


- Identify and classify records and put records in their proper location
- Clean up content with no business value

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Approach – Clean-up Best Practices



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Dynamic Policy Management:

Precisely define what is needed, why, how long



Policy Syndication:

Distribute reconciled policies to data sources



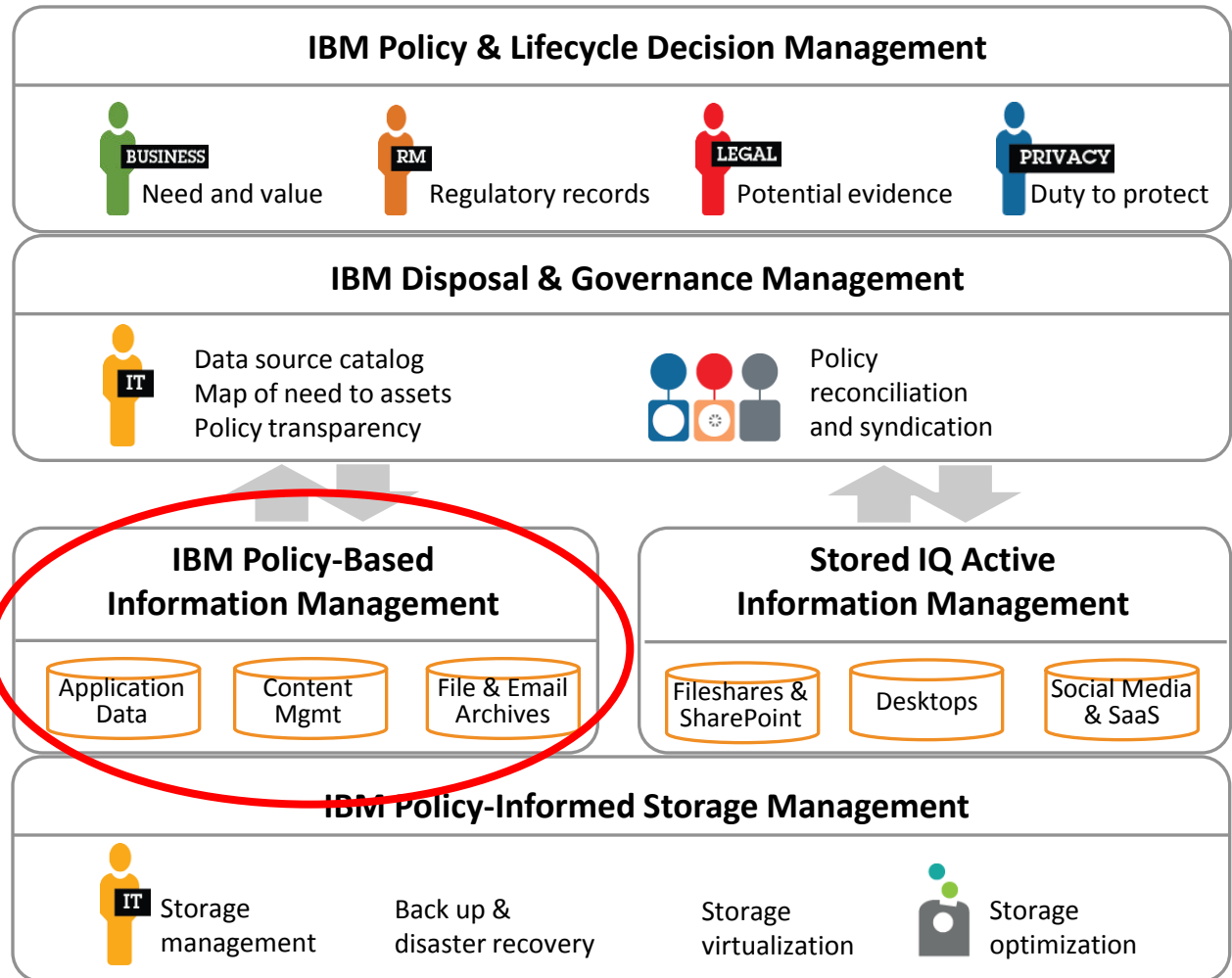
Policy Execution:

