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 a records repository
- Moving towards information governance
- Outcome: easier to find valuable information; more actively managing our information

- 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

Embraced Office 365

• Quicker path to new technologies
• Can adapt better to new generations
• Uncontrolled change

FileNet is on premise and has its purpose

• Preferred repository for completing our information lifecycle
• Tailored for our Operations and Capital Projects

Wise to be planning for the long term

• Future needs differ?
• Still aligned with vendors?
• Can different technology present new opportunities?
• Are you a leader, laggard or somewhere in between?

Outcome: increased mobility and functionality
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

**Approach**
- Prefer shorter commitments
- Focus capital investments
- Design efforts as projects
- Consume more services

**Committed**
- Never waivered from our goals or investments
- Continue to execute our
  - Strategy
  - Tactics
  - Plan