

One Company: from Physical Records Management to
Information Governance

One Company shares how it is changing to more actively manage all unstructured information in addition to records in paper, film, fiche, core and tape forms



How physical records are changing

How governance of electronic information is developing

How SharePoint and the cloud fit within a FileNet world

What it takes in terms of people and processes to make this possible

What if any impacts there were with lower commodity prices

How physical records are changing

Annual destruction

- People can be comfortable with it
- Actively manage instead of passively store
- Repeatable, scheduled, operational processes – not a project

Replacing paper with images

- Spans geographic boundaries
- Avoids extra, unnecessary effort
- Concentrating functional areas and therefore simplifying processes
- Adopting electronic signatures

Consuming multiple outside services

- Imaging projects
- Storage services
- Software as services

Outcome: greater flexibility and agility; time and effort saved

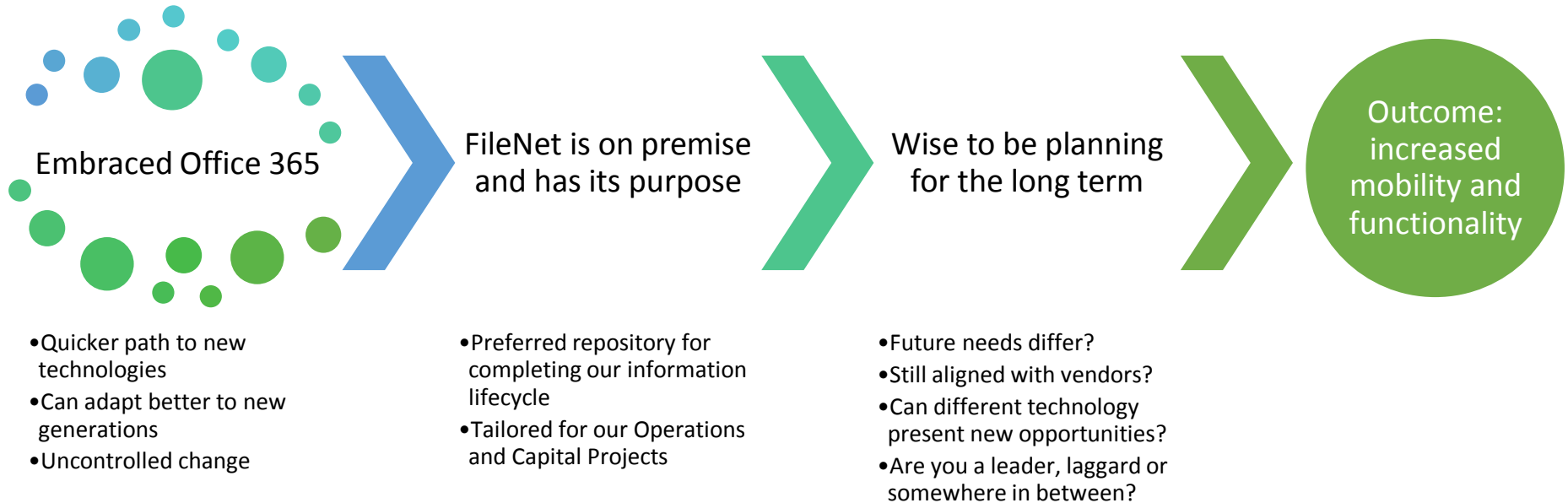
How governance of electronic information is developing



- Created an enterprise taxonomy
- Created a simple, global repository
- Automated the application of records retention rules
- Enabled records disposition
- Converted events to time

- Implemented email management
- Governing non-record documents also
- First stage of file system replacement
- Functional & LOB system governance
- Information security and protection, e-discovery, risk management, business operations, and text analytics

How SharePoint and the cloud fit within a FileNet world



What it takes in terms of people and processes to make this possible

Culture and people

- Company is very annual outcome-focused
- Decision-making executive, interdisciplinary steering committee
- Consistent cross-functional and LOB collaboration
- Dedicated team focused on people and processes
- Experienced and flexible team
- People that want to help and be helped

Outcome: high-performing group due to affinity, interdependence, ownership, and shared purpose and risk

Policies and processes

- Updated RRS including international
- Filled in policy and process gaps
- Standards and guidelines also
- Communicate repeatedly and regularly
- Train via a “license to drive”

Outcome: people know our vision, direction and what tools to use, when, and how

What if any impacts there have been with lower commodity prices