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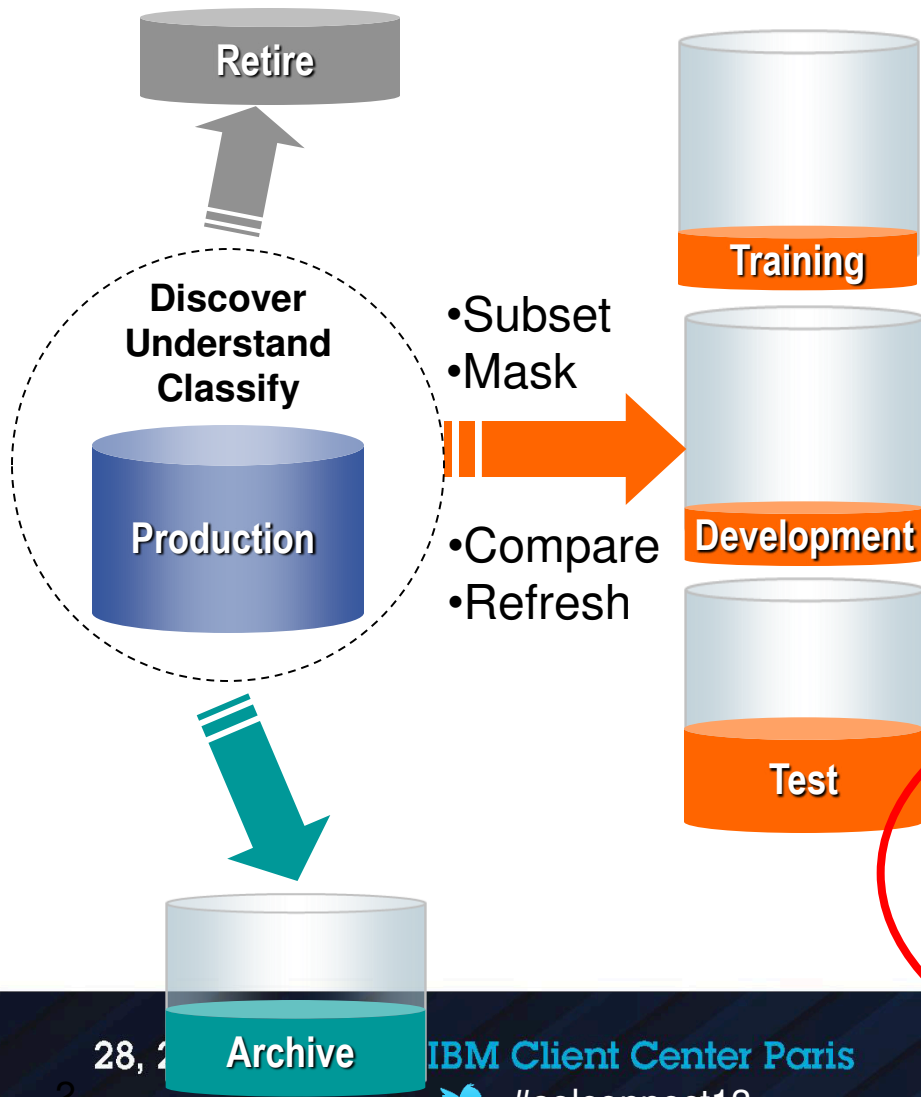
Data Infrastructure:

Contain consumption, align cost to value



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Discover

- Speed understanding and project time through relationship discovery within and across data sources
- Understand sensitive data to protect and secure it

Test Data Management

- Easily refresh & maintain right sized non-production environments, while reducing storage costs
- Improve application quality and deploy new functionality more quickly

Data Masking

- Protect sensitive information from misuse & fraud
- Prevent data breaches and associated fines

Data Growth Management

- Reduce hardware, storage & maintenance costs
- Streamline application upgrades and improve application performance

Application Retirement

- Safely retire legacy & redundant applications while retaining the data
- Ensure application-independent access to archive data

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Access and execute approved schedules on records repositories, structured and unstructured archives, SharePoint and other data sources.

Changes in business or regulatory requirements initiated by policy owners are automatically syndicated for reliable, defensible and efficient execution.

Application archive automatically receives retention and disposition schedule to execute on records.

Outcome: IT can dispose information based on legal, reg and business needs in an automated, defensible way [A, B, C, F, G, H, I, L, M, N, O, P]. Cost, risk and effort are reduced.

Tasks Setup Logs

Show: All

ID	Name	Task	Occurred On	Status
192	SAL120, Customer Relations	Change Local Schedule	Oct 23, 2011 5:42:23 PM	Execute
191	SAL120, Customer Relations	Change Local Schedule	Oct 22, 2011 1:12:43 AM	Completed
190	SAL120, Customer Relations	Add Local Schedule	Oct 22, 2011 12:50:10 AM	Completed
182	ADM100, Internal Services			Completed
181	ADM100, Internal Services			Completed
180	ADM100, Internal Services			Completed

My Atlas
Alert Detail

Date: Dec 31, 2008 1:25:21 PM

Subject: SCHEDULE CHANGE: HUM420, Personnel Files

Message: Schedule: [HUM420, Personnel Files](#)
Modified By: [Administrator, System](#)
Change: modified
Reason for Change: Retention period updated based on new citation added.

The following fields for [HUM420, Personnel Files](#) were modified:

Retention Sch: Disposition: 7

Title	BNK100, Account Set-Up/Maintenance
Record Code	BNK100
Record Category Name	BNK100 Global Investments-Portfolio Group US (US)
Record Category Identifier	BNK100-LSEZ
Version	1
Triggering Event	Account/Relationship is open/active
Retention Type	Event + Fixed Time
Triggering Metadata Field	DateCreated [P]
Period	5 Year(s)

PSS_200 - Storage Profile Definition

Description: SAL120, Customer Relations

Segment Sizes (MB)
Fixed: 0 Removable: 10

Primary Copy Retention Policy

Automatically Delete File
 Delete after:
Days 365

Table/View

Table/View	Type	DEMS	Table Specifications	Ref Tol	Delete Rows After Archive	Extract Params Row Limit
1 OPTM_CUSTOMERS	Table	SQL Serve				
2 OPTM_SALES	Table	SQL Serve				
3 OPTM_ORDERS	Table	SQL Serve				
4 OPTM_DETAILS	Table	SQL Serve				
5 OPTM_ITEMS	Table	SQL Serve				
6						

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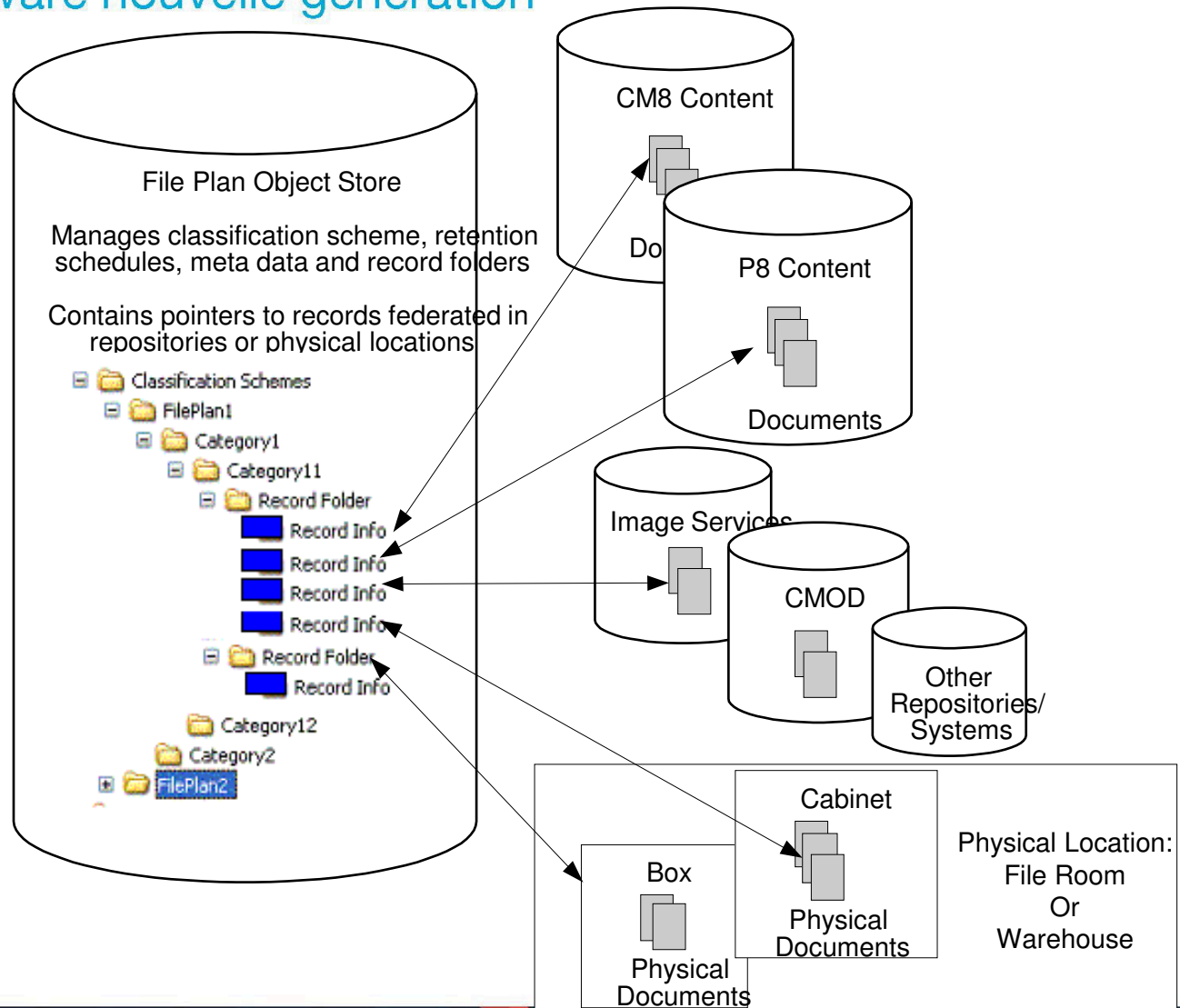
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The File Plan Controls Everything



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Automate retention schedule distribution:

Syndicate retention schedules to records repositories, information archives (structured and unstructured), and other ECM repositories for in place execution.

Policy Distribution Management

Details · History · Related Data Sources · Schedules · Holds & Collections · All Holds & Collections · Plan Templates · Policy Distribution

Tasks Setup Logs

ID	Name	Task	Occurred On	Status
251	Banking	Add Record Class	Mar 20, 2012 7:20:54 PM	Execute
252	BNK100, Account Set-Up/Maintenance (Global)	Add Master S		
253	BNK100, Account Set-Up/Maintenance	Add Local S		

Task Details:

- Title: BNK100, Account Set-Up/Maintenance
- Record Code: BNK100
- Record Category Name: BNK100 Global Investments-Portfolio Group US (US)
- Record Category Identifier: BNK100-LSEZ
- Version: 1
- Triggering Event: Account/Relationship is open/active
- Retention Type: Event + Fixed Time
- Triggering Metadata Field: DateCreated
- Period: 5 Year(s)

CLIENT_INFO - Storage Profile Definition

File Edit Tools Options Help

Description: BNK100 Account Setup and Maintenance

Segment Sizes (MB)
Fixed: 0 Removable: 10

Primary Copy Retention Policy

Automatically Delete File
 Delete after:
Days 1825

Outcome: Retention schedules can be consistently and systematically applied across the enterprise [G, L, M, N, O].

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Financial Services



Life Sciences



Oil & Gas



Various Industries



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Energy



Financial Services



Health Care



Other Verticals

